

# Public Water Filling Stations

## Questions and Answers

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### *Where can I obtain a Prepaid Electronic Key?*

If you require an Prepaid Electronic Key to use at a TasWater Water Filling Station, you will need to fill out the appropriate application form, available at [www.taswater.com.au](http://www.taswater.com.au) under **Prepaid Electronic Key Application Form**

Once you have filled out the form, and read the terms and conditions of use, you can email the form to TasWater at [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au). If you do not have access to email, you can mail the form to **TasWater GPO Box 1393 Hobart TAS 7001**.

Once we receive your application, we will assign and process your Prepaid Electronic Key and advise AVDATA Australia, who will energise your Prepaid Electronic Key.

Your assigned Prepaid Electronic Key will be sent to you, with your application form as your copy, via registered post, to the postal address on your application form. You will also receive an invoice for the electronic key deposit. With the Prepaid Electronic Key, the invoice will include the \$20 initial credit amount placed on the Electronic Key.

For further information, please contact TasWater on 136 992 or at [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au)

Prepaid Electronic Keys are also available from our agents, for the assigned Water Filling Station locations, in the table below.

Water Filling Station Location	Agent	Agent Address
Sorell	Terry White Sorell Chemmart Pharmacy	31 Gordon Street Sorell TAS 7172
Bagdad	Bagdad Post Office	41 Quarrytown Rd Bagdad TAS 7030
New Norfolk	New Norfolk Guardian Pharmacy	6 High Street New Norfolk TAS 7140
Oatlands	BP Oatlands	52 High Street Oatlands TAS 7210

The Agent will require a payment of \$55.44 for the Electronic Key (\$35.44 for the Prepaid Electronic key deposit and \$20 for the credit assigned to the Prepaid Electronic FY2022/2023).

**Note:** Agents only supply Prepaid Electronic Keys for their assigned Water Filling Station locations. To assign credit to other locations, on the Prepaid Electronic Key, you can organize this via the AVDATA portal at [www.avdata.com.au/login](http://www.avdata.com.au/login)

### *How do I add credits to my Prepaid Electronic Key?*

1. **AVDATA Portal** – Go to the AVDATA portal at [www.avdata.com.au/login](http://www.avdata.com.au/login) and use your credit card to purchase more prepaid water online.  
There are no fees applied if credit is purchased via the AVDATA portal.
2. **Phone** – Directly over the phone by contacting Avdata Australia, during business hours, on 02 6262 8111 with your credit card details and Electronic Key number (The number is on the Electronic Key). A processing charge is applied to each prepaid credit top-up by AVDATA Australia.
3. **Internet Banking** – Direct deposit to Avdata Australia via the internet or at any Commonwealth Bank branch, using the following account details:  
BSB: 062 904  
Account: 1020 7221  
Reference: 'KEY NUMBER' and 'SURNAME'

A processing charge is applied to each prepaid credit top-up by AVDATA Australia.

**Note:** Credits by direct deposit may normally take two business days to process. To apply credits sooner, users will need to email the receipt to [mail@avdata.com.au](mailto:mail@avdata.com.au).

### *How much do I pay for water?*

Water charges for water filling stations are approved by the Tasmanian Economic Regulator. Water charges for water filling stations are shown on the application form and are outlined on page 1 of the form. A full list of fees and charges are available on our website [www.taswater.com.au](http://www.taswater.com.au).

With a Prepaid Electronic Key, **a processing charge is applied to each prepaid credit top-up** by AVDATA Australia. This fee is managed by AVDATA Australia and will be deducted from the prepaid credit amount applied to your Electronic Key.

**Note:** that there are no processing charges if prepaid credit is purchased via the AVDATA portal.

### *Can my Prepaid Electronic Key be used at more than one location?*

TasWater has multiple locations to access water. The locations and hose fitting sizes are available on our website [www.taswater.com.au](http://www.taswater.com.au).

Your Prepaid Electronic Key can be used at multiple sites via the AVDATA portal at [www.avdata.com.au/login](http://www.avdata.com.au/login). If your Prepaid Electronic Key is accessing more than one location, the credit assigned to a particular water filling station will not be able to be used at another water filling station. You will have to maintain a separate prepaid credit balance at each location that you wish to use. The AVDATA portal will provide you with the credit balances for each location.

You can also use the AVDATA portal to confirm payment transfer before you travel to the water filling station. Go to [www.avdata.com.au/login](http://www.avdata.com.au/login).

Contact Avdata Australia, during business hours, if you have questions about access on **02 6262 8111**

**Please be aware that not all Water Filling Stations are available to the general public, some are only available to Registered Water Carters and access will be denied to the general public.  
Please confirm availability of the Water Filling Stations on our website.**

### How can I tell how much credit is on the Prepaid Electronic Key?

1. At the water filling station, the red light on the control panel will start flashing if you have less than 5,000 litres credit remaining.

It will remain illuminated when credit has expired.

If this light is on, you should arrange to purchase more credit on the Prepaid Electronic Key.



#### **At the Water Filling Station - For Prepaid Electronic Keys Only**

*If the "Select Outlet" light flashes, you have less than 5,000 liters credit.*

*If the "Select Outlet" light remains illuminated, credit has expired.*

2. You can also check the amount of prepaid water available, at the location, via the AVDATA portal at [www.avdata.com.au/login](http://www.avdata.com.au/login). The AVDATA portal will provide credit balances for each location.
3. Avdata Australia can also advise you of your current credit balance, during business hours, on **02 6262 8111**.

### What if I run out of credit on my Prepaid Electronic Key?

Once you run out of credit, the system will stop supplying you with water. You will need to make arrangements to add more credit, if you wish to continue using your Prepaid Electronic Key.

If your Prepaid Electronic Key is accessing more than one location, the credit assigned to a particular water filling station will not be able to be used at another water filling station. You will have to maintain a separate prepaid credit balance for each location that you wish to use. The AVDATA portal will provide credit balances for each location.

**Note:** The Electronic Key is not a disposable item and is designed for repeated recharging. On the return of the Electronic Key, TasWater will return your deposit if the Electronic Key is not damaged.

### What do I do if I no longer require my Electronic Key?

If you no longer require your Electronic Key, you should arrange to return it to TasWater, via registered post, so that you can receive your refund for the security deposit. If you are returning a Prepaid Electronic Key, you will also be credited any remaining credits on the Prepaid Electronic Key.

**Note:** TasWater can only refund the balance to the owner of the Electronic Key, as signed in the customer's Electronic Key Application form. The deposit cannot be returned to a third party.

TasWater will issue the deposit to the customer, once we receive the Electronic Key. TasWater, or its employees, will not take responsibility for the loss of the Electronic Key via the mail. Electronic Keys should be posted via registered post for confirmation of delivery.

A refund can be returned to you via your bank, by direct deposit. Alternatively, these credits can be transferred directly across, as additional credit, to another Electronic Key.

**Note:** The deposit for the Electronic Key will not be returned if the Electronic Key is damaged.

You will need to fill out the [Electronic Key Return Form](#) available on our website [www.taswater.com.au](http://www.taswater.com.au).

Please return the Electronic Key, with the Electronic Key Return Form, to TasWater via registered post to: **TasWater GPO Box 1393 Hobart TAS 7001**.

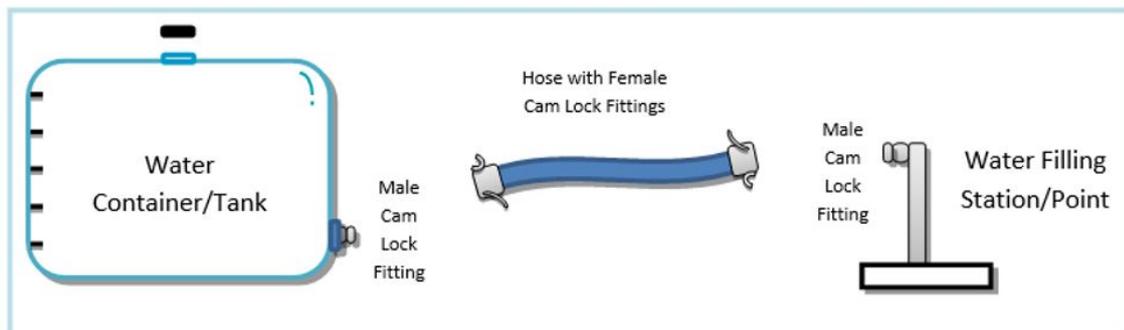
### Who do I contact if I have problems?

Generally, the first point of contact for specific Electronic Key issues and related enquiries is AVDATA Australia on **02 6262 8111**. AVDATA Australia manages the system and will be able to assist directly.

If you experience any other problems or issues when using the Water Filling Point, or have other general questions, please contact TasWater on 136 992.

### Will I need any other equipment to fill up at the filling station?

At most Public Filling stations in Tasmania, a Female Cam Lock fitting and hose will be required to obtain water from the filling stations.



The picture above provides an example of the hose fittings and connections required for a safe fill of your container/tank. When filling from a water filling station, we insist that you connect your hose fitting to the cam lock connection at the filling point with the cam lock connection on your water tank.



You will need to purchase the correct Female Cam Lock and Hose for the Water Filling Station location you will be taking water from.

**Note:** when filling up from the container's cam lock, you will need to open the cap on the top of the container.

Water Filling Station location and fitting sizes are available on our website under [Public water filling stations locations and connection sizes](http://www.taswater.com.au) at [www.taswater.com.au](http://www.taswater.com.au).

Please be aware that not all Water Filling Stations are available to the general public, some are only available to Registered Water Carters and access will be denied to the general public.

Please confirm availability of the Water Filling Stations on our website at [www.taswater.com.au](http://www.taswater.com.au).

**Note:** Customers must use TasWater's Public Filling Stations in a responsible and safe manner. Instructions on how to use the Filling Station must be adhered to at all times and care should be taken when connecting and disconnecting the hose from your container/ tanker and Filling Station.

Please follow the instructions at the site and the information provided next – 'How do I use the Electronic Filling Station'.

## How do I use the Electronic Water Filling Station?

Public Water Filling Station	Instructions For Use
<h3 data-bbox="110 257 391 291">ELECTRONIC KEYS</h3>  <h3 data-bbox="110 537 375 571">CONTROL PANEL</h3>  <p data-bbox="110 1146 678 1176">The Control Panel is standard for all Water Filling Stations.</p>	<p data-bbox="758 228 1316 302">Connect your hose's Cam Lock fittings to your container/tank and the public filling point.</p> <p data-bbox="758 336 1165 369"><b>Open the designated taps/valve.</b></p> <p data-bbox="758 398 1444 465"><b>1. Place your Electronic Key on the sensor.</b> (Located at the top left-hand corner of the control panel) <b>Note:</b> The Electronic Key must touch the sensor.</p> <p data-bbox="758 537 1460 604">If you have a valid Electronic Key the <b>"Select Outlet"</b> light will illuminate.</p> <div data-bbox="790 660 885 840"></div> <p data-bbox="925 660 1404 795">For Prepaid Electronic Keys - If the <b>"Select Output"</b> light flashes, you have less than 5,000 liters credit and should arrange to purchase more if required.</p> <p data-bbox="758 878 1093 911"><b>2. Press the "ON" button.</b></p> <p data-bbox="758 913 1484 1052">This will activate the valve and illuminate the light indicating the outlet is active. Water should begin to flow – ensure the correct outlet taps are open and fill your tank.</p> <p data-bbox="758 1093 1220 1126"><b>3. To finish, press the "OFF" button.</b></p> <p data-bbox="758 1128 1460 1196">This closes the valve and ends the transaction, preventing other users from utilizing your account.</p> <p data-bbox="758 1227 1157 1261"><b>Close the designated taps/valve.</b></p>
<h3 data-bbox="110 1232 638 1265">TASWATER PUBLIC FILLING POINT</h3>  <p data-bbox="110 1998 702 2027">Please note that TasWater's Water Filling Stations may vary.</p>	<h3 data-bbox="758 1310 1013 1344">Electronic Key Issues</h3> <div data-bbox="790 1377 885 1534"></div> <p data-bbox="925 1377 1428 1512">If the <b>"Not Valid"</b> light illuminates, contact Avdata on <u>02 6262 8111</u> as there may be issues with the Electronic Key. Quote the number on the Electronic Key.</p> <h3 data-bbox="758 1572 925 1606">Supply Issues</h3> <p data-bbox="758 1635 1460 1702">If water is denied or ceases during operation, any one or a combination of the following may have occurred:</p> <ul data-bbox="758 1706 1484 2027" style="list-style-type: none"><li>• The user is not operating system as described in these instructions</li><li>• All credit has been used or the account is closed. Contact Avdata to confirm Electronic Key details, on <u>02 6262 8111</u> or visit the AVDATA portal at <a href="http://www.avdata.com.au/login">www.avdata.com.au/login</a></li><li>• Power failure</li><li>• Fault in system - Try again - If problem persists, please contact Avdata on <u>02 6262 8111</u> or TasWater on 136 992</li></ul>