

Privacy

We will collect personal information from you that allows us to efficiently provide water and sewerage services.

We are committed to ensuring your information is protected, our policies and procedures comply with the Personal Information Protection Act 2004 and National Privacy Principles, or for a purpose authorised by the Customer Service Code. A copy of our Privacy Policy can be obtained from www.taswater.com.au or by calling 13 6992.

Access assistance

You can call us via the National Relay Service:

- Talk To You (TTY) users phone 13 3677 then ask for 13 6992.
- Speak and Listen (speech to speech relay) users phone 1300 555 727 then ask for 13 6992.
- Translating and Interpretative Service (TIS) please call 13 1450.



Customer Support Program – Terms and Conditions

Effective 1 March 2019

taswater.com.au

Phone: 13 6992

These terms and conditions set out the obligations and responsibilities arising under TasWater's Customer Support Program (the 'Program').

The Program offers a flexible payment service to assist residential customers who have a debt owing to TasWater and are having difficulty paying this debt. We assist by working with the customer to set up a regular repayment schedule based on the customer's individual circumstances.

The Program is governed by TasWater's Financial Hardship Policy, which can be accessed at www.taswater.com.au/Your-Account/Enquiries

When you join the Customer Support Program, you accept the following terms and conditions:

1. The methods used to identify customers, and eligibility for the Program, are set out in TasWater's Financial Hardship Policy.
2. The Customer Support Program is available to eligible TasWater customers for a standard period of 36 months. TasWater will regularly review your arrangement throughout this period.
3. During the Program, your regular repayment amount will be based on:
 - a. TasWater's estimate of your account over the next 12 – 36 months. This estimate is based on your previous 12 months water usage patterns, as well as any fixed costs, any pricing increases or additional charges; and
 - b. The amount outstanding at the time the Program starts.
4. While you are in the Program, TasWater will suspend its normal debt recovery actions for any outstanding amounts that you owe.
5. By entering the Program you agree that you are a residential customer residing at your principal place of residence, and are authorised to enter into a Program arrangement for the account.

6. To participate in the Program, we will require you to:
 - a. Give your full name, residential address, email address, telephone number, billing details and any other information requested by TasWater, such as direct debit details if you choose that method of payment; and
 - b. Choose:
 - I. Your preferred payment frequency, that is weekly, fortnightly or monthly; and
 - II. your method of payment from one of our various payment options.
7. You agree that all information you have provided to TasWater to participate in the Program is true and correct.
8. While you are in the Program, you will continue to receive your regular quarterly bill from TasWater. This will show payments made to your account for the quarter under your Program arrangement, including any extra payments you have made. Those payments will be deducted from the outstanding debt and new charges incurred for that quarter:
 - a. If your payments are less than the actual quarterly charges, that amount will be added to your next bill
 - b. If your payments are more than the existing debt and quarterly charges, that additional amount will be credited to your next bill.
9. TasWater may, from time to time, offer an incentive for participation in the Program to assist customers in achieving account independence. TasWater has discretion regarding the availability and type of incentive offered.
10. It is important that you continue to make the repayments agreed as part of the Program. If your circumstances change, for example, there is likely to be an increase in water usage due to more people in your household, you should contact us to arrange an adjustment to your payment amounts.
11. If you do not meet the agreed repayments, and our attempts to contact you are ignored, you will be at risk of being removed from the Program. If you are removed, normal collection activities will resume. This may include supply restriction, referral to external collection services, or other legal action.
12. If you fail to meet your agreed repayments three (3) times in a 12 month period, and are removed from the Program, you are not guaranteed re-entry. However, we will continue to make every effort to assist you to regain access to the Program.
13. In addition to failing to meet agreed repayments, you may be removed from the Program if:
 - a. You are the owner of the property and you sell your property; or
 - b. You have breached any of these terms and conditions; or
14. If your Program arrangement is terminated or cancelled:
 - a. Any amounts owing by you to TasWater will be immediately due and payable within 10 business days; and
 - b. All TasWater's standard account terms will apply including normal recovery processes on all outstanding amounts.
15. TasWater reserves the right to amend these terms and conditions or discontinue providing the Program at any time upon provision of reasonable notice.