



## Change of Ownership Fact Sheet

North West Tasmanian homes and businesses in reticulated areas are now serviced by Cradle Mountain Water. Our role is to source, treat and supply clean and safe drinking water to customers on town water and manage the safe removal and treatment of waste water.

### Which local council areas belong to Cradle Mountain Water?

• Burnie  
• Devonport  
• Latrobe

• Central Coast  
• Kentish  
• Waratah-Wynyard

• Circular Head  
• King Island  
• West Coast

### What is Cradle Mountain Water responsible for?

The maintenance of water and sewer systems for reservoirs, dams and treatment plants to the connection point at the house-holders property.

### Why have the changes occurred?

The State Government's reform of the water industry is aimed at ensuring an improvement in services across the state and the development of vital infrastructure. Through a coordinated, regional approach to water and sewerage needs, the new water corporations will be able to deliver a prioritized program of improvements to infrastructure and services across Tasmania and in turn address the issues of:

- Drinking water quality
- Poor asset management
- Pricing/revenue issues
- The need for significant capital expenditure to improve infrastructure

### What are the arrangements for property owners?

For property owners the only difference will be that Cradle Mountain Water are now your water and sewerage service provider. Previously your water and sewerage charges have been included on your Council rates bill, however you will now receive your water and sewerage bill from Cradle Mountain Water.

### I am selling my property. What do I have to do?

When selling a property the Vendor is required to fill out the vendor section only of the 'Change of Ownership Form' and forward to Cradle Mountain Water.

Once the 'Change of Ownership Form' has been received by Cradle Mountain Water, a meter reading will take place on settlement date. Your account will be finalised and depending on your payment circumstances you will receive a final bill or a refund.

### I am buying a property. What do I have to do?

When purchasing a property the Purchaser is required to complete the Purchaser section of the 'Change of Ownership Form' and forward to Cradle Mountain Water.

Once the 'Change of Ownership Form' has been received by Cradle Mountain Water, a meter reading will take place on settlement date. Your account will be set up with Cradle Mountain Water and you will receive a bill for your portion of the service charges for the remainder of the financial year.

### As the Vendor, what will happen if I don't provide 'Change of Ownership' details?

You will continue to pay for the service charges until you advise Cradle Mountain Water of the change of ownership. This means you will still be responsible for paying the water and sewerage service charges including any water consumption after settlement has been completed. This is a similar process to contacting your local electricity provider to read the meter and disconnect the power supply on settlement date.

If you have paid your account in advance, the 'Change of Ownership Form' is the trigger for calculating your portion of the service charges and refunding you the difference, if applicable.





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### As the Purchaser, what will happen if I don't provide Change of Ownership details?

Restrictors may have been applied to your water service if we have not been notified of the 'Change of Ownership' details of the Purchaser. The 'Change of Ownership Form' is essentially your application to become a customer of Cradle Mountain Water. This is a similar process to the way in which you apply to your local electricity provider to connect power to your new home on settlement date.

### Where can I get a 'Change of Ownership Form' from?

The form can be downloaded from our website at [www.cmwater.com.au](http://www.cmwater.com.au)

Phone 13MYWATER (13 6992) to be mailed a copy of the form.

Call into one of our Customer Service Centres at"

- 23 Stewart Street, Devonport
- Columnar Court, Wilmot Street, Burnie
- 17 Orr Street, Queenstown

### Will Property Lawyers / Conveyancers be able to notify Cradle Mountain Water of the transfer of land either by the vendor or the purchaser?

We request that Property Lawyers / Conveyancers notify Cradle Mountain Water of the disposal or acquisition of property by asking their clients to complete and forward a 'Change of Ownership' form to Cradle Mountain Water. However, the Vendor or Purchaser is responsible for signing the 'Change of Ownership Form'.

There is no longer any requirement for water and sewerage accounts to be apportioned by Property Lawyers / Conveyancers at the time of settlement. Unlike Council general rates the water and sewerage charges are no longer held against the property. Each customer is responsible for their account in the same way that you pay your electricity provider.

### When can a special meter reading be undertaken?

A special meter reading can be undertaken at any time upon the payment of the special meter reading fee. This fee varies depending on the municipality. Fees can be found on the Cradle Mountain Water website.

### What will happen to water restriction devices at the time of sale?

If there is a restriction device fitted at the time of sale, the Vendor is responsible for its removal. This will require settlement of the overdue account with Cradle Mountain Water. There is a fee attached to the device's removal and this fee is the responsibility of the Vendor. The fee varies depending on the municipality. Fees can be found on the Cradle Mountain Water website.

### Who will be responsible for plumbing inspections?

Councils are responsible for plumbing inspections on the property side of the title. Local councils that have been exercising the self certification process will continue to do so.

Plumbing inspections required for Cradle Mountain Water assets will be the responsibility of Cradle Mountain Water.

### If a property sale includes a commercial entity discharging trade waste to a Cradle Mountain Water sewerage system, what do I have to do?

Phone Cradle Mountain Water on 13MYWATER (13 6992).

**For further information and advice please contact Cradle Mountain Water via:**

**13MYWATER (13 6992)**

**[www.cmwater.com.au](http://www.cmwater.com.au)**

**[enquiries@cmwater.com.au](mailto:enquiries@cmwater.com.au)**