



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.

### What are the arrangements for tenants?

Water and Sewerage accounts will continue to be sent to property owners for at least the 2009-2012 year and it will be the property owner's responsibility to ensure the accounts are paid. People who rent their homes (tenants) will not receive an account from Cradle Mountain Water during this time.

It is anticipated that in the future, water and sewerage accounts will transition to a user-pays model, similar to that in place for electricity in Tasmania and tenants will be financially responsible for their water and sewerage charges.

### What happens to the 337 Certificates?

Questions relating to water and sewerage matters have been removed from the 337 Certificate and Property Lawyers / Conveyancers will need to request a Land Information Certificate in accordance with Section 56ZQ of the Water and Sewerage Industry Act 2008. These requests will need to be directed to Cradle Mountain Water together with payment of the \$33.25 fee.

### Does Cradle Mountain Water receive a Notice of Sale through the Lands Title Office/Valuer Generals Office?

At this stage there is no provision for the Land Titles Office to inform Cradle Mountain Water of the notice of sale.

### Will Property Lawyers / Conveyancers be required 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.





### How will Property Lawyers / Conveyancers apportion charges relating to fixed charges made in arrears?

We request that Property Lawyers / Conveyancers will notify Cradle Mountain Water, at the time of contract, the following information:

- Settlement date
- Vendors future address
- Purchasers address for future accounts

This information can be provided by completing a 'Change of Ownership' form. These forms can be found on our website: <http://www.cmwater.com.au/NWestWater/For+our+customers/Fact+Sheets>

In order to effect the smooth transition of billing, the purchaser's Property Lawyer / Conveyancer can provide the water corporation with a copy of the notice of sale.

There is no longer any requirement for water and sewerage accounts to be apportioned by Property Lawyers / Conveyancers at the time of settlement.

Once the 'Change of Ownership' form has been received by Cradle Mountain Water, a meter reading will be arranged to take place on settlement date. The vendor's account will be finalised and depending on their circumstances the client will receive a final bill or a refund. The purchaser will receive an account for their portion of the service charges for the remainder of the financial year.

### 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 water restriction device fitted at the time of sale, the vendor is responsible for any charges relating to its removal. Fees for removal depend on the municipality, fees can be found on the Cradle Mountain Water website. The overdue account must be settled with Cradle Mountain Water prior to a request by the Vendor for water supply to their new property.

### Will landlords be required to deliver rental rate discounts to tenants once their tenants are paying for their water and sewerage services?

Cradle Mountain Water does not have any involvement in arrangements between landlords and tenants; this is a private matter between landlords and tenants only.

### 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 13 MY WATER (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)**