

Tasmanian's water and sewerage reform

FACT SHEET

Water Corporation Accounts

From 1 July, Tasmanian homes and businesses in reticulated areas will be serviced by one of the state's new water corporations, Cradle Mountain Water, Ben Lomond Water or Southern Water.

Water and sewerage services are currently provided by Tasmania's 29 local councils together with bulk water authorities. From 1 July, the provision of water and sewerage services is moving to Tasmania's new three regional water corporations.

Tasmanians can expect to receive their first water and sewerage account from their regional water corporation after mid August, 2009.

This means that Tasmanians will no longer be charged for water and sewerage services by their local council or bulk water authority.

For at least the 2009-10 year, accounts will be sent to property owners. People who rent their home (tenants) will not receive a water corporation account for at least the year 2009-10.

Information relating to unmetered properties

- Customers can expect to receive their first account after mid August. This account will show four instalment amounts, due dates and payment methods.
- The first payment will be due 30 days after the date of issue.
- Customers who pay the entire amount of their account will not receive any further accounts for the year. Those who choose to pay by instalments will receive a further three reminder accounts during the year.

- Customers will be able to pay their account through direct debit, online, by credit card, cheque or in person at places like Australia Post and Service Tasmania or through Centrelink Direct Debit. Full details will be supplied on the account.
- People who choose to pay by direct debit can pay monthly or on the set instalment dates over the year.
- Water and sewerage accounts will be calculated using the same method as has been used in the past.
- For any questions about the account, call 13MYWATER (13 6992).

Information relating to metered properties

- Customers can expect to receive their first account after mid August.
- Tariffs will be based on two parts, as is the current practice
 - i) a fixed tariff,
 - ii) and a variable tariff based on consumption.
- The fixed charge tariff component will show four instalment amounts, due dates and the payment methods available.
- The variable tariffs may be issued separately.
- Customers will be able to pay their water account through direct debit, online, Centrelink direct debit or by credit card, cheque or in person at places like Australia Post and Service Tasmania. Full details will be supplied on the account.
- For any questions about the account, call 13MYWATER (13 6992).

Can the water and sewerage accounts be paid at council?

Tasmanians cannot pay their water and sewerage account at their local council.

What are the payment options?

- **Mail.** Detach the payment slip and complete credit card details or make a cheque payable to the water corporation identified on the account and mail to the address supplied on the account.
- **Phone.** Telephone Service Tasmania on 1300 729 859. Quote the Biller Code and Reference Number located on the back of the account.

- **In Person.** Pay with cash, a credit card or cheque at Australia Post or Service Tasmania centres.
- **BPay.** Contact your financial institution to make a payment from your nominated account. Please quote the Biller Code and Reference Number located on the back of the account.
- **Post Billpay.** In person at any post office. Online at www.postbillpay.com.au. Please quote the Biller Code and Reference Number located on the back of the account.
- **Internet:** Go to www.postbillpay.com.au. Please quote the Biller Code and Reference Number located on the **front** of the account.
- **Direct Debit.** Previous direct debits arranged through local councils no longer apply for the new water corporation accounts. A new direct debit will need to be arranged with the water corporation and contact details will be available on the account.
- **Centrepay.** Centrelink recipients can arrange automatic payments through Centrepay. Phone 13MYWATER (13 6992) for more information.

What should people do if they have trouble paying for their water corporation account?

After receiving the account, the person should call 13MYWATER (13 6992) to discuss the matter.

Will concessions be available?

The State Government is planning for concessions to be available to help low-income earners and pensioners.

For more information:

For more information about the new regional water corporations, please phone 13MYWATER (13 6992) or visit www.mywatertas.com.au.