

Tasmania's water and sewerage reform FACT SHEET Tasmania's real estate industry

From 1 July 2009, Tasmanian homes and businesses in reticulated areas will be serviced by one of the three new local council owned corporations, Cradle Mountain Water, Ben Lomond Water or Southern Water.

The role of the regional water corporations is to source, treat and supply clean and safe drinking water to customers on town water as well as manage the safe removal and treatment of wastewater from homes and businesses.

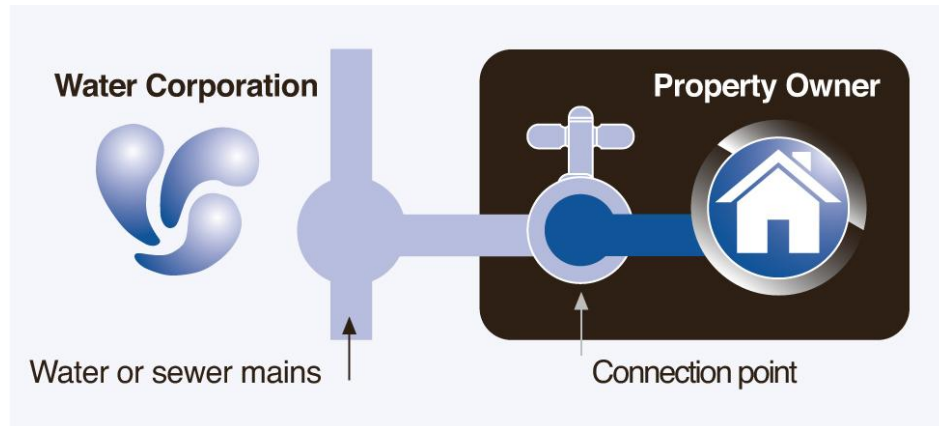
Which local council areas belong to which water corporation?

- Customers of the new regional water corporations will include residents and businesses that are connected to or pay for town water and sewerage systems in the following council areas.

Cradle Mountain Water	Ben Lomond Water	Southern Water
Burnie City Central Coast Circular Head Devonport City Kentish King Island Latrobe Waratah-Wynyard West Coast	Break O'Day Dorset Flinders Island George Town Launceston City Meander valley Northern Midlands West Tamar	Brighton Central Highlands Clarence City Derwent valley Glamorgan Spring Bay Glenorchy City Hobart City Huon Valley Kingborough Sorell Southern Midlands Tasman

What are the water corporations responsible for?

- The water corporations are responsible for the operation and maintenance of water and sewer systems from reservoirs and treatment plants to the connection point at the householder's property.



Why are these changes occurring?

- 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 corporations will be able to deliver a prioritised program of improvements to infrastructure and services across Tasmania.

What will this mean?

- For the householder, day to day activities like turning on a tap and pouring a glass of water will stay the same however charges for water and sewerage will no longer be billed through the local council or current bulk water authority.

Will properties that are not currently paying for town water or sewerage have to pay under the new system?

- No. If the property doesn't currently pay for town water and sewerage, they will not have to under the new system. For example, properties on tank water continue to source their water in the same way. In the future, services may be extended to new areas, but there would be information and opportunities to comment at the time.

What are the arrangements for property ratepayers?

- For most property ratepayers, the only difference will be a new look water and sewerage service provider and a separate account for water and sewerage from a new regional water corporation.
- Tasmanians can expect to receive their first account from their water corporation some time after mid August.
- Payment can be made in instalments and a full range of payment options will be available. The account will be calculated using the same method that has been used in the past.
- It is anticipated that from 2010-2011, water and sewerage accounts will be the responsibility of the tenant, not the property owner.
- Any questions regarding accounts can be directed to 13MYWATER (13 6992) or visit www.mywatertas.com.au.

What are the arrangements for tenants?

- Water and sewerage accounts will continue to be sent to property owners for at least the 2009-10 year and it will be the property owner's responsibility to ensure the accounts are paid. People who rent their home (tenants) will not receive an account from a water corporation during this time.
- It is anticipated that from 2010-2011, water and sewerage accounts will start to transition to a user-pays model, similar to that in place for electricity in Tasmania and tenants will be responsible for the payment of their water and sewerage services.

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

- Water corporations do not have any involvement in commercial arrangements between landlords and tenants.

Will Tasmanians need to pay more for water and sewerage services?

- Yes. The State Government, based on advice from the independent Water and Sewerage Economic Regulator, has indicated that water and sewerage charges are expected to increase by up to 10 per cent per annum for the next three years in order to move the sector to a sustainable footing. This will contribute to an estimated \$1 billion investment in infrastructure over the next ten years to improve water and sewerage services.

If a property doesn't currently have a water meter, will it get one?

- Yes. Although it will take some time to be fully implemented, all properties will be metered to meet the requirement that the industry moves towards a user-pays system.

What can I tell clients planning on building a house?

- There will be changes to the processes for Development Applications and Building Applications from 1 July. People intending to build a house should contact their regional water corporation on 13MYWATER (13 6992) or visit the website, www.mywatertas.com.au to view an online fact sheet.

What are the changes to trade waste?

- From 1 July, trade waste will be serviced by the regional water corporations. A fact sheet about trade waste is available from www.mywatertas.com.au, or contact the regional water corporation for more information.

How will the costs be distributed in a multi-unit complex with only one meter?

- In the case of multi-tenanted titles, either the landlord or the body corporate will receive the water corporation account and should disseminate it via the method agreed by the body corporate and agreed to in the individual rental agreements. Where no such body exists, then separate water meters may be installed over time to ensure that usage is metered and charged.

Who undertakes land information requests in regards to water and sewerage infrastructure?

- Land information requests in regards to water and sewerage infrastructure will now be directed to the relevant regional water corporation. There will be a charge of \$33.25 from the regional water corporation for this search.

How do I arrange a special water meter reading?

- From 1 July, contact your water corporation on 13MYWATER (13 6992) for any matter relating to meters. There may be a fee for additional services such as special meter readings.

How will outstanding water and sewerage payment for property settlements work?

- Until 1 July nothing changes. After 1 July, corporations will collect payments from the vendors which will cover the period between the last payment period and the date of settlement.

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

- If there a water restriction device fitted at the time of sale, the vendor is responsible for its removal. This will require the settlement of the overdue account with the water corporation. There is likely to be a fee attached to the device's removal and this fee is the responsibility of the vendor.

Who is responsible for plumbing inspections?

- Local councils are still responsible for plumbing inspections.

What happens if the property owner is away when the first water corporation account arrives – can they pre-pay their account?

- Anyone who expects to be away when the first account is issued should call 13MYWATER (13 6992) to notify the water corporation.

Who is the contact to arrange for connections and disconnections?

- From 1 July property owners should contact their water corporation on 13MYWATER (13 6992).

For more information:

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