

# Tasmania's water and sewerage reform

## Fact sheet – Water & Sewerage General

- From 1 July, Tasmanian homes and businesses in reticulated areas will be serviced by one of the state's new water and sewerage 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 the three regional water corporations.
- As well as the establishment of the three regional corporations to manage water and sewerage assets and infrastructure, an estimated \$1 billion infrastructure investment is also planned to improve Tasmania's water and sewerage services.
- To ease this transitional process, a series of detailed fact sheets will be available online at [www.mywatertas.com.au](http://www.mywatertas.com.au).
- Until 1 July, if you have a water or sewerage problem you should contact your local council or plumber. After 1 July, contact your regional water and sewerage provider by phoning 13MYWATER (13 6992).

### What does this mean to me?

- The things that matter to you, like turning on a tap, and pouring a glass of water, will stay the same however you will no longer be charged for water and sewerage by your local council or current bulk water authority.
- For most, the only difference will be a new look water and sewerage service provider and a separate account for water and sewerage from the new regional water corporation. The new account can be paid in quarterly instalments, or even monthly through direct debit arrangements. Details will be supplied on the invoice.

### 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.

### **Who owns the new regional corporations?**

- Local councils will hold ownership of the regional water corporations and will receive financial returns which can be used for the benefit of local communities.

### **These three corporations are:**

- Ben Lomond Water (serving the north of the state from St Helens to Deloraine, down to Ross and including Flinders Island)
- Cradle Mountain Water (servicing the north-west from Latrobe to Strahan, including King Island)
- Southern Water (servicing southern and eastern Tasmania, to Bicheno)
- In addition to the regional corporations, a common services corporation, *Onstream*, will provide shared services to the three corporations.

### **What will my regional water corporation do?**

- The role of the regional water corporations is to source, treat and supply clean drinking water to customers on town water. They will also manage the safe removal and treatment of waste water which includes sewage from homes and used waste water from industry and business.
- The State Government has stated that it expects the new corporations to undertake \$1 billion capital works program over the next 10 years to improve Tasmania's water and sewerage services.
- The estimated \$1 billion infrastructure investment will result in improved water and sewerage services to Tasmanians and may one day result in a number of regional areas in Tasmania receiving water and sewerage services for the first time.

### **For more information:**

For more information about the new regional water and sewerage corporations, people can phone 13MYWATER (13 6992) or visit [www.mywatertas.com.au](http://www.mywatertas.com.au)