

Tasmanian Water and Sewerage Corporations

Southern

ABN 65 133 654 976

Northern

ABN 13 133 655 062

North-Western

ABN 90 133 655 008

Common Services

ABN 65 133 654 912

Att: Chief of Staff; News Editor; News Producer

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For immediate release

Media Release

Preparations underway for new water & sewerage corporations

Tasmanian homes and businesses in reticulated areas will be serviced by one of the state's new water and sewerage corporations from 1 July.

At a special briefing today, Executive Chairman, Mr Geoff Willis, said that intensive planning is underway across the state to ensure the corporations are operational on 'Day 1'.

Mr Willis announced the trading names of the water and sewerage corporations, which are:

- Southern Water, servicing southern and eastern Tasmania (to Bicheno),
- Ben Lomond Water, servicing the north of the state from St Helens to Deloraine, down to Ross (and including Flinders Island), and
- Cradle Mountain Water, servicing the north-west from Latrobe to Strahan (including King Island).

A common services corporation will provide shared services such as billing, information technology (IT) and human resources (HR) for the regional corporations.

"It's an immensely exciting time, with more than 650 employees preparing to transfer to one of the new corporations on 1 July," Mr Willis said.

"The corporations' customers will number around 200,000 homes and businesses. Whilst there will be no change to water flowing into their property and wastewater leaving it, there will be a new relationship with customers with an emphasis on regional development and customer service."

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Mr Willis said that the changes will become more apparent over time and include:

- From July, there will be separate water and sewerage bills for all customers,
- All enquiries such as billing, connections, developments and the reporting of faults and services will go to the new corporations,
- Levels of service will be developed and released in the form of customer charters, and
- Service improvements through efficiencies are a likely outcome.

“The State Government has also stated that it expects the new corporations to undertake a \$1 billion capital works program over the coming 10 years to improve the state’s water and sewerage services,” Mr Willis said.

“This means that areas that are currently serviced may see improved services over the long term, and some currently unserved areas may receive services.

“While projects which are planned or committed will obviously be honoured, the great strength of this reformed industry is that the corporations will take a holistic, regional view about what needs to be done,” he said.

“Infrastructure planning needs to be undertaken with a long term horizon for fifty years or more, and requires wise investment. The corporations have been designed to ensure that its owners – the 29 local councils of Tasmania – will continue to receive dividends. They are also designed with sufficient revenue strength to have the borrowing capacity to bring the state’s water and sewerage services up to national standards.”

The new corporations will commence operations on 1 July, with approximately 650 transferring employees from local councils and bulk water authorities. An extensive advertising campaign in June will let homes and businesses know how to contact their new corporation.

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Media Contact: For further information please contact Hobart Water’s Marketing and Community Relations Manager, **Tiziana Botti** on **6233 2230** or **0409 421 080**.