

## Background/Context

TasWater is the provider of water and sewerage services for Tasmanians, delivering safe and reliable drinking water and treating and discharging sewage back to the environment.

Water and sewerage prices are typically reviewed every four years to make sure they reflect the outcomes that customers expect and the costs and needs of the associated infrastructure.

We must provide a proposed Price and Service Plan to our regulator, to demonstrate how we will operate to provide quality, regulated services for all Tasmanians. The Price and Service Plan must find the balance between price and service that is fair for all Tasmanians.

We want to ensure that our customers and the community are at the heart of shaping the next plan from 2026 onwards. We will consult with our customers to understand their experiences, expectations, needs and values, regarding supply of water and sewerage services.

There are many factors which will influence the discussion about water and sewerage pricing:

The quality and reliability of service Tasmanian communities, households and businesses expect.	Climate change increasing pressure on water security and service reliability.	Increasing environmental expectations of the community.	Heightened concerns about affordability, particularly for vulnerable customers.	The need to understand diverse communities across the state.	The experience customers expect when they come into contact with us.	The need for our business to remain financially viable over the long-term.
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Each of these factors will inform the options we will discuss with our customers and communities as part of our public consultation.

### Our Challenge

TasWater is at a critical juncture – we have unique assets, our climate is changing, and customer expectations are growing. We need to prepare for an uncertain future and find the balance of price and service that is fair for all Tasmanians, shaping the future of water services in our state.

How do we prepare for tomorrow while being fair to customers today?



## Success Objectives

<b>What will we do?</b>	Understand and capture perspectives of the diverse communities we serve including First Nations and Traditional Owners, culturally and linguistically diverse communities, all ages, and customers experiencing vulnerability.  Ensure the engagement process is accessible for all.
	Develop a deep understanding of what our customers value, including their views on options so we can deliver greatest benefit to the community and within our organisation.
	Educate and inform customers on the decisions we need them to help us make for the future of water and sewerage services in Tasmania.
	Gain a clear understanding from our customers about what they are willing to pay for improvements to service and environmental standards.

<b>What will the experience be?</b>	Participants trust and have confidence that this is a genuine process.
	All participants feel heard, respected, validated and have ownership of the plan for engagement.
	There is a safe forum for passionate debate on the consultation topics.


## Scope of the engagement

**What people CAN influence during the engagement**



- Community and customer preferences, needs, and expectations of TasWater including long term master planning and water security.
- Customer outcomes, including how they are measured/ defined and the target performance level.
- Prices and the method for calculating water and sewage charges.
- Trade-offs between service levels and prices for current and future generations.
- How we prioritise the projects we invest in.
- Access to services and service quality across Tasmania.
- The environmental and social outcomes we influence and who pays for them.
- How we engage the community going forward.

**What people CANNOT influence during the engagement**



- Compliance with legal and regulatory obligations.
- TasWater must remain financially sustainable and viable.
- That our process will be inclusive and engage meaningfully with our customer and community segments.
- Decision making authority of the Board.
- The price submission process or timeline.
- Science presented around climate change and water security.

## Level of influence

The highest level of engagement being sought through this process is

**COLLABORATE**

**COLLABORATE means:** We will look to you for advice and innovation in finding solutions and include your advice and recommendations into the decisions as much as possible. Where we cannot accommodate your preferences, we commit to providing you with an explanation for why not.

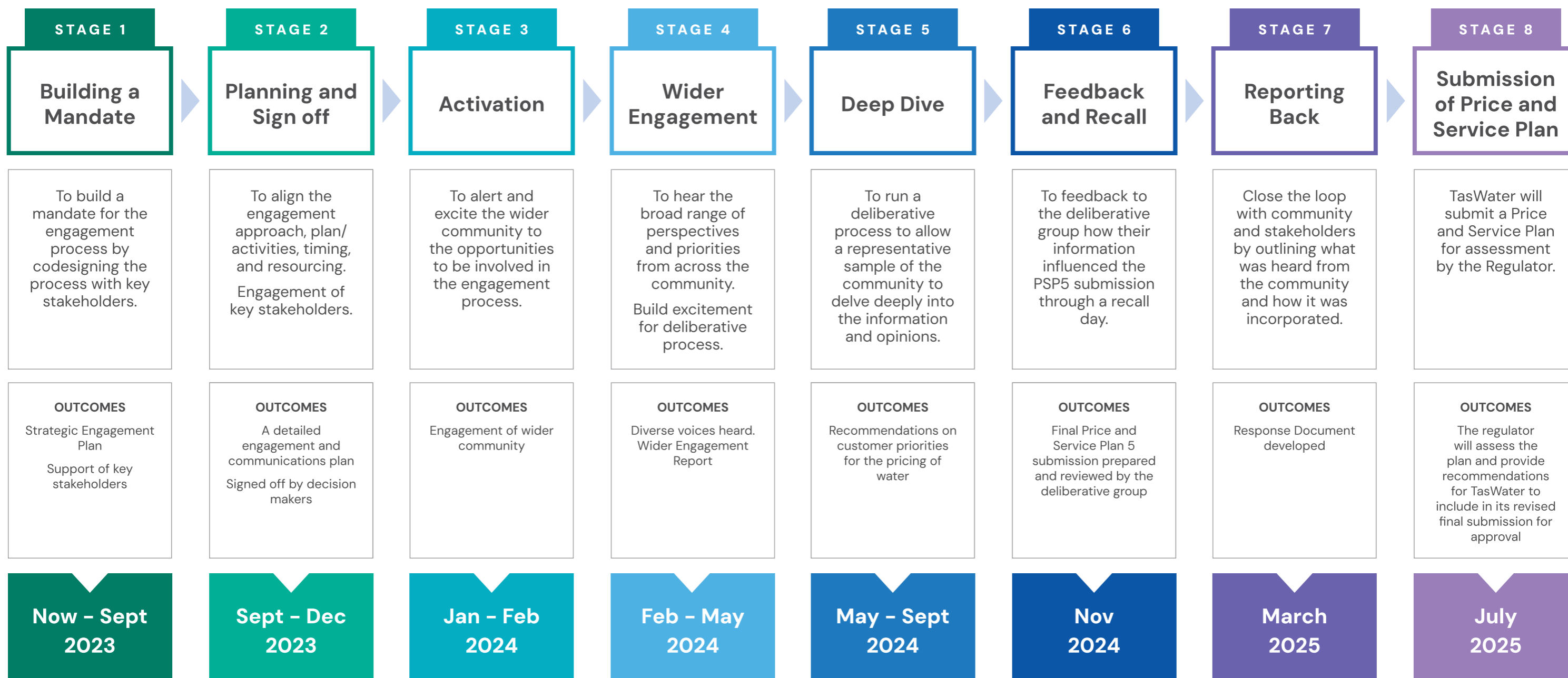
## Promise

**We Promise to...**

genuinely partner with the community at every step of the Price and Service Plan process from defining the challenges, understanding the options and incorporating their preferences into our solutions.

We will be flexible throughout the process and regularly give updates on progress, including how our partners’ input affected decisions.

## Roadmap



**ONGOING COMMUNICATIONS & WEBSITE INFORMATION**



SCAN THE QR CODE to access all supporting documentation