

Connections Policy

Purpose

The purpose of this policy is to outline the circumstances, terms, and conditions under which a landowner may connect, relocate, or adjust a connection to our water infrastructure and/or sewerage infrastructure.

Policy

Connection to our water infrastructure and/or sewerage infrastructure

We will permit a landowner to connect a property to our infrastructure within 10 business days, or such later date agreed to between us and the person, if all the following circumstances apply:

- The person requests permission to connect the property to our infrastructure
- The property is classified as serviced land
- There is no plan of subdivision, or other instrument of a type approved by the Regulator, that specifies that connection to our infrastructure, or provision of regulated services by us, will not occur
- We have received a land title that has been issued for the property or consent has been received from the owner of the land
- A certificate for certifiable work has been issued (if required)
- All other formal approvals have been obtained and provided to us; and
- An application to connect has been submitted to us and has been completed to our satisfaction.

Terms and Conditions

The person has complied with all reasonable terms and conditions of connection imposed by us including having paid or agreeing to pay all applicable fees for connection

Relocation or adjustment of a connection to our water infrastructure and/or sewerage infrastructure

Adjustment includes downsizing and/or disconnecting a water connection and disconnecting a sewerage connection, noting that a property cannot have connections reduced or removed below a water connection size of 20mm and a sewerage connection size of 100 mm.

We will permit an owner of land to relocate or adjust a water connection or sewerage connection on that land if all the following criteria have been met:

- The person requests permission to relocate or adjust the connection to our infrastructure
- We have received a land title that has been issued for the property or consent has been received from the owner of the land
- A certificate for certifiable work has been issued (if required)
- All other formal approvals have been obtained and provided to us and
- An application to connect has been submitted to us and has been completed to our satisfaction
- The relocation or adjustment will not result in our infrastructure crossing property owned by a third party, and for sewerage connections will not require installation of infrastructure on land owned by a third party beyond distances set out in the TasWater
- Supplement to WSA O2-2014-3.1 WSA Gravity Sewerage Code of Australia version 2.0 Section 5.2.8
- For water connections, the minimum pressure and minimum flow rate described in the Water Supply Code Supplement will be received at the connection point following relocation or adjustment of the water connection; and
- We have issued a formal document approving the change to the connection.

Terms and Conditions

The person has complied with all reasonable terms and conditions of connection imposed by us including having paid or agreeing to pay all applicable fees for connection.

Requirements

The CEO is responsible for implementing this Policy.

Definitions

Term	Meaning
Act	Means the Water and Sewerage Industry Act 2008
Certificate for certifiable work	Means a certificate referred to in Section 56TC(3) or Section 56TC(4) of the Act that is issued by us under Section 56TC of the Act.
Connection point	Has the same meaning as in Section 3 of the Act.
Connection charge	Means a charge calculated by reference to the costs that are associated with installing assets that are dedicated to the

Term	Meaning
	provision of water services and/or sewerage services to a particular customer.
Customer Service Standards Regulations	Means the Water and Sewerage Industry (Customer Service Standards) Regulations 2019.
Infrastructure	Means water infrastructure or sewerage infrastructure.
Interposing pipe work	Means any pipe work that is between the connection point and the sub-meter and between the sub-meter and the strata titled lot. We do not own and are not responsible for providing and/or maintaining interposing pipe work.
Owner	Means the person(s) who holds the freehold interest in any land that is connected to our infrastructure or that a water or sewerage service is available to from us.
Price and Service Plan	Means a price and service plan approved under Section 65 of the Act.
Pricing Regulations	Means the Water and Sewerage Industry (Pricing and Related Matters) Regulations 2021.
Regulator	Means the Regulator referred to in Section 11 of the Act.
Serviced land	<p>Means land that we will permit to be connected to our water infrastructure or sewerage infrastructure. We have identified this land by individual title, in accordance with Section 56U(1)(b) of the Act.</p> <p>Serviced land boundaries will change over time as the capacity and reach of our systems change.</p> <p>Note: Information about our serviced land boundaries, including maps, is available on our website www.taswater.com.au, The List (maps.thelist.tas.gov.au) and for inspection by customers at our offices. For further information contact us during business hours on 13 6992.</p>

Associated Documents

- 2026 Water and Sewerage Services Price Determination.
- TasWater Certificate of Certifiable works Form
- Connection Application

Version number, title and IMS number	Connections Policy
Endorsed By	TasWater CEO
Date	19 June 2025