

Water and sewerage charges for a non-residential customer

TasWater’s business customers are non-residential users who rely on water and sewerage services to run their commercial, industrial or trade activities. This includes a wide range of businesses from small cafés and retail shops to large manufacturers and food processors. Many businesses also need trade waste services to manage the liquid waste they produce.

The Economic Regulator is reviewing TasWater’s proposed prices for the period 1 July 2026 to 30 June 2030. The Economic Regulator sets the maximum prices TasWater can charge, making sure prices reflect prudent and efficient expenditure, balancing the interests of customers and TasWater’s financial sustainability. The Economic Regulator is now seeking public feedback before finalising prices and service standards. **Submissions are open until 13 March 2026.**

What these changes mean for you

For businesses that do not discharge trade waste, charges will apply only to water and sewerage services. TasWater is proposing moving away from the old Equivalent Tenement (ET) method for sewerage charging. Instead, non-residential customers will now pay a fixed access charge for both water and sewerage, a set amount each year based on the size of your water connection, a water usage charge, and a usage charge based on the estimated volume of sewerage your organisation discharges.

Table 1: The Economic Regulator’s draft water and sewerage prices for a standard 20 mm connection:

	Current prices	Draft prices			
	2025-26	2026-27	2027-28	2028-29	2029-30
Water access charge per year	\$407.33	\$403.37	\$420.88	\$439.15	\$458.22
Water usage per kL	\$1.26	\$1.41	\$1.48	\$1.54	\$1.61
Sewerage access charge per year	\$781.69	\$796.87	\$831.47	\$867.57	\$905.23
Sewerage usage per kL	N/A	\$0.11	\$0.11	\$0.12	\$0.12

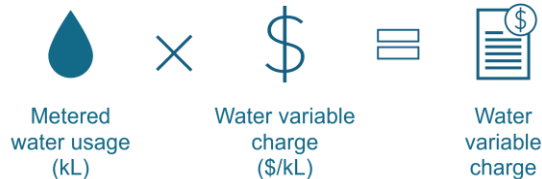
Prices and bill impacts

Water access (fixed) charge

A set yearly amount based on your connection size. Connection size multipliers are used to adjust the fixed access charge for water services based on the size of your water connection. The standard charge is set for a 20 mm connection. If your connection is larger, a multiplier increases the charge to reflect the greater potential demand on the network (Table 2).

Water usage charge

This is based on how much water your organisation uses.



1. Find your metered water usage (kL)
2. Multiply your usage by the variable water price (Table 1)
3. This gives you your **variable water charge**.

Calculating your charges

Example: Assuming a 20 mm connection and a 25 mm connection, with annual metered water of 400 kL and a sewerage discharge factor of 0.90, but not a customer who pays trade waste charges.

Water

Water access charges:

20 mm \$403.37 25 mm \$630.27

Water variable charge:

400 kL x \$1.41 = \$564.00

Sewerage

Sewerage access charges:

20 mm \$796.87 25 mm \$1 245.12

Sewerage variable charge:

400 kL x 0.9 x \$0.11 = \$39.60

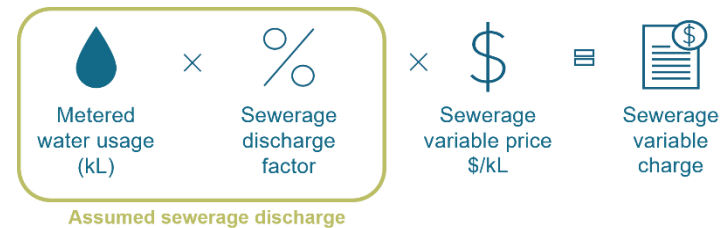
Estimated draft annual water and sewerage bill \$3 679.23 in 2026-27

Sewerage access (fixed) charge

A set yearly amount based on your water connection size. As for water, connection size multipliers (Table 2) are applied to the sewerage access charge.

Sewerage usage charge

This reflects the estimated amount of discharge from your organisation into the sewer system. See Table 3.



1. Find your metered water usage (kL)
2. Multiply by your sewerage discharge factor (if you pay trade waste charges, your sewerage discharge factor will be reduced by 40-percentage points)
3. This gives you your assumed sewerage discharge
4. Multiply your assumed discharge by the variable sewerage price (Table 1)
5. This gives you your **variable sewerage charge**.

Table 2: Economic Regulator's draft access charges by larger connection size (\$) 2026-27

Connection size	Multiplier	Draft water access charges 2026-27	Draft sewerage access charges 2026-27
20 mm	1.00	\$403.37	\$796.87
25 mm	1.56	\$630.27	\$1 245.12
30 mm	2.25	\$907.58	\$1 792.97
32 mm	2.56	\$1 032.63	\$2 040.00
40 mm	4.00	\$1 613.48	\$3 187.50
50 mm	6.25	\$2 521.06	\$4 980.46
65 mm	10.56	\$4 260.60	\$8 416.98
75 mm	14.06	\$5 672.39	\$11 206.04
80 mm	16.00	\$6 453.92	\$12 749.99
100 mm	25.00	\$10 084.26	\$19 921.86
150 mm	56.25	\$22 689.58	\$44 824.18
200 mm	100.00	\$40 337.03	\$79 687.43
250 mm	156.25	\$63 026.60	\$124 511.61

Table 3: TasWater's proposed sewerage discharge factors

Group category	Sewerage discharge factor
Accommodation	0.90
Aged Care	0.90
Business	0.90
Child Care Centres	0.80
Commercial - beverage	0.83
Commercial - fabrication and manufacturing	0.90
Community - indoor	0.90
Community - outdoor	0.70
Educational	0.80
Hospitality	0.90
Medical	0.90
Retail – indoor	0.90
Retail – outdoor	0.50
Services	0.90
Sporting Clubs	0.70
Undefined	0.90
Unknown	0.90
Residential	0.90

Review mechanism

As TasWater moves to a fixed and variable sewerage charging system, it is important that customers who use a lot of water but return less to the sewer can have their discharge factor reviewed. The Economic Regulator wants TasWater to offer this review process to all customers for free, and to clearly mention the complaints and review policy on customer bills.

Relevant service standards/policy changes



Customer service standards define the level of service you can expect from TasWater, including reliability and quality of your water and sewerage services. These standards are shaped through customer consultation and take into account the cost of providing different levels of service.

More information is available in **chapter 20 of the [Draft Report](#)**.

Have your say

The Economic Regulator is inviting comments and feedback on its draft decisions and proposed price determination.

Your submission will help inform the final report. Unless you request confidentiality, submissions will be made public (personal details such as address, phone number and email will be removed).

Next steps

After considering all submissions and feedback, the Economic Regulator will finalise and publish the investigation final report and final price determination, which set the maximum prices for TasWater's regulated services for the next regulatory period.

To receive updates on the progress of the investigation, you can subscribe to the Economic Regulator's mailing list by emailing office@economicregulator.tas.gov.au.

How to submit

You can send your submission via:

Email: office@economicregulator.tas.gov.au

Mail: Office of the Tasmanian Economic Regulator
GPO Box 770
Hobart TAS 7001

If you would like to keep any part of your submission confidential, please clearly indicate this and attach the confidential information separately.

Questions? - Contact us by email or call (03) 6145 5899

Submissions close 13 March 2026
