

Water and sewerage charges: residential customer

Residential customers are households connected to TasWater’s water and/or sewerage system which are billed directly by TasWater. Water is typically used for everyday activities such as drinking, cooking, showering and cleaning, and wastewater is then discharged into the sewerage system.

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

TasWater has proposed changing how your water bill is calculated, increasing the variable charge of your water bill and reducing the fixed charge. Under the proposed changes, customers who use less water are likely to see lower bills, while those with higher consumption may experience increased annual bills.

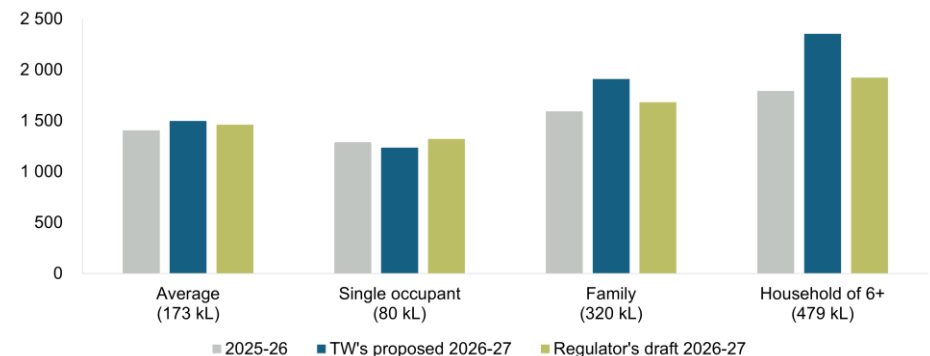
TasWater has also proposed a new approach for sewerage charging, based on a fixed annual charge and a variable charge that is applied to the volume of sewage that a customer discharges into the network.

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

Estimated water and sewerage bills

The figure below shows estimated household bills for water and sewerage in 2026-27, compared to bills in 2025-26. The figure also shows bill outcomes if TasWater’s proposed prices were approved.



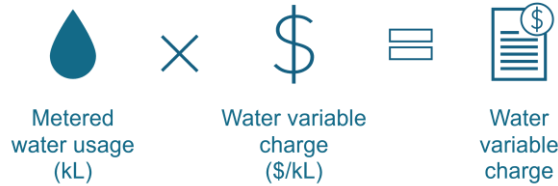
Your TasWater bill has two main parts

Water access (fixed) charge

A set yearly amount per dwelling based on your connection size.

Water usage charge

This is based on how much water your household uses.



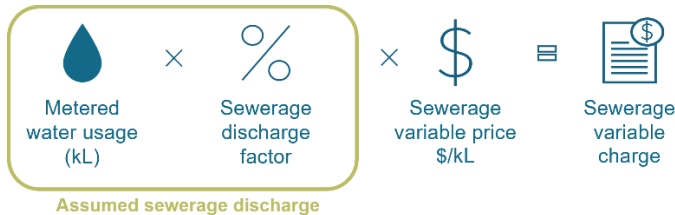
1. Find your metered water usage (kL), or use Table 2 to estimate
2. Multiply your usage by the variable water price (Table 1)
3. This gives you your **variable water charge**.

Sewerage access (fixed) charge

A set yearly amount per dwelling based on your water connection size.

Sewerage usage charge

This reflects the estimated amount of water discharged into the sewer system.



1. Find your metered water usage (kL), or use Table 2 to estimate
2. Multiply by 90 per cent to calculate your assumed sewerage discharge
3. Multiply that figure by the variable sewerage price (Table 1)
4. This gives you your **variable sewerage charge**.

Table 2: Average household daily use

Average water use per year	Number of people in the home
173 kL	Average household
80 kL	Single
160 kL	two person household
240 kL	Small family
320 kL	Family
400 kL	Large family
479 kL	six person household

Calculating your charges

Example: Assuming a 20 mm water connection, with annual metered water of 173 kL and a residential sewerage discharge factor of 0.90.

Water

Water access charges:

20 mm \$403.37

Water variable charge:

173 kL x \$1.41 = \$243.93

Sewerage

Sewerage access charges:

20 mm \$796.87

Sewerage variable charge:

173 kL x 0.9 x \$0.11 = \$17.13

Estimated draft annual water and sewerage bill \$1 461.30 in 2026-27

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](#)**.

Residential tenants

TasWater bills the **property owner**, not the tenant. Under Tasmania's *Residential Tenancy Act 1997*, landlords can only charge tenants for water usage if the property has its **own water meter**.

More information can be found [here](#).

Concession

Eligible TasWater customers may receive a Tasmanian Government funded **water and sewerage concession**. To qualify, you must hold a valid concession card, be legally responsible for the account and live at the property as your main place of residence. The concession only applies to the access charges for water and/or sewerage, it does not cover usage charges.

More information can be found [here](#).

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 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
