

Date: 27 January 2026

Our Ref:

The Office of the Tasmanian Economic Regulator
The Treasury Building
Level 3, 21 Murray St
Hobart TAS 7000

email: office@economicregulator.tas.gov.au

Attn: Joe Dimasi

Dear Sirs

Kingborough Council Support for TasWater's PSP5 Pricing Model

On behalf of Kingborough Council, I write to express our support for TasWater's Price and Service Plan 5 (PSP5) pricing model.

Council's position acknowledges the real and immediate cost-of-living pressures faced by households and businesses across our municipality. We do not take lightly any change that could add to these pressures. However, we also recognise that sustained investment in Tasmania's aging water and sewerage infrastructure is essential to ensure service continuity, improve compliance and environmental outcomes, and avoid larger, more disruptive, and more costly shocks in the future.

In our assessment, PSP5 appropriately balances near-term affordability with the longer-term interests of customers by:

- prioritising renewal and performance improvements that reduce the risk of service failures and emergency expenditure,
- progressing tariff reforms that better align charges with usage and promote fairness between low and high water users, and
- setting out a transparent, staged pathway for funding essential upgrades.

We ask that the Regulator consider the following in its determination:

1. **Hardship protections and targeted support** – encourage TasWater to continue strengthening hardship programs and payment options so vulnerable customers are supported during the transition.
2. **Clear performance reporting** – require accessible, regular reporting on network performance, environmental compliance, capital delivery, and the customer impacts of tariff reform, so communities can track progress and value for money.

3. **Bill impact transparency** – ensure customers receive clear communications about how PSP5 affects typical bills across different usage profiles, and where they can access assistance.

Thank you for considering Council's views. Please contact me if you require any further information.

Yours sincerely



DAVE STEWART
CHIEF EXECUTIVE OFFICER

cc TasWater
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