



Media Release
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TASMANIAN WATER AND SEWERAGE STATE OF THE INDUSTRY REPORT 2013-14

Tasmania's independent Economic Regulator today released the outcomes of its seventh annual review of the State's urban water and sewerage industry. The 2013-14 Report covers TasWater's first year of operation since the amalgamation of the previous regional corporations on 1 July 2013.

Mr Glenn Appleyard, Chairman of the Tasmanian Economic Regulator, said the Report provides "a detailed review of the performance of the industry and provides consumers with an insight into the industry's ongoing capability."

Increased investment in water infrastructure in recent years has greatly reduced the percentage of the Tasmanian population that were receiving water that was not of drinking water quality.

Call centre performance and complaints resolution have improved considerably in recent years and these gains were consolidated during 2013-14. Typically, customers experienced less than 30 minutes of water service interruptions throughout the year and TasWater responded quickly to sewerage service interruptions.

On the other hand, despite the investment of a further \$38 million in sewerage infrastructure during 2013-14, the performance of Tasmania's wastewater assets continues to fail to meet environmental and public health standards. Sewerage performance, which has declined steadily since 2009, has not been helped by delays to major infrastructure upgrades and maintenance works.

Mr Appleyard noted that this trend in sewerage performance is very disappointing and that "considerable improvement in sewerage performance is expected from TasWater which will require it to deliver on its capital works program and meet standards required by environmental and public health regulators."

The financial and environmental sustainability of the industry, in addition to the quality of Tasmania's drinking water, will largely depend on TasWater's ability to efficiently operate and improve the management of its water and sewerage infrastructure.

For further information contact:

Dean Burgess
Director, Office of the Tasmanian Economic
Regulator

Tel: (03) 6166 4290

Copies of the State of the Industry Report
are available at:

www.economicregulator.tas.gov.au

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