



Media Release
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TASMANIAN WATER AND SEWERAGE STATE OF THE INDUSTRY REPORT 2014-15

Tasmania's independent Economic Regulator today released the outcomes of its latest annual review of the State's urban water and sewerage industry. The 2014-15 Report covers TasWater's second year of operation since the amalgamation of the previous regional corporations on 1 July 2013.

Mr Joe Dimasi, the Tasmanian Economic Regulator, said the Report provides "a detailed review of the industry's performance and provides consumers and stakeholders 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 receiving water that was not of drinking water quality. However, at 1.4 per cent of the population, this percentage continues to be much higher than in mainland jurisdictions.

Call centre performance has improved considerably in recent years and these gains were consolidated during 2014-15. TasWater responded quickly to high priority bursts and leaks, with attendance times within or close to the approved service standards. Further, customers typically had their water service interrupted for less than 30 minutes throughout the year.

However, despite the investment of a further \$42 million in sewerage infrastructure during 2014-15, the performance of Tasmania's wastewater assets continues to fail to meet environmental and public health standards.

While recognising that TasWater has acknowledged the challenges it faces and is working on addressing these issues, Mr Dimasi noted that this continued declining trend in sewerage performance is very disappointing. "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."

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

www.economicregulator.tas.gov.au

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