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Glenn Bounds  
Assistant Director – Price and Service  
Office of the Tasmanian Economic Regulator  
GPO Box 770  
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Email: [office@economicregulator.tas.gov.au](mailto:office@economicregulator.tas.gov.au)

Dear Glenn,

**Submission to the 2015 Price Determination Investigation – Regulated Water and Sewerage Services in Tasmania**

Anglicare welcomes the opportunity to provide a submission to the 2015 Price Determination Investigation.

Anglicare is the largest community service organisation in Tasmania, offering emergency relief, accommodation support, employment services, mental health services, acquired injury, disability and aged care services, alcohol and other drug services and children, youth and family support. Most of our clients are on low incomes and many receive the lowest incomes of all – a Government pension or allowance. In addition to our services, Anglicare's Social Action and Research Centre (SARC) conducts research, policy and advocacy work with a focus on the needs and concerns of Tasmanians on low incomes.

This submission focuses on the impacts of the price determination on Tasmanians on low incomes or who are disadvantaged.

**Price transitions to target tariff**

Anglicare is concerned that there are many Tasmanians on low incomes that are currently paying more than the target tariff and that TasWater's proposed plan transitions them too slowly to the target tariff. Anglicare therefore supports the Regulator's proposal for these households to move immediately to the target tariff.

Anglicare is also concerned that for households currently below the water and/or sewerage fixed cost target tariffs the proposed 10 per cent or \$100 increase may create hardship for many households.

## **Policies and customer contract**

Anglicare supports the Regulator's approach to ensure that TasWater's policies are legally effective, comply with the relevant regulatory and legislative provisions, are easily understood by the reader and are consistent in structure and terminology.

Further, we recommend that TasWater is asked to:

- waiver one payment after four payments have been made by the person in hardship, rather than the five proposed in their Hardship Policy; and
- establish a hardship fund delivered by their community service obligations.

## **Customer service**

Anglicare supports the Regulator's approach to TasWater's service standards. The introduction of a Guaranteed Service Level (GSL) with monetary incentive/penalty regime as proposed by the Regulator is also welcome by Anglicare.

Yours sincerely



Chris Jones

**Chief Executive Officer**