

TW file number:

4 November 2016

Mr Joe Dimasi
Tasmanian Economic Regulator
Office of the Economic Regulator
GPO Box 770
Hobart TAS 7001

Dear Mr Dimasi *Joe,*

TasWater's submission on Tasmanian Water and Sewerage Industry Performance and Information Reporting Guideline

Thank you for providing us with the opportunity to provide comment on the proposed amendments to the Performance and Information Reporting Guideline.

We are in agreement with the majority the changes to be made, however would like to draw attention to the following:

- CSC3.2 should contain a more thorough description, similar to CSC3.1 and including the calculation. It is also suggested that the wording is modified to reflect that planned interruptions are published in advance of the event.
- The calculations provided for CSC4.1 and CSC4.2 are not representative of the outcome required as they do not result in % of time that minimum service standard has been achieved.
- CSC12 should have a description in the notes, indicating that the service interruption commences from the time the outage is reported (by staff or customers) until the assets are back in service.

If you require further information to assist you in this matter, please contact Jason Browne on 6237 8297 or email jason.browne@taswater.com.au.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Michael Brewster".

Michael Brewster
Chief Executive Officer