



NORTH EAST TASMANIA CHAMBER OF COMMERCE INC.

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5th September 2017

TasWater Inquiry
Parliament of Tasmania
Parliament House
Hobart 7000
two@parliament.tas.gov.au

Dear Legislative Council Select Committee,

Re – TasWater Ownership

I write on behalf of the North East Tasmania Chamber of Commerce Inc to make a submission regarding concerns raised by our Chamber members regarding TasWater and their operations.

Issues with our members are:

Grease Traps

1. Varying statements from different TasWater personnel regarding requirements
2. No response from TasWater Hobart when asking for assistance with our members problems
3. Lack of willingness from TasWater to discuss new innovations that are now available to retrofit, at a more reasonable cost to the business
4. Cost of implementation, for two of our members between over \$30,000 for major demolition of their coffee shop and car wash
5. In July 2015, TasWater introduced a trade waste charge, rate for 2017-18, which ranges from \$547.08 to \$1,887.28 quarterly [details from TasWater Customer Newsletter July-September 2017]. Our Chamber understands this charge will not be removed once the Grease Traps are installed
6. Recently completed food business renovation has not been required to install a Grease Trap, even though it is now required by Law
7. Conflicting information being given on who has the responsibility of approving completed work, Dorset Council or TasWater

Town water pressure

1. The higher levels of Scottsdale and surrounds have a drop in pressure especially over the summer period, since TasWater took over from Ben Lomand Water. The Chamber understands the pressure has been wound back
2. Concerns that such pressure drops will not deliver to the fire hydrants the pressure required by Tasmania Fire Service

Town water quality

1. Bridport is the first town in Tasmania to go onto water restrictions annually. Bridport's population swelling from 1,200 to 5,000 over summer and TasWater is reluctant to fix the problem. Last summer, Bridport was the only town to be on water restrictions in what was the wettest summer in years
2. Pioneer: drinking water tanks installed, but the situation still remains very unsatisfactory. The consultation throughout the whole process was appalling

Sewerage

1. With the increase in visitor numbers at Derby and environs, a sewage treatment plant needs to be considered for the near future as issues are already occurring. TasWater have declined to entertain this idea

Fees

1. Fees charged by TasWater have increased considerably in comparison to council rates

Steps taken thus far

1. The Chamber and members have made every effort to establish a dialogue on these matters including meeting with Hon. Peter Gutwein MP, Hon. Tania Rattray MLC and writing to the Launceston Chamber of Commerce

Yours faithfully,

[not signed as sent electronically]

Andrew Bennett
Acting President
North East Tasmania Chamber of Commerce Inc.