

Customer Newsletter

April – June 2024



All enquiries & emergencies 13 6992

Email: enquiries@taswater.com.au

Web: taswater.com.au

Post: GPO Box 1393 Hobart Tasmania 7001

Find us on    

Your chance to have a say on the future of water in Tasmania

If you have ever wanted to help shape the future of water services in Tasmania – now is your chance!

We are at the start of an in-depth process to find the balance of price and service that is fair for all Tasmanians.

Every four years, we submit a detailed plan to the Tasmanian Economic Regulator which sets out the services we will deliver to customers and the price each of us pays in return.

Our next plan is due to be submitted on 1 July 2025 and we want to make sure it reflects the things our customers and community value and expect from us.

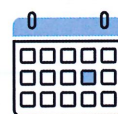
We want to hear from as many people as possible to understand their experiences, expectations, needs and values, regarding the supply of water and sewerage services and our contribution to the Tasmanian community.

This will be our most extensive community engagement yet and we look forward to hearing from people across the state to help shape our water future together.



To find out more about the process and how you can get involved, visit www.taswater.com.au/yoursay complete the short registration form and then get ready to tell us what matters to you in the months ahead!

Sign up before 5 May, 2024 to go into the draw to win one of five \$200 grocery vouchers



Make the switch to digital notices today

You can now receive your TasWater bills and notices via email. This is not only a safer and more secure way to receive your notices, but it's better for the environment too. Scan this QR code, or visit: taswater.com.au/digital-billing

This is why your bill looks a little different

TasWater has a new look and feel – including a new logo and branding – which better reflects our dedication to serving Tasmania.

This change is the result of the most extensive customer research project we've ever undertaken, which revealed some significant challenges with our former visual identity.

One concern was our former brand colours did not meet accessibility standards for contrast. This impacted the readability of our materials, and particularly impacted people with visual disabilities.



We're committed to being accessible and approachable to all Tasmanians. Our refreshed identity reflects this shift as well as our pride in Tasmania.

You may have already seen the new logo applied to our signage, website, and customer information centres and now we have also applied the new branding to our digital communication and letters.

While we might look a bit different, our commitment to delivering exceptional services to our customers remains our highest priority.

For more information, please visit the TasWater website or contact our friendly Customer Service team via email on **enquiries@taswater.com.au** or by phone on 13 6992.

Celebrating Tasmanian water



We put the call out for you to share your photos and artworks which hero Tasmanian water to feature in future newsletters and you certainly delivered!

We were overwhelmed with many quality submissions and by the passion of our customers for the beauty of Tasmania's waterways.

Top photo:
Kathryn Heathcote from Evandale sent in this stunning photo of Lake Pedder

Bottom left image:
Jack Baxter, of Wynyard, painted this wonderful picture of the Flowerdale River in oil paint on canvas

Bottom right photo:
Mark Brunken, an avid amateur photographer and member of the Northern Tasmanian Camera Club, captured the majesty of the Liffey River Reserve



If you want to see your photo or artwork here, please send your submissions, along with your name, location, and a brief description of the piece to **communications@taswater.com.au**