

Murray Wiggins.

Select Committee Members.

Taswater Operations Inquiry.

6 Aug 20.

Dear Members,

RE: INQUIRY INTO TASWATER OPERATIONS,

Hopefully, this submission falls somewhere within the terms of reference. If not, it should at least provide an insight into the battles that community members face when dealing with Taswater.

BACKGROUND:

My family & property (& that of others) has been adversely impacted by breakages in the water-main along our street for forty years. Those breaks have occurred with increasing frequency causing illness to family members & damage to buildings. Obviously a situation which needed to be addressed by Taswater.

SUBMISSION:

Taswater leadership failed to address this matter in a timely, consultative or constructive manner by:

- ignoring the initial complaint;
- dismissing our persistent complaints as an insurance issue;
- instigating dishonest & devious communications to stall our complaint;
- theorising about other possible, but easily disproven, causes in an apparent attempt to discredit the complaint/complainant to third parties;
- delegating unqualified, inexperienced, unprofessional personnel to handle matters;

- dishonouring an offer to pay for an independent professional report into the matter at their insistence, & failure to accept the findings of that report;
- committing to a practical solution within a stated time-frame but then reneging without prior consultation, &
- taking advantage of Taswater's unique situation where it is supposed to be an instrument of both local & state governments, but in practice, is not accountable to anyone.

I further submit that, in my opinion, Taswater is controlled by a self-interested, empire-building, over-paid & "look-at-me" management.

CONCLUSION:

Due to my string of substandard experiences of Taswater, coupled with the continual failings (as reported) of sewerage systems/spills, it's easy to conclude that it's infrastructure, systems & controls are not what is required. To me, there is a systemic failure all the way through Taswater & how it operates.

Taswater should be investigated, disbanded & its functions taken over by the government.

Should you require me to expand or substantiate upon my submission, I am only too willing & able to assist.

For your information & consideration.

Yours sincerely,
