

The Secretary
Legislative Council Select Committee – TWT
Legislative Council
Parliament House
HOBART 7000

To whom it may concern,

I am writing to make a submission to the Legislative Council Select Committee into TasWater Operations, specifically terms of reference 6 and 9. I outline my submission below.

Term of reference (6), the delivery and timeliness of water services to Tasmanian communities

After moving into my home in [REDACTED] in March 2019 I noticed significant problems with the water pressure. I measured the water flow and found that it was insufficient (4 litres per minute). I am a former employee of the Hobart Regional Water Board, so have a detailed understanding of these matters, and know that normal water flow should be around 10-12 litres per minute.

On 30 May I replaced the pipe from the TasWater meter to my house to ensure this was not the cause of the problem. When I refilled my system from the TasWater main supply I observed that the water had heavy discoloration and rust particles present. I have collected samples over several days (please see attachment 1).

After continued contact with TasWater and several visits to my home to conduct testing and flushing of the system over a period of three weeks, my water quality issues have been resolved. However, due to the dirty water being brought into my system from the TasWater system I have had to replace the hot water cylinder, toilet cistern due to O-ring damage, bathroom mixer tap, and shower head at a cost of approximately \$1300.00. I was also unable to use the water for drinking or cooking during this period and had to source water myself from elsewhere. No support was offered to me by TasWater despite them being well aware of this.

I am aware that other residents in my street have the same problems with water flow as I did, and have been advised by TasWater that the problem is in the pipe between the meter and the house and is therefore the resident's responsibility to fix. However the residents are reluctant to take any action as they will be faced with the same problems as I was.

I am also aware that there are many other residents of Triabunna experiencing the same problems.

This experience has raised several questions into TasWater's operations, specifically maintenance of their infrastructure. The Committee should enquire into the maintenance schedule of TasWater infrastructure, how often water mains are flushed, and how often and how reservoirs are cleaned and sterilised.

Term of reference (9), any other matter incidental thereto

Since purchasing my home I have become aware that there are TasWater assets running through my property that are not recorded on the title for the property (see attachments 2 and 3).

I was advised by my local council that there are two sewerage pipelines running through my property after I applied for a permit to house a shipping container on my property. Neither of these is recorded on the title. This has meant that there is approximately a third of my property that has significant restrictions and would require additional expense to be incurred by me on any work conducted (e.g. the corner of my house requires re-pinning, but to do this would require an additional test to be conducted to ensure no damage to the pipe underneath at a cost of approximately \$1000.00).

My local member of parliament, Jen Butler MP, wrote to the then Minister for Local Government, Peter Gutwein MP regarding this. On 14 June 2019 Mr Gutwein responded (see attachment 4) to advise that this is the result of "legacy issues with the recording of easements for subdivisions created prior to the current legislative framework", however he goes on to say that there is no legislative requirement for easements to be recorded on a plan for subdivision, but this is typically done "as a matter of custom and practice". Further, where councils do retain records of such assets they are not required to include this in a Land Information Certificate.

Mr Gutwein has indicated that a search of TasWater records would have identified the presence of the sewerage pipelines, however this is not something that I was aware I needed to do, and I suspect many others would not be aware either.

I am concerned that the presence of these TasWater assets will impact on the resale value of my property as the building is starting to show signs of damage that will be more difficult to remedy.

I would encourage the Committee to look into the appropriateness of the current legislative requirements regarding the recording of TasWater assets.

I would like to thank the Committee for the opportunity to make a submission and would be willing to appear at a hearing to give evidence if required.

Yours sincerely



Tony Bennett


Triabunna 7190

3 September 2020



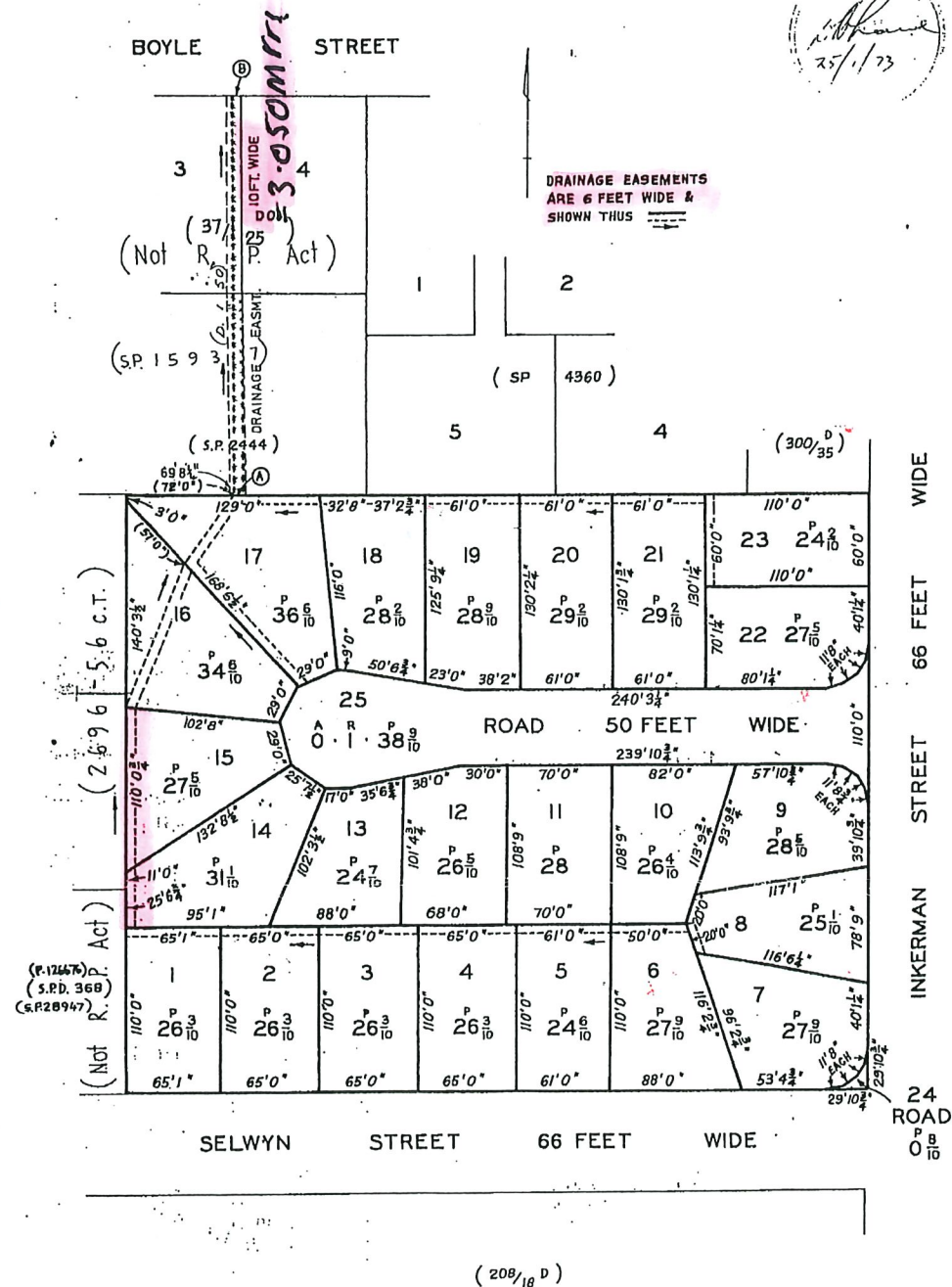
ATTACHMENT 1

A.5505 ct Dir. of Housing (Easement)

Owner: DIRECTOR OF HOUSING	PLAN OF SURVEY by Surveyor A. C. Peacock of land situated in the	Registered Number: S.P. 4674
Title Reference: 3248-6 C.T.	TOWN OF TRIABUNNA HH.	Effective from: 30-4-73
Grantee: Lot 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000	Recorder of Titles	

Scale 60 feet to an inch

REGISTERED NUMBER
54968



Treasurer
Minister for Local Government
Minister for State Growth

Level 9 15 Murray Street HOBART TAS 7000 Australia
GPO Box 123 HOBART TAS 7001 Australia
Ph: +61 3 6165 7670
Email: treasurerooffice@dpac.tas.gov.au

14 JUN 2019



Ms Jen Butler MP
Member for Lyons
PO Box 51
BRIDGEWATER TAS 7030

Dear Ms Butler *Jen,*

Thank you for your correspondence regarding the title information provided to Mr Tony Bennett of 7 Claridge Court, Triabunna. I have received advice from the Local Government Division of the Department of Premier and Cabinet on this matter.

There are legacy issues with the recording of easements for subdivisions created prior to the current legislative framework under the *Local Government (Building and Miscellaneous Provisions) Act 1993*. While under the current framework there is no legislative requirement for councils to include easements on a plan of subdivision, including sewerage assets, as a matter of custom and practice they are typically recorded on the plan when it is approved.

However, in this instance it appears the sewerage pipeline was installed well before the current regime, most likely before the dwelling on the property was built in 1973. For reasons that are unclear, the presence of the pipeline was not recorded on the plan of subdivision.

Council records in relation to water and sewerage assets were transferred to the three regional water corporations, and subsequently TasWater, as part of the water and sewerage reforms implemented in 2009. In this instance, it appears that relevant Council records were transferred to TasWater.

Where councils do retain records of sewerage assets, the prescribed information that a council is required to include in a Land Information Certificate issued under section 337 of the *Local Government Act 1993* does not include information about sewerage infrastructure or some other types of infrastructure, such as electrical infrastructure. While I am advised that, anecdotally, some councils may include additional information beyond the prescribed requirements, approaches across councils vary in this regard. As such, the information contained in the section 337 certificate should not be the only source of information that a purchaser or their conveyancer relies on.

In this instance, a search of TasWater records by Mr Bennett or his representative prior to purchasing the property would have indicated the presence of the sewerage pipeline. Please note that the Council has advised that Mr Bennett may wish to reconsider the location of the proposed carport on the property and lodge a revised development application.

I hope that this information is of assistance.

Yours sincerely



Peter Gutwein MP
Minister for Local Government

Infrastructure Plan

2/4/2019



- | | | |
|--------------------------------------|-----------------------------------|---------------------------------|
| Water Infrastructure | Private Infrastructure | Abandoned Infrastructure |
| Water Reticulation Main | Water Mains - Private | Water Abandoned Line |
| Stormwater Rising Main | Stormwater Gravity Main - Private | Sewer Abandoned Line |
| Stormwater Gravity Reticulation Main | Sewer Pressurised Mains - Private | Recycled Water Abandoned Line |
| Sewer Pressure Reticulation Main | Sewer Gravity Mains - Private | |
| Sewer Rising Main | Recycled Water Mains - Private | |
| Sewer Gravity Reticulation Main | | |
| Recycled Water Distribution Main | | |

NOTE:
The representation of the TasWater assets shown on this map was derived from data supplied by TasWater. TasWater makes no representation as to the accuracy or completeness of the assets shown on this map.

