

# FACT SHEET

## WATER AND SEWERAGE INDUSTRY BILL 2008

- The purpose of the Bill is to give effect to the regulatory elements of the reform of water and sewerage sector in Tasmania.
- The Bill provides for the establishment of an economic regulatory framework for the provision of water and sewerage services. Under the Bill the regulatory framework provides for:
  - o the establishment of a licensing regime that will require any person or entity owning or operating water and sewerage infrastructure and supplying services to others to be licensed;
  - o the appointment of the Commissioner, Government Prices Oversight Commission, as the Water and Sewerage Economic Regulator;
  - o the regulation of prices for water and sewerage services by the Economic Regulator;
  - o the development of a Customer Service Code that will specify the minimum standards of service to ensure both reliability and quality of services to customers;
  - o the development of a Price and Service Plan by licensees, which will set out the prices and the range of regulated services to be delivered by licensees and be approved by the Economic Regulator and issued in the making of price determinations;
  - o performance monitoring, auditing and reporting of licensees' compliance against licence obligations and the delivery of services against a Customer Service Code;
  - o the efficient and effective coordination and integration of economic and technical regulatory obligations, including the preparation of an annual 'State of the Industry' Report by the Regulator, that will provide a snapshot of key performance indicators and key priorities;
  - o the establishment of customer complaints and dispute resolution procedures, which includes establishing an Industry Ombudsman for the Water and Sewerage Industry; and
  - o transitional arrangements, including
    - an interim price order setting interim water and sewerage charges;

- interim licences to the new business to be established under the Water and Sewerage Corporations Bill 2008, to protect customers and ensure continuity of services; and
- interim exemptions for councils and other relevant parties from the requirement to hold a licence for a period of up to 2 years to cover the transition to the new structure for service delivery.