

Treasurer
Minister for Macquarie Point Urban Renewal
Leader of the House

Level 10, Executive Building, 15 Murray Street, Hobart
GPO Box 123, Hobart TAS 7001
Phone: 03 6165 9405 | Email: minister.abetz@dpac.tas.gov.au



Ms Jen Butler MP
Member for Lyons

24 SEP 2026

Email: haprocedure@parliament.tas.gov.au

Dear Ms Butler

Thank you for your constituency question of 2 September 2026 on behalf of Cindy regarding TasWater's pricing structure.

As you would be aware, the Tasmanian Government is a minority shareholder in TasWater, which is 90 per cent owned by Tasmania's local councils.

It is also of note that TasWater's pricing for water and sewage is independently regulated to protect consumers and ensure services are delivered to the required standard. These prices are reviewed and set every four years through a transparent process that includes public consultation.

Following a recent regulatory process, new prices and service standards came into effect from 1 July 2026.

While the Government does not control TasWater's operational activities or strategic decision-making, my office raised your concerns directly with TasWater.

Further information regarding the circumstances of the matter were provided and I can report as following.

TasWater has advised that, under new pricing arrangements approved by the independent Tasmanian Economic Regulator as part of its Price and Service Plan 5, sewerage charges are now determined using a different methodology than applied previously.

Some charges are now based on the capacity and configuration of a property's service connections, rather than estimated discharge, which has resulted in changed charging outcomes for some customers.

In your constituent's case, TasWater has advised that it has not been provided with sufficient property details to assess the specific circumstances of the property.

TasWater has indicated that, should your constituent make direct contact, it can review the property's service configuration and determine whether any options may be available based

on the property's particular circumstances. This may include consideration of whether the existing connection arrangements remain appropriate.

More broadly, the Government has called on TasWater and councils, as the entity's majority shareholders, to agree on pausing sustained price increases and working together on determining a more sustainable way forward.

We must work with TasWater to ensure that Tasmanians' water infrastructure is fit for purpose, whilst being mindful of cost of living impacts.

In the meantime, I encourage your constituent to contact TasWater's Customer Service Team on 13 6992 or via the online form at <https://www.taswater.com.au/about-us/contact-us>

Thank you again for raising this matter with me. I trust that the above is of assistance.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Eric Abetz', written over a faint horizontal line.

Hon Eric Abetz MP
Treasurer