

Treasurer
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Leader of the House

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10 SEP 2026

Professor George Razay MP
Member for Bass

via email: haprocedure@parliament.tas.gov.au

Dear Professor Razay *George,*

Thank you for your recent constituency question in Parliament regarding TasWater charges for the Landale Street Community Hall.

Community facilities and not-for-profit organisations make an important contribution to local communities and the challenges associated with increasing operating costs are acknowledged.

As you would be aware, the State Government a minority shareholder of TasWater which is 90 per cent owned by councils.

Further, TasWater is responsible for setting charges in accordance with pricing arrangements approved through the independent economic regulatory framework.

The specific concerns you raise relate to the treatment of some properties with combined water and fire service connections.

During the current pricing period, TasWater has transitioned from using deemed connection sizes to actual connection sizes for charging purposes. This has resulted in higher fixed water and sewerage charges for some customers where the connection size is larger than would be required for ordinary water use.

I am advised that the independent Economic Regulator is aware of this issue and the circumstances outlined in your question.

TasWater and the Economic Regulator operated independently of Government in relation to regulated pricing matters. That said, I have sought advice from Treasury in relation to the options available to Government in such situations and will return with further information, as available.

In the meantime, organisations with concerns regarding their charges may contact TasWater directly to discuss their circumstances and utilise the available complaints and review processes. Should concerns remain unresolved following TasWater's internal review processes, an independent review may be sought through the Tasmanian Ombudsman.

More broadly, I would be happy to facilitate a briefing on TasWater's Price and Service Plan (PSP) should it be of assistance. Please contact Mr Paul Taranto, Senior Adviser – TasWater, at paul.taranto@dpac.tas.gov.au should you wish to progress this further.

Thank you again for bringing this matter to my attention. I trust that the above is of assistance.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Eric Abetz', written in a cursive style.

Hon Eric Abetz MP
Treasurer