

CONSTITUENT QUESTION

House of Assembly

ASKED BY: Mr Peter George MP

ANSWERED BY: Hon Eric Abetz MP
Treasurer

ANSWER:

Thank you for your recent constituency question in Parliament regarding Ms Penni Lane and her engagement with TasWater. As you would be aware, the Government does not direct TasWater's day-to-day operations or customer billing decisions; however, my office has made enquiries with TasWater regarding this matter.

TasWater has advised that Ms Lane's property forms part of a legacy shared supply arrangement serviced through a single master meter. Under TasWater's Metering and Sub-metering Policy and its Price and Service Plan, both approved by the independent Economic Regulator, usage and fixed charges are applied in accordance with the current regulatory framework.

Notwithstanding this, TasWater has recognised the exceptional circumstances arising from the loss of Ms Lane's home and has engaged directly with her. Following those discussions, TasWater has agreed to remit the variable usage charges attributed to her property for a further 12 months, from April 2026 to April 2027, while she considers rebuilding options.

TasWater has advised that this assistance reflects the particular circumstances of this case. As a regulated utility, it is required to operate within the pricing framework approved by the independent Economic Regulator and cannot simply waive charges more broadly outside that framework.

I thank the Member for the question and trust that the above is of assistance.

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

Hon Eric Abetz MP
Treasurer

Date: 15/7/26