

questions & answers

- **Who do I call if there is a water and sewerage problem?**
After 1 July 2009, if you are having water and sewerage problems, please contact Southern Water - **13 69 92**
- **Who do I contact if there is a problem with the water meter/stop tap?**
After 1 July 2009, queries regarding water meters and stop taps should be directed to Southern Water - **13 69 92**
- **Who do I talk to about my septic tank system?**
Huon Valley residents who use a septic tank system should refer to the Huon Valley Council for any planning, health, or plumbing issues in relation to septic tank networks - **6264 0300**
- **I'm on tank water, what do I do?**
You should also refer to the Huon Valley Council for any planning, health, or plumbing issues in relation to water tanks - **6264 0300**
- **Who is responsible for stormwater?**
The Huon Valley Council will be responsible for all stormwater drains in the Huon Valley municipal area.
- **Who will administer water restrictions?**
From 1 July 2009, Southern Water will administer water restrictions in the Huon Valley municipal area.
- **Who do I talk to about water and sewerage connections for new developments or alterations to existing ones?**
From 1 July 2009 Southern Water will be responsible for administering new connections to the mains system. Huon Valley Council will continue to be responsible for issuing plumbing permits for on-site plumbing requirements.

contacts

After 1 July, 2009, the provision of water and sewerage services in the Huon Valley municipal area will be the responsibility of Southern Water. Queries regarding the provision of these services in the Huon Valley should be referred to Southern Water.

SOUTHERN WATER

Ph: **13 69 92**

www.southernwatertas.com.au

Huon Valley residents who use a septic tank system and/or use tank water should refer any queries to the Huon Valley Council. Queries regarding stormwater should also be referred to the Council.

HUON VALLEY COUNCIL

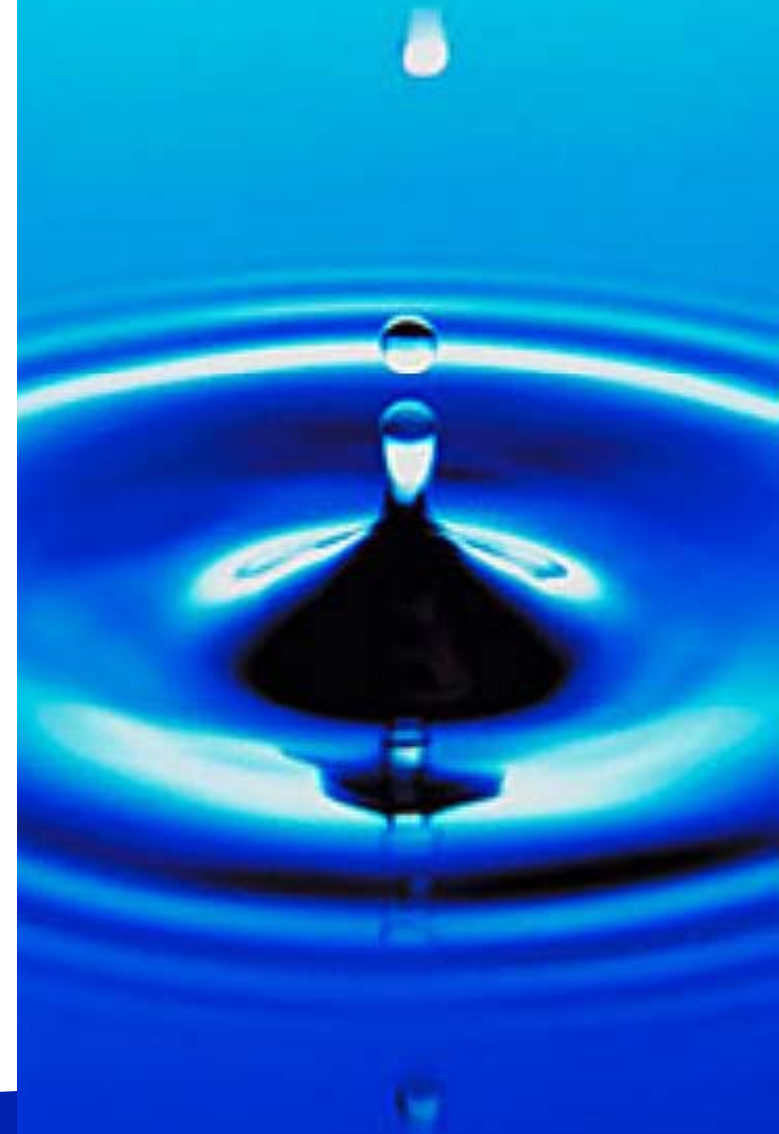
Ph: **6264 0300**

www.huonvalley.tas.gov.au



a community service from the
Huon Valley Council
www.huonvalley.tas.gov.au

your water your future



the planned development
of the Huon Valley's
water and sewerage services

What is happening with the Huon Valley's water and sewerage services?

A new era in the delivery of water and sewerage services to the Huon Valley has begun with the Huon Valley Council officially handing over its entire water and sewerage network, valued at over \$65 million, to Southern Water, the new authority responsible for the provision of water and sewerage services in Southern Tasmania.

What does this mean for me?

The handover is the result of state government legislation that required the compulsory transfer of all Council operated water and sewerage assets and services. This means that all aspects of the service, including staff, are now the responsibility of the new authority, Southern Water, as of 1 July 2009. For Huon Valley ratepayers, charges for water and sewerage services will no longer appear on your rates notices. From 1 July 2009, you will receive a separate bill for water and sewerage services from Southern Water, similar to the way you are billed for electricity.

The Council has been working closely with Southern Water in recent months to ensure the transition takes place with no disruption to Huon Valley residents connected to the Council's water and sewerage network.

**To contact Southern Water, phone:
13 69 92**

What will happen to my rates?

Because charges for water and sewerage will no longer be included in Council rates notices from 1 July this year, your rates levy will be reduced. The Council will pass on 100% of the reduction to ratepayers who currently pay for water and sewerage services.

Those ratepayers who do not currently receive water and sewerage services from the Council and who do not pay water and sewerage charges as part of their rates should be aware that they will not be affected by the new arrangements.



New pipes being laid along Sale Street as part of the upgrade to the Huonville water scheme.

Will I pay more for water and sewerage services in the future?

Here in the Huon Valley, water and sewerage charges are expected to increase by about 10% per year, over the next three years.

These increases are required to pay for massive upgrades to water and sewerage infrastructure throughout Tasmania that are planned for the future.

These upgrades are required because other Tasmanian Councils have not been as active as the Huon Valley Council in ensuring their water and sewerage infrastructure is continuously updated and maintained. This has led to the unfortunate situation that many Tasmanian communities do not have access to adequate water and sewerage services.

In order to fund these improvements, the prices charged to all households in Tasmania for water and sewerage services will go up.

What upgrades are planned for the Huon Valley's water and sewerage services?

A \$47 million upgrade was planned by Council for the Huon Valley's water and sewerage network. The Huon Valley Council has already developed a fully costed and funded capital works program detailing how the upgrade could go ahead and presented it to Southern Water for their consideration. The proposals are in the form of works plans and were developed following a detailed assessment of the infrastructure.

The strategy includes major upgrades to the water schemes servicing Huonville, Geeveston, Cygnet, Ranelagh and Dover, as well as the waste water treatment plants servicing these communities.

The Australian Government has committed \$12 million towards the costs of upgrading the Huon Valley Regional Water Scheme. The upgrade will have extensive economic and social benefits for the entire region by injecting millions of dollars into the local economy and enable sustainable development in the future.

Preliminary work has already commenced on the upgrade to the Huonville water scheme with new pipes laid along North Huon Road and Sale Street. Residents in those areas are already benefiting from the upgrades with increased water pressure being delivered to some households.

The Council has also completed extensions to water mains along Garthfield Avenue and George Street in Cygnet.

Preliminary work on the Geeveston waste water treatment plant upgrade has commenced with an environmental impact assessment currently being undertaken by Council contractors. That upgrade will occur in four stages with an expected completion date of 2016.