



TasNetworks gets texting

Tasmanians can now receive SMS updates about major power outages and meter reader visits.

TasNetworks CEO, Lance Balcombe, said the new SMS notification system is part of the “Voice of the Customer” campaign to improve customer service and communication.

“We care about customers and making their experience easier,” Mr Balcombe said.

“We’ve listened to feedback, and know people want more direct and timely communication.

“Instead of needing to check our website, check social media, or call us, the SMS option brings crucial information direct to the customer.

“It’s a better way for customers to stay conveniently informed,” he said.

There are two categories of SMS notification available.

1) Power outage notifications

Customers will receive SMS messages saying:

- There’s a major outage affecting their home or business (smaller outages not covered);
- How long the outage is expected to last (when possible to estimate);
- When power’s been restored.

2) Meter reader notifications

Customers will receive SMS messages saying:

- That a meter reader will visit your home or business in the next three business days;
- That a meter reader has visited.

As new SMS services are added, TasNetworks will message users with the choice to opt-in.

Customers can sign-up or find out more at <https://subscriptions.tasnetworks.com.au>.

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