

# GENERAL CONDITIONS

Please refer to the full terms and conditions on the small business rebate claim form.

An eligible small business customer must be connected to a reticulated water supply of one of the water suppliers listed on the rebate claim form. The property must be charged a non-residential (commercial) water charge, and purchase and install eligible water saving products or services for the serviced property between 19 July 2011 and 30 June 2013.

Rebates are available for small businesses with a current ABN that have 20 or less employees.

All rebate applications for products to receive a rebate under these terms and conditions (purchased between 19 July 2011 and 30 June 2013) must be received by your water supplier no later than 30 September 2013.

An eligible customer can claim only one of the small business rebates for the business during the period of the program.

Applications for the rebate must be made on the relevant application form.

To claim a rebate, complete the Living Victoria Water Rebate Program small business claim form and mail it to your water supplier along with the original receipt(s) for your purchase(s) and any other specified information set out in these terms and conditions.

The product or service costs plus installation costs will be used to calculate the rebate value to be claimed by your business.

## AMOUNT OF REBATE CLAIM

The rebate amount will be 50% of the total expenditure up to a maximum rebate of \$2000 per eligible property.

The eligible products and services are set out in Schedule 1 of these terms and conditions. Certain eligible products and services must be for the replacement or upgrade to a more efficient product or service. These are noted in the schedule.

A rebate claim may consist of one or more of the eligible products or services set out in Schedule 1 of these terms and conditions.

All receipts must include a clear description of the product or service purchased.

## RAINWATER TANKS

An eligible rainwater tank must be connected to the toilet and/or laundry or used for a purpose in the business requiring year around water use. Connections to the proposed water use must be put in place at the time the rainwater tank is installed.

All rainwater tanks must be designed and manufactured to the relevant Australian Standards to be eligible for a rebate under this scheme.

All rainwater tanks must be certified to the relevant Australian Standards before 1 July 2012 to be eligible for a rebate after this date.

## PLUMBING REQUIREMENTS

Where required by the Plumbing Regulations 2008, products must be installed by a licensed plumber who must provide a copy of the Plumbing Industry Commission (PIC) certificate of compliance where the combined cost of the product and associated plumbing materials and labour is \$750 or greater. This includes rainwater tanks, dual-flush toilets, permanent greywater systems, hot water recirculators and other products as required by regulation.

## PAYMENT OF REBATE

Rebates may be paid by Electronic Funds Transfer (EFT) or credited to the small business's water account. The customer must provide the relevant details on the claim form. These payments may take around 10-12 weeks to process.

If required, a rebate will be credited on the customer's first account following the approval of the rebate application.

# THINGS YOU NEED TO KNOW

## Who is eligible to claim a rebate?

Rebates are available for businesses with a current ABN that have 20 or less employees, where the business is connected to an urban reticulated water supply and is charged a non-residential/commercial tariff.

## How do I get a rebate?

By purchasing and installing an eligible product(s) listed in the rebate claim form between 19 July 2011 and 30 June 2013, to improve the water efficiency of your business.

Once the product is installed you may apply to your urban water supplier using the Living Victoria Water Rebate Program small business claim form.

Claim forms are also available from your product supplier, local hardware, plumbing supplier or garden retailer, from [www.water.vic.gov.au](http://www.water.vic.gov.au), your water supplier or by calling the Department of Sustainability and Environment on 136 186.

## When do I need to use a plumber?

Where required by the Plumbing Regulations 2008, products must be installed by a licensed plumber who must provide a copy of the Plumbing Industry Commission (PIC) certificate of compliance where the combined cost of the product and associated plumbing materials and labour is \$750 or greater.

This includes rainwater tanks, dual-flush toilets, permanent greywater systems, hot water recirculators and other products as required by regulation.

## What is a PIC certificate?

A PIC certificate is a Plumbing Industry Commission (PIC) certificate of compliance that is supplied by a licensed plumber. A PIC certificate must be included with your rebate application if the total cost of the product and associated plumbing is \$750 or greater. Ask your plumber to supply you with a PIC certificate on completion of works.

## Why is there a schedule of products?

As there are many types of small businesses across Victoria, the use of a schedule to set out the eligible products allows the rebate program to provide a range of products to assist many types of businesses. The use of a schedule also allows for ongoing review of the program and types of products that are eligible for a rebate.

## Why is there no set rebate amount for each product type in the schedule of products?

The small business rebate amount is based on the total expenditure by the business on eligible products and their installation. The small business rebate is based on 50% of expenditure up to a maximum of \$2000.

This means a business may install the number of products needed to best improve the water efficiency of the business rather than just installing a single or limited number of a product type.

It also means if the best water savings comes from installing a mix of the eligible products the business may do so.

## Can I still get a rebate if I buy a tank but don't connect it to my toilet or laundry?

No. Rainwater tanks provide maximum savings when plumbed to the toilet and/or laundry or used for another year round use. Rebates are only available for tanks connected to the toilet and/or laundry or connected to a use within the business that has a year round water requirement other than the garden.

## Do I need to attach my receipt and proof of installation to my rebate application?

Yes. The original product receipt(s), plumber's receipt and PIC certificate (where required) must be submitted with the application form. Check the claim form for details.

## When does the product need to be purchased and installed?

To be eligible for the rebates described in the schedule of products you must have purchased and installed your products after 19 July 2011 and before 30 June 2013. Claims for all rebates must be submitted by 30 September 2013.

## How will my rebate be paid?

Your rebate can be provided as a credit on your next water bill(s) or the payment may be requested by Electronic Funds Transfer (EFT) by filling in the relevant details on the claim form. These payments may take 10-12 weeks to process. You must advise your water supplier how you wish to receive your rebate payment.

## How many rebates can I claim?

You can claim only one rebate for your business and the claim may include multiples of one product or a mix of several products. But each business is only eligible for one successful claim.

## Can I claim a second rebate if the total amount of my first claim is less than the \$2000 maximum rebate?

No, you may only make one successful claim. If this claim is less than the maximum rebate of \$2000, no further rebate may be claimed.

# WHERE TO GET MORE INFORMATION

## FULL TERMS AND CONDITIONS ARE AVAILABLE ON THE BACK OF THE REBATE CLAIM FORM.

## FOR MORE INFORMATION AND TO OBTAIN A CLAIM FORM:

- Call the Department of Sustainability and Environment on 136 186
- Visit the website at [www.water.vic.gov.au](http://www.water.vic.gov.au)
- Contact your local water supplier
- Ask a water saving product retailer

## FOR MORE INFORMATION ABOUT:

Water Efficient Labelling and Standards Scheme  
→ [www.waterrating.gov.au](http://www.waterrating.gov.au)

Building rating for new homes  
→ [www.buildingcommission.com.au](http://www.buildingcommission.com.au)

PIC certificates  
→ [www.pic.vic.gov.au](http://www.pic.vic.gov.au)

Environment Protection Authority  
→ [www.epa.vic.gov.au](http://www.epa.vic.gov.au)

Smart Approved WaterMark  
→ [www.smartwatermark.org](http://www.smartwatermark.org)

Energy Efficient Labelling and Standards Scheme  
→ [www.energyrating.gov.au](http://www.energyrating.gov.au)

Watermark and Certification of Standards  
→ [www.waterrating.gov.au/watermark](http://www.waterrating.gov.au/watermark)  
→ [www.watermarkstandards.org.au](http://www.watermarkstandards.org.au)

Rainwater tank certification  
→ <http://register.saiglobal.com/Default.aspx>  
→ [www.jas-anz.com.au](http://www.jas-anz.com.au)

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Customer Service Centre 136 186

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This document is also available in PDF format on the internet at [www.water.vic.gov.au](http://www.water.vic.gov.au)



APPLY FOR A REBATE

LIVING VICTORIA  
WATER REBATE PROGRAM  
19 JULY 2011 TO 30 JUNE 2013

Small Business



# Get up to \$2000 to improve the water efficiency of your business. Save water and money

The new **Living Victoria Water Rebate Program** now gives small businesses the chance to save water and money by purchasing eligible water-efficient products. The Victorian Government has committed \$40 million over the next four years to extend rebates to Victorian households and to provide rebates for small businesses. This brochure sets out the small business rebates for the next two years, 19 July 2011 to 30 June 2013.

Rebates are available for small business with a current ABN that have 20 or less employees and are connected to an urban reticulated water supply and pay non-domestic/commercial water tariffs.

The terms and conditions contain a schedule of products and services that sets out the product types that a business may purchase and install to be eligible for a rebate. This schedule is incorporated into the small business claim form of the Living Victoria Water Rebate Program.

Small business rebates are based on the total expenditure on eligible water efficient products purchased and installed in the business between 19 July 2011 and 30 June 2013. The total rebate payable will be calculated at 50% of the expenditure up to a maximum rebate of \$2000.

An eligible small business can make only one rebate claim for improving the water efficiency of the business. If a business installs \$3000 worth of eligible products including installation, the business would receive a rebate of \$1500. No further rebate can be claimed by this business.

The rebate program aims to assist businesses in maximising their water savings by installing the best eligible products to replace inefficient ones and in the quantity needed. Several of one product can be installed or several different products can be installed to maximise the water savings. All works and installations must be completed prior to making a claim, as only one successful claim can be made.

For more information visit [www.water.vic.gov.au](http://www.water.vic.gov.au)



## PRODUCT SUMMARY AND CONDITIONS

### WATERLESS OR LOW FLOW URINALS

Rebate is for an existing urinal to a 5 star WELS or better waterless urinal.

### MAINS CONNECTED TOILET FLUSH VALVE

For the upgrade to a flush valve of an existing toilet to provide an equivalent to 6/3 L/flush.

### DUAL FLUSH TOILETS

Rebate is for the upgrade of an existing toilet to a 3 star WELS rated or better dual flush toilet.

### RAINWATER TANKS

Total capacity of rainwater tanks must be 2000 litres or greater and connected to toilet, laundry or other business process requiring year around water use. Rainwater tank must be designed and manufactured to Australian Standards.



### SHOWERHEADS

Rebate is for the replacement of an existing showerhead(s) and must be 3 star WELS rated or better and use 9 litres a minute or less of water.

### SHOWERTIMERS/AUTOMATIC SHUT OFF VALVES

Must shut off showers or other water using devices at or after a pre-set time.

### AUTOMATIC RAINWATER TANK TO MAINS WATER SWITCHING SYSTEMS

A device to automatically switch from the use of rainwater from a tank to mains water when a tank is empty.

### PERMANENT GREYWATER TREATMENT SYSTEM

Greywater treatment system must be EPA approved and listed on the EPA website at [www.epa.vic.gov.au](http://www.epa.vic.gov.au)

### WATERLESS WOK STOVE

Rebate for replacing an existing wok stove with a waterless wok stove.

### COMMERCIAL GLASS WASHERS

Glass washers must recycle rinse water, needs to carry a certificate of conformance or meet standards referenced in the Australian food industry. A rebate is only available for the replacement of an existing glass washer.

### WATER EFFICIENT DISHWASHERS

Dishwashers must be 4 star WELS rated or better, needs to carry a certificate of conformance or meet standards referenced in the Australian food industry. A rebate is only available for the replacement of an existing dishwasher.



### WATER EFFICIENT WASHING MACHINES

**Domestic** - Rebate is for the replacement of an existing washing machine to a 5 star WELS rated and 4 star energy rated or better washing machine.

**Commercial/Industrial** - Rebate is for the replacement of an existing washing machine to a front loader with an inverter rather than a twin motor.



### POOL COVER WITH ROLLER/REEL FOR COVER

Pool covers must have a Smart Approved WaterMark, be UV stabilised and at least 400 microns in thickness and include a roller or reel to assist in covering the pool.

### WATER DATA LOGGERS/CHECK METER FOR WATER MANAGEMENT

Water data loggers or check meters to monitor the use of water within a section of the business.

### FLOW CONTROL DEVICES

Flow control devices to restrict flow to 9 litres a minute or less.



### HOT WATER RECIRCULATORS

Devices that return cold water to the business's water system to avoid the loss of cold water in the hot water pipes.

### LAUNDRY SYSTEMS USING OZONE TECHNOLOGY

Must meet AS/NZ 4146:2000 standard for disinfection and include a fail safe shut off.

### CONDENSATE RECOVERY SYSTEMS

Rebate for replacement of existing or faulty condensate recovery system equipment with water efficient system.

### PROCESS WATER REUSE

Must provide a risk assessment and meet Australian water reuse and EPA guidelines. **Businesses must consult with their water supplier prior to implementing a process water reuse.**

### WATER EFFICIENT COMBI STEAMERS

Rebate for replacement of existing combi steamer, with a water efficient steamer.

### PRE-RINSE NOZZLES

Upgrade to 6 litres a minute or less, 6 star WELS rated, rebate for replacement of existing pre-rinse nozzle(s).



### COMMERCIAL HIGH PRESSURE WATER CLEANERS

High pressure cleaner must use 9 litres a minute or less of water.

### HAND HELD RINSE SPRAYS

Nozzles or devices used to rinse a product or client (eg. hairdressing) must use 9 litres a minute or less of water, rebate for replacement of existing hand held rinse spray or nozzle.

\* The Water Efficiency Labelling and Standards (WELS) is Australia's national mandatory water efficiency and labelling standards. For more information about the WELS scheme visit [www.waterrating.gov.au](http://www.waterrating.gov.au)