

LIVING VICTORIA WATER REBATE PROGRAM

New brochures and claim forms will be available in hard copy from late July 2012.

There are no rebates for products purchased prior to 30 June 2011.

EXTENDED LIVING VICTORIA WATER REBATE PROGRAM

The Victorian Government's Living Victoria Water Rebate Program commenced on 1 July 2011. The program has been extended and the products and rebates for the period 1 July 2012 to 30 June 2015 are now available.

The products are the same as the first 12 months of the program. The changes to the program from 1 July 2012 are:

- Washing machines with 5 star water and 4 star or more energy, have been extended for the life of the program to 30 June 2015
- The amount of the rainwater tank rebates have been increased to a maximum of \$1500
- Rainwater Tanks have to be designed and manufactured to the relevant Australian Standards. In addition tanks need to be certified to the relevant Australian Standard to be eligible for a rebate
- Rebates are also available for small business customers that employ up to 50 full-time or equivalent employees (increased from 20 employees). These rebates only apply to businesses with a current ABN number, connected to an urban reticulated water supply and that are charged non-residential (commercial) water charges on their water account
- Homes that were built or had a building permit prior to 1 May 2011 may now claim a rainwater tank rebate.

WHO IS ELIGIBLE FOR REBATES?

RESIDENTIAL HOUSEHOLDS - mains water and self-supplied:

The same rebate are available to all residential households regardless of whether the house is connected to mains water or not. Only the claim process differs slightly for those households not connected to a mains water supply.

TENANTS can get rebates if the tenant has a water account with one of the urban water businesses. If you are changing fixtures or appliances you may need to seek the approval of your landlord.

Tenants that do not pay water bills may be eligible for some rebates if they live in a property that is connected to a reticulated water supply of an urban water corporation or be a tenant of a house not connected to a reticulated water supply. These tenants must provide a site address to confirm their eligibility as either a customer of a reticulated water supply area or that of a self-supplied household. Tenants without a water account must also appropriate documentation showing proof of residency must be provided with the claim form. [Types of documentation are set out in the terms and conditions]

LANDLORDS are entitled to rebates for a rental property if he/she is responsible for a water account for the property.

NEW HOMES Under the Living Victoria Water Rebate Program a rainwater tank rebate will not be provided for new homes that had a building permit issued after the introduction of Victoria's 6 Star Building Standard from 1 May 2011.

The 6 Star Building Standard requires all new homes to meet a 6 star thermal efficiency rating and be fitted with water efficient devices such as 3 star taps and fittings as well as either:

- a 2,000 litre rainwater tank connected to all sanitary flushing systems; or
- a solar water heating system

As the installation of a rainwater tank is a regulatory requirement for all new homes from 1 May 2011, a rebate is not provided for their purchase. The rebate Program was not developed to subsidise the cost of new homes.

If your building permit was issued prior to 1 May 2011, suitable evidence could include:

- a) Copy of building permit and Housing Contract stating the tank items
- b) Copy of PIC cert stating the tank items
- c) Copy of plumbers invoice stating the tank items

SMALL BUSINESS

To obtain a rebate a small business:

- Must have up to 50 full-time or equivalent employees or less
- Must provide an current ABN for the business name
- Must provide a site address (if mailing address PO Box)
- Must have water account being charged non-residential/commercial water charges

If a business is a tenant of a property, payment will be made to the tenant if the business installs the water efficient products, not the owner of the property

WHAT ARE THE HOUSEHOLD REBATES OR HOME AND GARDEN REBATES?

Households mains water and self-supplied (or not on mains water):

The home and garden products are:

- Dual-flush toilet - Rebate: \$100
- Washing machine with 5 star water 4 star energy ratings – Rebate: \$150
- Pool cover with roller/reel, cover must have Smart Approved Water Mark– Rebate: \$200
- Water efficient showerhead
 - a) Rebate: \$10 (for a showerhead costing greater than \$30 and less than \$100) or
 - b) Rebate: \$20 (for a showerhead costing greater than \$100)

NOTE: Eligible households can claim 2 showerhead rebates

- Water conservation audit - Rebate: \$50
- Hot Water Re-circulator device - Rebate \$150
- Basket of Goods - Rebate: \$30 when \$100 or more is spent on eligible products
 - Flow control valve/Tap flow reduction devices (these are flow control devices)
 - Mulch - Extension of definition to include Inorganic mulch (pebbles, scoria etc)
 - Rainwater diverter
 - Waterless carwash products
 - Flow interrupter for toilets
 - Shower timer
 - Compost/ Mulch Bin
 - Wetting / Moisture Agent
 - Moisture / Rain Sensor
 - Trigger Nozzle
 - Drip Water System/ Weep hose
 - Garden Tap Timer
 - Temporary Greywater Diverter
- Permanent greywater system - Rebate: \$500
- Rainwater tanks - which are connected to toilet and laundry and are designed and manufactured to relevant Australian Standards. It should also be noted that from 1 July 2012 tanks must be certified to the relevant Australian Standards.
 - \$850 for a tank 2,000L – 3,999L connected to a toilet and/or laundry;
 - \$1300 for a tank 4,000L or greater connected to a toilet or laundry; and
 - \$1,500 for a tank 4,000L or greater connected to a toilet and laundry.
- Rainwater tank to the toilet/laundry connection to an existing tank greater than 2000 Litres - Rebate:\$500

HOW DO SMALL BUSINESS REBATE SUPPORT LIVING VICTORIA?

The Victorian Government is committed to the efficient use of all water resources, including drinking water, rainwater, stormwater and recycled water.

Taking advantage of all the water sources available to us will help to reduce pressure on our drinking water supplies, contribute to improved liveability of our cities and towns, and reduce negative impacts on the environment.

The Living Victoria Water Rebate Program is designed to support the government's objectives for urban water. It provides Victorian households with an opportunity to reduce operating costs and water consumption by purchasing and installing water efficient products.

Encouraging Victorian small businesses, along with households, to increase their water efficiency is an excellent way to do this.

The small business rebates are an incentive for small businesses with 50 full-time or equivalent employees or less employees to improve the water efficiency of their business.

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.

Rebates are available on a range of products including:

Rainwater tanks	Automatic rainwater tank to mains water switching systems
Mains connected toilet flush valve	
Dual Flush toilets	Waterless Wok stove
Water data loggers/ check meter for water management	Laundry systems using ozone technology
Pre-rinse nozzles	Commercial high pressure water cleaners
Flow control devices	Condensate recovery systems
Water efficient washing machines	Waterless or low flow urinals
Hot water re-circulators	Hand held rinse sprays – e.g. hairdresser
Commercial Glass Washers	Showerheads
Pool covers with roller/reel for covering	Process water reuse
Water efficient dishwashers	Shower-timers/automatic shutoff valves
	Water efficient combi-steamers
	Permanent Grey-water Treatment Systems

Further details of eligible products are set out in a schedule available on the small business claim form or at www.water.vic.gov.au.

Who is eligible to claim a small business rebate?

Rebates are available for small businesses with a current ABN that have 50 full time equivalent or less employees, where the business is connected to an urban reticulated water supply and is charged a non-residential/commercial tariff.

How can people apply for a small business rebate?

By purchasing and installing an eligible product(s) listed in the approved schedule of products between 1 July 2012 and 30 June 2015, to improve the water efficiency of their business.

Once the product is installed, the small business can apply to its urban water supplier using the Living Victoria Water Rebate Program small business claim form.

Claim forms are also available from www.water.vic.gov.au, product suppliers, local hardware, plumbing supplier or garden retailer, water suppliers or by calling the Department of Sustainability and Environment on 136 186.

Why is there a schedule of products?

As there are many types of small businesses across Victoria, the use of a schedule (a listing) 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?

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. A business can only receive a maximum rebate of \$2000 but can make one or multiple claims to receive the full \$2000 rebate.

Why do we still need rebates on water efficient products?

Rebates assist and encourage Victorians to purchase and install more efficient products in their homes. Rebates help Victorians to be more sustainable everyday and to keep water bills down. This is also a great way to reward Victorians for the excellent water savings made already.

Was the small business program set up by the previous government?

No. Small business rebates were not available under the previous rebate Program.

While domestic rebates on water efficient products have been available for some time, the Living Victoria Water Rebate Program provides rebates on more products for households and includes small businesses for the first time.

The Victorian Government is fully committed to rewarding Victorians with incentives to install rainwater tanks and dual flush toilets. We recognise that rainwater tanks play an important role in smart water usage while providing environmental benefits through the capture of storm water.

What will happen to the rebate program if water restrictions are removed?

The Victorian Government has committed funding for rebates to both residential and small business customers for four years from July 2011. These rebates will remain in place until 30 June 2015.

Rebates for water saving products remain an important role in the Government's water policy and it is important that people continue to use water responsibly regardless of the level of water restrictions.

CONDITIONS & PAYMENT OF REBATES – HOUSEHOLD AND SMALL BUSINESS

Households connected to mains water

Home and garden products

The rebate for most home & garden products will be credited on your next water bill(s).

Some corporations send out their water accounts every 3 months and others are every 4 months.

If the rebate is more than your water bill, your account/bill will remain in credit until the full credit from the rebate is used on future water bills.

Depending on the amount of your water bill, it may take several bills before the total rebate credit is fully used.

Rainwater tank and grey water system products:

Rainwater tank and permanent grey-water system rebates can be paid to the customer as an EFT Payment only at the customer's request or credited to the customer's water bill.

If I got a rebate under the Water Smart Gardens and Homes rebate Program (the old program) can I now get the same rebate under the new program?

NO, you cannot get the same core product rebate again, this program is a continuation of the Government funding and the conditions include the old program. You cannot claim a rebate for any product that you have had a rebate for in the past, except the basket of goods. This condition applies to washing machines, rainwater tanks, tank-to-toilet/laundry connections, permanent grey-water systems, water audits, dual flush toilets, hot water re-circulators and showerheads. Pool covers are totally new product so all households should be eligible for this rebate.

You can claim one rebate for the basket of goods each calendar year.

Self-supplied or households NOT on mains water

Home and Garden rebates are available for all households across Victoria. The same Terms and Conditions apply for a household which is self-supplied with water as those connected to a reticulated water supply. However, there is a separate claim form for those not supplied by an urban water supplier. The postal address for households who want make a rebate claim and who do not receive water or sewerage account from a water corporation is specific to self-supplied households.

Specific details about your property will be required such as the site address, name of your Council and your rate notice account number. This information is required on the claim form. If you are a tenant you will also need to provide proof of residency at your address by providing two types of appropriate documentation showing your address.

Small Business

Small business rebates are available for businesses with 50 or less than full time employees.

CONDITIONS OF CLAIMING A REBATE

A business can only receive a maximum rebate of \$2000 but can make one or multiple claims to receive the full \$2000 rebate. A claim can include costs associated with several of one product or a mix of products from the schedule of eligible products and services. Only one rebate claim of up to \$2000 can be made per eligible business over the life of the funding program.

Payment of a small business rebate

A rebate can be paid to the business' bank account by EFT or applied to business' water account/bill. This is the choice of the applicant.

It may take between 10-12 weeks for payment to be transferred. This is to allow for time to review claims and verify business information.

SPECIFIC INFORMATION ON PRODUCTS

RAINWATER TANKS

How long do I have to install my rainwater tank once I have purchased the tank?

To claim a rainwater tank rebate the period between purchase and installation of the tank cannot be longer than 12 months. All rainwater tank rebates are conditional on them being connected to a toilet and/or laundry. All rainwater tanks must be installed by a licensed plumber (referred to as a plumbing practitioner in terms and conditions). As long as you meet all of the terms and conditions for the tank rebates you are eligible.

What does the cost of a tank include?

The rebate is to help with the total costs of both purchasing and installing the tank and having it connected to your toilet and/or laundry by a licensed plumber

What if I buy a rainwater tank greater than 2,000 litres but only use it for my garden and do not have it plumbed to the house?

You will NOT be eligible for the Living Victoria Water Rebate Program. Only rainwater tanks connected to a toilet or laundry or both are eligible for a rebate.

Can I install any tank?

Only rainwater tanks that are designed and manufactured to Australian Standards should be purchased to ensure that you are getting a quality product that will last. From 1 July 2012 all tanks will have to be certified to the relevant Australian Standards to be eligible for a Living Victoria Water Rebate.

Do I need a plumber to install my rainwater tank?

Yes, the plumbing regulations require the various plumbing works associated with the installation of a tank must be done by a licensed plumber. This is thus a condition of the rebate program to obtain a rebate under the Living Victoria Water Rebate Program.

A Plumbing Industry Commission (PIC) Certificate of Compliance must be provided if the total combined value of the tank, installation and materials is \$750 or greater. The receipt and copy of the PIC certificate must be supplied to the water corporation with your application for a rebate.

You will be asked to provide the original tank receipt, plumber's receipt and copy of the PIC Certificate of compliance with your rebate application form.

Why do I need to have a plumber install my rainwater tank?

It is a legislative requirement under the Building Act 1993, and the Plumbing Regulations 2008, that any work associated with the installation of a rainwater tank collecting water from roof gutters and the connection to the toilet and laundry be carried out by a plumber.

The reasons why legislation and regulations require a plumber to install a water tank for gardening purposes or the flushing of toilets include:

- Ensuring suitable materials are used to connect the tank to stormwater down pipes.
- Connection of appropriate filter and diversion mechanism.
- Ensuring appropriate connection to eaves gutter and a suitable location for the downpipe.
- Ensuring appropriate connection to the stormwater system to manage any overflow.
- Ensuring appropriate jointing methods are used.
- Minimisation of risk associated with cross-connection to the mains water supply to prevent backflow.
- Connection of appropriate valves, pipes and pumps.

The work undertaken to meet these requirements must also be performed in accordance with the appropriate Australian Standard (AS 3500 - as referenced by the Plumbing Regulations) or certification.

A certificate of compliance (PIC) is proof that the water tank was installed and connected in accordance with the above mentioned standards and carries a six-year insurance cover. Only a licensed plumber can issue a certificate of compliance.

Failure to meet these requirements creates a risk that tanks may not be installed correctly. Incorrectly installed tanks could lead to flooding of neighbouring properties.

It should be noted that receipts and a copy of the PIC certificates are required for all rainwater tank rebates, and must be supplied.

The installation must also meet any relevant building code requirements and have the necessary council permit (where required).

A PIC certificate must be included with the rebate application if the total value of the product, materials and associated plumbing is \$750 or greater.

Ask your plumber to supply you with a PIC certificate on completion of works.

For more information visit www.pic.vic.gov.au

The work covered by the Certificate also carries a six year insurance cover

Can every household get a rebate on a rainwater tank?

The rainwater tank rebate is only available to new houses that received a building permit for the house before 1 May 2011

Under the Living Victoria Water Rebate Program a rainwater tank rebate will not be provided for new homes built after the introduction of Victoria's 6 Star Building Standard from 1 May 2011.

The 6 Star Building Standard requires all new homes to meet a 6 star thermal efficiency rating and be fitted with water efficient devices such as 3 star taps and fittings as well as either:

- 2000 litre rainwater tank connected to all sanitary flushing systems; or
- Solar water heating system.

While new home builders have the option to choose either a rainwater tank or solar hot water, this choice should not be based on getting a rebate, thus neither of the options under 6 Star Standards is eligible for a rebate at time of construction.

Proof of the building permit issue date is required for homes built after 1 May 2011

I have an existing rainwater tank can I get a rebate to connect it to my toilet or laundry?

Yes, you can claim a \$500 rebate for the toilet and/or laundry connection to an existing rainwater tank with a capacity of 2000 litres or more. This installation must be done by a licensed plumber.

The rebate claim form includes information on terms and conditions.

Are water bladders the same as rainwater tanks?

Yes, water bladders are eligible for a rebate providing that conditions are met in the same way as for Rainwater Tanks (i.e. installed by a licensed plumber etc), water bladders are eligible for a rebate.

As with rainwater tanks, only water bladders that are designed and manufactured to Australian Standards should be purchased to ensure that you are getting a quality product that will last. From 1 July 2012 all tanks, including bladders, will have to be certified to the relevant Australian Standards to be eligible for a Living Victoria Water Rebate.

I already have a water tank installed. If I connect this to my toilet, how much can I claim?

You can claim a \$500 rebate for the toilet or laundry connection.

A tank-to-toilet/laundry connection is the connection between a rainwater tank and a toilet within the home. This will allow water to collect in your rainwater tank to be used for flushing a toilet and/or in the laundry.

For this rebate you need a completed claim form, original receipt, plumber receipt and a copy of Plumbing Industry Commission certificate of compliance if the cost of the toilet, installation material and installation is \$750 or greater.

Can I claim a rebate for a product purchase before the start of the Living Victoria Water rebate program (1 July 2011) and that has not yet been installed or was installed after 1 July 2011?

The Terms and Conditions of the Living Victoria Water Rebate program require that the product must be purchased and installed within the dates of the program. To be eligible for a Living Victoria Water rebate, the product must be purchased and installed between 1 July 2011 and 30 June 2015, inclusive.

Rebate claim forms for products purchased between 1 July 2011 and 30 June 2012 must lodge their claims by 30 September 2012.

A customer may be eligible for a tank to toilet/laundry connection rebate of \$200, if a tank purchased prior to 1 July 2011, is installed and connected to the toilet or laundry after 1 July 2011.

Do I need a permit to install a rainwater tank?

Rainwater tanks up to 4500 litres can be installed in most places without a permit.

The exception is in "heritage areas", where a permit may be required by the local council.

Tanks larger than 4500 litres and tanks on stands above minimum height may need a permit from your local council. You should check with council on these matters as they vary from council to council.

Is the government going to tax water in the rainwater tanks?

The Government has no plans to introduce a water supply fee for rainwater or water collected in tanks.

TOILETS

What rebate is available for water efficient dual flush toilets?

The rebate available for water efficient dual flush toilets is \$100 for toilets purchased and installed from 1 July 2011.

Do I have to install a particular kind of toilet to be eligible for the new rebate?

The toilet must be a water efficient dual flush toilet of 3/6 litre (or better). The toilet must have a WELS rating of 3 star or better.

What conditions apply?

The rebate for a dual flush toilet is only available when replacing an existing single flush or less efficient dual flush toilet. Terms and conditions are on the Living Victoria Water Rebate Program claim form and apply from 1 July 2012.

How many toilet rebates can I claim?

As described in the terms and conditions, a residential customer can claim one rebate for a water efficient dual flush toilet.

I am building a new house and installing dual flush toilets. Can I claim a rebate?

No. The rebate only applies where an existing single flush toilet or less efficient dual flush toilet is being replaced by a 3 star WELS rated, 3/6 litre (or better) dual flush toilet.

I am renovating my bathroom and replacing my single flush toilet with a dual flush toilet. Can I claim the rebate?

Yes, provided you have purchased the new toilet within the eligible period and it is installed by a licensed plumber. If the total value of the works (cost of toilet and installation) is over \$750, a Plumbing Industry Certificate (PIC) certificate of compliance is required.

Must a plumber install a toilet?

Yes. A toilet or cistern must be installed by a licensed plumber. A licensed plumber must also issue a PIC Certificate of Compliance if the total value of the toilet, materials and installation is \$750 or greater.

Your plumbers receipt is required with your claim.

BASKET OF GOODS

To get the \$30 rebate on the basket of goods you must first spend \$100 or more on eligible products. The eligible products are set out in the Living Victoria Water Rebate Program brochure for homes and gardens.

I am about to submit a claim for the basket of goods. If the purchases are a combination of more than one calendar year, can I make a claim for the \$30 rebate?

Yes and if a portion of the basket of goods is purchased in the previous year and you did not claim a rebate in the previous year you can use receipts from that year. However, once a claim has been lodged in a calendar year, no further receipts from that year can be used for future claims.

Only one \$30 rebate on a basket of goods can be claimed each calendar year. Once a claim has been made in a calendar year, no receipts from that year can be used in later years.

Can a customer claim another "basket of goods" rebate for a product previously claimed earlier in a year? i.e. she purchased mulch in March and claimed the rebate. Can she purchase more mulch in November and claim the \$30 rebate for the same year?

No there is to be only one claim each calendar year. Nor can the customer use the second purchase in the next year.

MULCH

What is mulch defined as?

Tan bark and other wood chip type products are considered to be mulch for the purpose of the rebates. Inorganic mulch (pebbles, scoria etc) can also be included.

In general any products marketed as mulch will be accepted as eligible for the rebate, stone, gravel or such material used for inorganic mulch are eligible.

TRIGGER NOZZLES

A "trigger nozzle" means a nozzle controlled by a trigger which must be depressed continuously, or locked in the "on" position, by hand for water to flow.

There are many types of "trigger nozzles" that use different types of mechanisms to turn the water on and off. Most of these nozzles have a locking mechanism to keep the nozzle in the "on" position once the trigger/button or switch is engaged.

Trigger nozzles are generally suitable for stopping the flow of water for a short time. However, the water should be shut off at the tap when your watering task is completed.

The use of a trigger nozzle on hoses while watering the lawn and gardens is part of encouraging efficient use of water at all times. The use of a nozzle enables one to stop the flow of water at the end of the hose without moving to the tap or when moving from one section of the garden to another or when watering has finished.

It also prevents wastage if one is interrupted during the watering of the lawn or garden.

As most trigger nozzles have a mechanism to lock the nozzle in an on position, extended watering should not be a problem for most. It is much easier to connect and disconnect the locking device compared to rotating the barrel on the conventional nozzle.

In addition nozzles with discrete on/off switches can be used and these allow continuous watering without the need to continually depress a trigger.

FLOW CONTROL VALVES

A flow control valve can be attached to your showerhead or tap faucet to reduce the amount of water flowing through it.

A flow control valve and a flow restriction device perform similar functions and both are eligible for the rebate.

AUDITS

Who does water conservation home audits?

The audits are performed by independent organisations that are a registered business.

Many plumbers and in particular, Green Plumbers can conduct the audits. There are also professional organisations that specialise in water efficiency that may also perform the audits. They are generally not done by the water businesses.

Water audits can be either internal audits of a home or external audits that look at water use outside the home and in the garden. Only one rebate may be claimed per eligible customer or household.

To claim the \$50 rebate, customers need to send in a copy of the water audit report with their claim form and an original receipt from the professional who conducted the audit.

Note an organisation or business cannot claim an audit rebate, only residential customers.

A list of the type of businesses with possible qualified professional auditor can be obtained from: www.water.vic.gov.au

CLOTHES WASHING MACHINES

Why clothes washing machines have been included in the rebate Program?

Washing machines are one of the biggest water users in the house. Providing rebates on washing machines with a five star water rating makes it easier for people to upgrade to the most efficient models.

Can I get a rebate for a new clothes washing machine?

The Living Victoria Water Rebate Program has introduced \$150 rebates for 5 star water (WELS rated) and at least 4 star energy rated clothes washing machines. This rebate has been extended for the life of the program to 30 June 2015.

A clothes washing machine must be at least a 5 Star WELS rated and have an energy rating of at least 4 Star.

* WELS is Australia's national mandatory water efficiency and labelling standards. For more information about the WELS program visit www.waterrating.gov.au Finding a WELS Product

The clothes washing machines must be purchased for personal residential household use within Victoria only and must not be resold or used for commercial applications.

The clothes washing machine must be purchased, installed and operational for the rebate to be claimed.

Can I get a rebate if I buy my washing machine on lay-by?

You can only claim a rebate once the full amount of the lay-by has been paid off and the washing machine has been delivered and installed. The original receipt(s) of your purchase must be submitted with your rebate application.

Why are dishwashers not on offer under the rebate program?

While washing machines have been included in the new Living Victoria Water Rebate Program, dishwashers have not been included. They are included in the Small Business LVRP.

Dishwashers use a smaller amount of water per wash and thus water saving is greater with a clothes washing machine. The selection of products has tried to make the best use of funds and at this stage washing machines provide the greatest potential savings.

SWIMMING POOL COVERS

Can I get a rebate for a swimming pool cover?

Yes you can get a rebate of \$200 for a swimming pool cover with a roller or reel.

The pool cover must be purchased with a roller or device to assist with the covering/uncovering of the pool and be a Smart Approved WaterMark product. Please refer to the Smart Approved WaterMark website, www.smartwatermark.org for further information.

The pool cover must also be a minimum of 400 microns thick and be UV stabilised.

Liquid pool covers are not an eligible product.

Solar blankets are eligible provided that they meet the same criteria set out for pool covers as set out on the claim form.

The area of the pool cover must be equal to or greater than the area of the pool itself for it to be eligible for a rebate. Where there is a pool and spa in one, the cover must cover both to be eligible for a rebate.

A rebate for a pool cover is not payable until after the swimming pool is fully completed and operational.

Swimming pool covers can save a significant amount of water and that is why the covers are now included in the program. However these saving also depend very much on the pool being covered when not in use.

Am I eligible for the pool cover rebate, if I am replacing an existing old pool cover and already have a roller or reel (to help cover and remove the pool cover from the pool)?

If you already have a roller and are replacing your cover you must provide evidence of the existing roller. It is not that we want customers to buy a new roller but that they must have one. Otherwise research says they will not use the cover or will use it much less.

Customers need to provide evidence in the form of either the original receipts for their roller or to provide photo evidence that states the location (address) of the roller and be signed by the person applying for the rebate. This is to ensure that we have some proof that ties the roller to the property where the pool cover rebate is being claimed. It should be noted that random audits may be done at times to ensure that the products for which rebates have been paid, have been installed at the property.

Can I get a rebate for a spa cover?

This rebate does NOT apply to covers for spas.

HOT WATER RECIRCULATORS

Can I get a rebate for hot water re-circulator?

Yes you can get a \$150 rebate. To be eligible for the rebate, the hot water re-circulator must divert the cold water from the hot water pipes back to the household water-supply system.

An eligible hot water re-circulator must not discharge to an external tank.

The hot water re-circulator rebate may be claimed where the product is installed in a new home.

A licensed plumber must install the re-circulator and where the total combined costs of the hot water re-circulator, material and installation is \$750 or more a PIC certificate must be issued and a copy submitted with your claim.

A hot water re-circulator is a device that saves cold water in the hot water pipes by diverting cold water back into the hot water system or cold water plumbing. This reduces water wastage by allowing the water to be used within the home. > Systems directing the cold water to rainwater tanks or storage for outdoor use are not eligible.

This product must be installed by a licensed plumber and a PIC certificate is required if the product and plumbing costs are \$750 or greater

GREY-WATER SYSTEMS

Can I get a rebate for a grey-water system?

Yes there is a \$500 rebate is available for permanently installed systems that are connected to subsurface irrigation. Evidence of the sub-surface irrigation system must be provided with the claim for a permanent grey-water system.

To be eligible it must be a permanent grey-water system that is compliant with the Environment Protection Authority (EPA) publications, Grey-water use around the home and Guidelines for environmental management: Code of practice – onsite wastewater management. This rebate may be claimed where the product is installed in a new home.

Treatment type permanent grey-water systems must be approved by the Victorian EPA and listed on the website, www.epa.vic.gov.au and non-treatment systems must be assessed by DSE and listed on its website at: www.water.vic.gov.au.

<http://www.water.vic.gov.au/saving/home/greywater/rebates>

Does the EPA have a brochure on grey-water?

If anyone calls about the EPA's brochure on the safe use of grey-water, you can refer them to:

EPA Information Centre

Ph: (03) 9695 2722

Website: www.epa.vic.gov.au

Must a plumber install a permanent grey-water system?

Yes. A permanent grey-water system must be installed by a licensed plumber.

A licensed plumber must also issue a PIC Certificate of Compliance if the total value of the permanent grey-water system, materials and installation is \$750 or greater.

Can a grey-water system process black water?

Permanent grey-water systems must not contain black water (water from a toilet or septic tank). The systems must also have the necessary Council permit (where required).

If they do contain black water they are not eligible for a rebate. Septic tank systems or upgrades to septic tank treatment systems are not eligible.

Make sure you read all the terms and conditions for full details.

Why is there no rebate for a tank to toilet connection for a grey water system?

Some treatment type grey-water systems may be used to provide water to flush the toilet, rebates for these systems would be given as grey-water rebates and not tank to toilet connection rebates. EPA approval is required for treatment type systems and approval from your local council may also be required if the treated grey-water is to be used in the home. Please check with your local council on this matter.

SHOWERHEADS

Can I get a rebate for a showerhead?

Yes you can get a rebate of \$10 for a showerhead that cost \$30 to \$100 or a \$20 rebate if the showerhead costs over \$100.

Your local water corporation may also offer a free showerhead exchange. Please contact your local water corporation for further information on the exchange programs.

You can get two showerhead rebates per household

EXTENDED LIVING VICTORIA WATER REBATE PROGRAM

The Living Victoria Water Rebate Program has been extended from 1 July 2012. The Government has committed to the program for until June 2015. The program was reviewed in 2012.

Some changes have been made to extend the program to more homes and small businesses.

There are rebates for both domestic households and small businesses (with 50 full-time equivalent or less employees). The two sectors of the community are dealt with separately in this information.

The domestic rebates are known as Home and Garden Rebates and commenced on 1 July 2011 and the extended program commenced on 1 July 2012. The rebates for businesses are known as Small Business Rebates.

The rebates for domestic households have been extended to households that are self-supplied (not connected to a reticulated water supply).

From 1 July 2012 homes that have building permits before 1 May 2011 may now claim a water tank rebate.

New brochures and claim forms are available for the extended Living Victoria Water Rebate Program which apply to products which are eligible for a rebate on or after 1 July 2012 until 30 June 2015. There is a brochure for each the Home and Garden and Small Business parts of the rebate program. There are three claim forms, two for Home and Garden households, one for customers of an urban water corporation and one for households not supplied with mains water and one for Small Business customers supplied by an urban water supplier.

No rebates are available for products purchased prior to 30 June 2011 under the former Water Smart Gardens and Homes rebate Program.

The rebates program is administered by the Victorian water corporations on behalf of the Government, in partnership with the Department of Sustainability and Environment.

Why do we still need rebates on water efficient products?

Rebates assist many Victorians to purchase and install more efficient products in their homes, helping us to be more sustainable everyday and to keep our water bills down. This is also a great way to reward Victorians for the excellent water savings made already.

Was this program set up by the previous Government?

Rebates on water efficient products have been available for some time, however this new program provides rebates on more products for more households and provides rebates to small business for the first time.

The Victorian Coalition Government is fully committed to rewarding Victorians with incentives to install rainwater tanks, dual flush toilets and other water efficient products.

We recognise that rainwater tanks play an important role in smart water usage while providing environmental benefits through the capture of storm water.

Are rebates geared towards wealthier households?

Rebates are available for a range of products for all budgets. Historically, the most popular rebate is actually one of the most cost-efficient, a \$30 cash back on \$100 worth of water saving products including mulch and flow control devices.

It is still free to exchange old showerheads for new water efficient ones at your local water corporation, so whatever your budget, there are ways to save water around the home.

What will happen to rebates if water restrictions are removed?

The Victorian Coalition Government has committed funding for rebates to both residential and small business customers until 30 June 2015.

Rebates for water saving products remain an important role in the Government's water policy and it is important that people continue to use water responsibly regardless of the level of water restrictions.

Do rebates actually reduce water use or just save people money?

The rebate Program is helping people save water and save money. Our estimates show that rebates issued on rainwater tanks since 2007 are saving 914 million litres of water a year across Victoria. This is because the products rebates are offered for help households reduce their water consumption and reduce their reliance on drinking water.

SUSTAINABLE WATER USE

The Coalition Government encourages all Victorians to look for ways to better manage the water we have. Capturing rain water is one of the ways we can do this. Rainwater tanks a great way to save water and we encourage everyone to take up the rebate offer of up to \$1500 for tanks connected to the toilet and laundry.

The Victorian Government is committed to the efficient use of all water resources, including drinking water, rainwater, storm-water and recycled water.

Taking advantage of all the water sources available to us will help to reduce pressure on our drinking water supplies, contribute to improved liveability of our cities and towns, and reduce negative impacts on the environment.

The Living Victoria Water Rebate Program is designed to support the government's objectives for urban water. It provides Victorian households with an opportunity to reduce operating costs and water consumption by purchasing and installing water efficient products.

FEDERAL GOVERNMENT SCHEME

The National Rainwater and Grey-water Initiative is no longer in place. This program finished on 10 May 2011.