

to apply for a rebate

water smart
Gardens + Homes
Rebate Scheme



What to do

- Attach original receipts (or copies of receipts with a statutory declaration) for eligible purchases and where required plumber's receipt and/or Plumbing Industry Commission (PIC) certificate of compliance and copy of building permit.
- Claims can only be made for purchases made within the eligible period which closes 30 June 2011.
- All rebate applications must be received by your water retailer by 30 September 2011.
- Mail this form and original receipts to your local water retailer (see list opposite for details).

New houses after 30 June 2005 (This question must be completed.)

Are you claiming Tank Rebate 1 and/or Large Tank Rebate 2? no yes

If you ticked "yes", and the building permit for your house was issued after 30 June 2005, then that house is not eligible for rainwater tank rebates. See "Rainwater Tanks" under full terms and conditions on the back of this form.

Applicant details

Name _____

Customer water account number _____

Address _____

Contact number _____

Please advise me by email. Email address _____

Product information

Type of water saving product you are claiming (refer to brochure or visit www.ourwater.vic.gov.au for further information)

Basket of Goods - \$30

Tank Rebate 1 - \$150

Water Audit - \$50

Tank Rebate 2 - \$500 \$900 \$1000

Dual Flush Toilet - \$50

Tank to Toilet Connection - \$150

Showerhead - \$10 or \$20

Permanent Greywater System - \$500

Hot Water Recirculator - \$150

Place of purchase _____

Evidence

What is the total dollar amount of your purchase receipts? _____

How many purchase receipts have you attached? _____

Receipt number/s _____

Does your product need to be installed by a licensed plumber? (see reverse side for conditions)

yes no

If yes, please supply PIC certificate* number _____
and attach a copy of the certificate and/or plumber's receipt

*Plumbing Industry Compliance (PIC) certificate only required if cost of product and installation total \$750 or more.

EFT or Cheque Payment for Rebates of \$500 or more

You may request an EFT or Cheque Payment for the Greywater and Large Tank Rebate 2 rebates.

All other rebate claims will be provided as a credit to your water account.

Preferred Payment Method (please tick one):

Credited to water account (all rebate payments below \$500)

Cheque (in the name of the applicant and mailed to his/her address)

Electronic Funds Transfer (EFT)

Financial Institution Name: _____

Bank Account Holder Name: _____

BSB: _____ Bank Account Number (up to 9 digits): _____

Email Address (to receive advice when your payment is processed) _____

Declaration

I agree to the terms and conditions on the back of this form and certify that the information provided with this application is true and correct.

Signature _____ Date _____

Contacts

Barwon Water

PO Box 659, Geelong 3220
Phone: 1300 656 007

Central Highlands Water

PO Box 152, Ballarat 3353
Phone: 03 5320 3111

City West Water

Locked Bag 350, Sunshine 3020
Phone: 131 691

Coliban Water

PO Box 2770, Bendigo DC 3554
Phone: 1300 363 200

East Gippsland Water

PO Box 52, Bairnsdale 3875
Phone: 1300 720 700

Gippsland Water

PO Box 348, Traralgon 3844
Phone: 1800 066 401

Goulburn Valley Water

PO Box 185, Shepparton 3632
Phone: 1300 360 007

GWMWater

PO Box 481, Horsham 3402
Phone: 1300 659 961

Lower Murray Water

PO Box 1438, Mildura 3502
Phone: 03 5051 3460

North East Water

PO Box 863, Wodonga 3689
Phone: 1300 361 622

South East Water

Locked Bag 1, Heatherton 3202
Phone: 131 851

South Gippsland Water

PO Box 102, Foster 3960
Phone: 03 5682 0444

Wannon Water

PO Box 1158, Warrnambool 3280
Phone: 1300 926 666

Western Water

PO Box 2371, Sunbury DC 3429
Phone: 1300 650 425

Westernport Water

2 Boys Home Rd, Newhaven 3925
Phone: 1300 720 711

Yarra Valley Water

Private Bag 1, Mitcham 3132
Phone: 132 989

A Victorian
Government
initiative



Water Smart Gardens and Homes Rebate Scheme

Full Terms and Conditions

These terms and conditions apply from 1 July 2009.

Eligibility

- 1) These terms and conditions replace the terms and conditions issued on 1 July 2007 in respect of the Water Smart Gardens and Homes Rebate Scheme (the Scheme). Eligible claims made in respect of those terms and conditions will be honoured until 30 September 2009.
- 2) An eligible customer is a residential customer whose property is connected to a reticulated water supply serviced by one of the urban water suppliers listed on this form and who has purchased and installed eligible water saving products at or for the serviced property between 1 July 2009 and 30 June 2011.
- 3) All rebate applications for products to receive a rebate under these terms and conditions (purchased between 1 July 2009 and 30 June 2011) must be received by your water supplier no later than 30 September 2011.
- 4) Eligible customers, in accordance with clause 2, can claim only one of each "core offer" rebate type for each eligible property that they own or occupy over the life of the Scheme. The "core offer" products are: permanent greywater system, hot water recirculators, dual-flush toilets, rainwater tank, rainwater tank to toilet connection and water conservation audit. A maximum of two showerhead rebates may be claimed for each eligible property. One basket of goods rebate may be claimed each calendar year.
- 5) To claim a rebate, complete the relevant application form and mail it to your water supplier (contact details are provided) along with the original receipt(s) from your purchase(s) and any other specified information set out on the front of this form.
- 6) Applications for the rebates must be made on the relevant application form(s).
- 7) To qualify for the rebates, original receipts dated between 1 July 2009 and 30 June 2011 must be provided with the application. Receipts for the basket of goods must be issued within the same calendar year for which a claim is being made. Claims can be made for calendar years that have elapsed so long as no previous claim for that year has been made and the receipts have all been issued within that same calendar year for which the claim is being made.
- 8) Product cost plus installation cost must be equal or greater than the rebate value to be claimed or minimum expenditure where stated.

Basket of Goods

- 9) Products in the "Basket of goods" attract a \$30 rebate when \$100 or more is spent on eligible products. To receive the \$30 rebate for the "Basket of goods", singular or multiple invoices must total \$100 or more. One rebate is available per eligible customer per calendar year. The eligible basket products are:

- Flow Control Valve / Tap Flow Reduction Device
- Mulch (organic and/or pebbles, scoria and other similar ground cover)
- Wetting/Moisture Agent
- Compost/Mulch Bin
- Soil Moisture/Rain Sensor
- Garden Tap Timer
- Drip Watering System/Weep Hose
- Trigger Nozzle
- Temporary Greywater Diverter
- Shower Timer
- Waterless Car Wash
- Rainwater Diverter
- Flow Interrupter for Toilet

Rainwater Tanks

- 10) Rainwater tanks connected to new houses that received a building permit after 30 June 2005 are not eligible for Tank Rebate 1 or Large Tank Rebate 2.
- 11) Rebates on rainwater tanks are conditional upon tanks being a minimum size as set out under Tank Rebate 1 and Large Tank Rebate 2 and being installed by a licensed plumber who must provide a copy of the Plumbing Industry Commission (PIC) certificate of compliance where the cost of the rainwater tank and associated plumbing exceeds \$750. The installation must also meet any relevant building code requirements and have the necessary Council permit (where required).
- 12) Rainwater tanks must be used for the collection and storage of rainwater. Where the rainwater tank is connected to the household reticulated water supply, appropriate measures for backflow prevention must be used.
- 13) An additional \$150 rebate is available when a new tank with a capacity of between 600 and 1,999 litres or an existing tank of 600 litres or greater is connected to the toilet and/or laundry. A licensed plumber must make this connection.
- 14) To receive a large rainwater tank rebate under the Large Tank Rebate 2, the following conditions and rebates apply:
 - Rainwater tanks with 2,000 – 3,999 litre capacity must be connected to the toilet and/or laundry to be eligible for a \$500 rebate.
 - Rainwater tanks with a 4,000 litre or greater capacity must be connected to the toilet or laundry to be eligible for a \$900 rebate.
 - Rainwater tanks with a 4,000 litre or greater capacity must be connected to toilet and laundry to be eligible for a \$1,000 rebate.
- 15) The capacity of a rainwater tank will be the total capacity for one or more tanks purchased and installed as a single installation, ie two tanks of 2,000 litres can be considered as a 4,000 litre tank for the purpose of a rebate.
- 16) To claim a large tank rebate connections to the toilet and/or laundry must be put in place at the time the rainwater tank is installed. Where a toilet connection is put in place on an existing tank the customer is only eligible for a \$150 toilet to tank connection rebate. No rebate is provided where a laundry connection is installed on an existing rainwater tank connected to a toilet. To claim a large tank rebate the period between purchase and installation of the tank cannot be longer than six months.

Permanent Greywater Systems

- 17) A \$500 rebate is available for the purchase and installation of a permanent greywater system that is compliant with Environment Protection Authority (EPA) publications: Greywater use around the home and Guidelines for environmental management: code of practice - onsite wastewater management. System must include subsurface irrigation. This rebate may be claimed where the product is installed in a new home.
- 18) Treatment type permanent greywater systems must be approved by the Victorian EPA and listed on the its website, www.epa.vic.gov.au and non-treatment systems must be listed on the Our Water Our Future website at: www.ourwater.vic.gov.au.
- 19) Permanent greywater systems must not contain blackwater (water from a toilet or septic tank). The systems must also have the necessary Council permit (where required) and be installed by a licensed plumber who must provide a copy of the PIC certificate.

Toilets, Water Audits and Showerheads

- 20) To receive a \$50 rebate for a dual-flush toilet (cistern and/or pan) the new toilet must be ★★ (3 Star) rated 6/3 litres or better and replace an existing less efficient toilet system, including an upgrade from an 9/4.5 litre to 6/3 litres or better. Toilets installed in new houses are not eligible for the rebate.
- 21) To be eligible for a \$50 rebate for a dual-flush toilet the new toilet must be installed by a licensed plumber and a PIC certificate of compliance (where expenditure is over \$750) or a copy of the plumber's receipt must be provided.
- 22) To receive a \$50 rebate for the water conservation audit a copy of the report and original receipt are required. An audit must review water usage within or outside the home or both and provide information to the customer on current use and options to reduce water consumption.
- 23) To receive a \$10 rebate for a showerhead, the product installed must be 3 Star rated (use 9 litres of water or less per minute) and must cost between \$30 and \$100 for each showerhead purchased.

at-a-glance rebate guide

CORE OFFER (limit 1 per property)

All permanent greywater systems \$500

Must be installed by a licensed plumber and be connected to a suitable irrigation system. Rebate application must include PIC certificate. Must be EPA compliant and have a council septic tank permit if required. This rebate is not available for blackwater or combined black/greywater systems.

Rainwater tanks \$150-\$1,000

Where total cost of tank and tank rebates associated plumbing is greater (offers 1 and 2) than \$750 the rebate application must include PIC certificate. Tank must be installed by a licensed plumber and tanks connected to new houses that receive the building permit for the house after 30 June 2005 are not eligible.

Tank to toilet connection \$150

Connection must be made by a licensed plumber to a new small tank (600 to 1,999 litres) or existing tank (greater than 600 litres).

Dual-flush toilet \$50

Must be installed by a licensed plumber. Must be a 6/3 flush or better toilet and replace an existing less efficient toilet (eg single-flush toilet or 9/4.5 litre dual-flush toilet). Rebate payable for cistern or full toilet suite.

Hot water recirculator \$150

Must recirculate water in the home and not discharge to tank. Must be installed by a licensed plumber.

Water conservation audit \$50

Must be conducted by a licensed plumber or other profession listed at www.ourwater.vic.gov.au

★★★ Water-efficient showerhead \$10 or \$20 (limit 2 per property)

Must be ★★★ (3 star) rated or better. Showerhead must cost \$30-\$100 to be eligible for a \$10 rebate. Showerhead must cost \$100 or more to be eligible for the \$20 rebate.

BASKET OFFER (1 rebate per eligible customer per calendar year)

\$30 when purchasing \$100 worth of goods

Flow control valve (must reduce flow to 9 litres per minute or less), mulch (organic or inorganic), wetting/moisture agent, compost/mulch bin, moisture/rain sensor, garden tap timer, drip watering system/weep hose, trigger nozzle, temporary greywater diverter, shower timers, rainwater diverters, waterless car cleaners, toilet flush interrupter device.

- 24) To receive a \$20 rebate for a showerhead, the product installed must be 3 Star rated and use 9 litres of water or less per minute, and must cost more than \$100 for each showerhead purchased.

- 25) Only two showerhead rebates may be claimed for each eligible property owned or occupied.

Hot water recirculators

- 26) To be eligible for a \$150 rebate, the hot water recirculator must divert the cold water from the hot water pipes back to the household water-supply system. An eligible hot water recirculator must not discharge to an external tank. This rebate may be claimed where the product is installed in a new home.

- 27) To receive a \$150 rebate for a hot water recirculator the product must be installed by a licensed plumber who will provide a copy of the PIC certificate of compliance. An original receipt for the product and plumbing works is required.

General

- 28) Delivery and installation charges can be included as part of the total purchase price.
- 29) Rebate recipients consent to and recognise that their urban water supplier, the Victorian Government or an appointed representative may contact them to conduct research about the conservation products purchased.
- 30) Rebates of less than \$500 will appear on the customer's first account following the end of the first billing period after the rebate application has been approved.
- 31) If the rebates granted are greater than the customer's water account (for the account when the credit first appears) then the credit balance will be applied to all subsequent accounts until the rebate credit is liquidated.
- 32) The rebate for products other than the Large Tank 2 Rebate and the permanent greywater system rebate will be provided to you as a credit on your next water bill(s). Rebates for the Large Tank Rebate 2 (\$500 to \$1,000) and the Permanent Greywater System (\$500) where the rebate is \$500 or more, payment may be requested by cheque or Electronic Funds Transfer (EFT) by filling in the relevant details on the claim form. These payments may take around 10-12 weeks to process.
- 33) Applicants must repay any Rebates provided if any of these terms and conditions are found to have been breached.
- 34) The Victorian Government reserves the right, at its sole discretion and at any time, to change any or all of the Terms and Conditions for the Rebate Scheme or to cancel the Rebate Scheme.
- 35) The applicant(s) acknowledges and agrees that as far as the law permits, the Victorian Government and your Water Supplier accepts no liability in respect of any claim, cause of action or loss or damage arising out of or in relation to, any rainwater tank system, permanent greywater system, the consumption of any water from such rainwater or other tank systems or other conservation products subject to this rebate scheme. The applicant(s) agree that they will indemnify and keep indemnified the Victorian Government and their Water Supplier from any claim or liability arising out of or in relation to any rainwater tank system, permanent greywater system, the consumption of any water from such rainwater or other tank systems or other conservation products subject to this rebate scheme and application to the extent that any claim or liability is not caused by the Victorian Government's or your Water Supplier's negligence or a breach by them of this Application or any other term implied by law.
- 36) In accordance with Privacy legislation we advise you the information collected here will be used by the listed urban water suppliers to process applications for rebates on purchase of water conservation products. The information may be used by the urban water suppliers to provide you with information about services and products and disclosed to the Department of Sustainability and Environment or the Minister for Water on matters relating to the rebate offer. This information may be disclosed to the relevant government agencies for these purposes or if required by law. You may gain access to the information the urban water supplier has about you by contacting the urban water supplier directly.
- 37) This publication may be of assistance to you but the State of Victoria and its employees do not guarantee that the publication is without flaw of any kind or is wholly appropriate for your particular purposes and therefore disclaims all liability for any error, loss or other consequence which may arise from you relying on any information in this publication.

A Victorian
Government
initiative

