



## What to do

- Attach original receipts (or copies of receipts with a statutory declaration) for eligible purchases and where required a 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 1 July 2011 to 30 June 2013 except washing machines are only eligible from 1 July 2011 to 30 June 2012.
- All rebate applications must be received by your water supplier by 30 September 2013 for products purchased before 30 June 2013.
- Mail this form, original receipts and proof of residency (for tenants with no water account) to your local water supplier (see list below for details).
- If you are fully self-supplied (not on a reticulated supply) please use the **Self supplied water** Claim Form (refer to [www.water.vic.gov.au](http://www.water.vic.gov.au) or call 136 186).

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

Are you claiming a Rainwater Tank Rebate?  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 \_\_\_\_\_

Address \_\_\_\_\_ Postcode \_\_\_\_\_

Customer water account number \_\_\_\_\_

Contact phone number \_\_\_\_\_

Please advise me by email. Email Address \_\_\_\_\_

## Product information

Type of water saving product you are claiming  
(refer to brochure or visit [www.water.vic.gov.au](http://www.water.vic.gov.au) for further information)

- |   |   |
|---|---|
| Basket of Goods - \$30 <input type="checkbox"/>                             | Tank to Toilet Connection - \$200 <input type="checkbox"/>  |
| Water Audit - \$50 <input type="checkbox"/>                                 | Permanent Greywater System - \$500 <input type="checkbox"/>   |
| Dual Flush Toilet - \$100 <input type="checkbox"/>                          | Rainwater Tank Rebate - \$500 <input type="checkbox"/> or \$900 <input type="checkbox"/> or \$1000 <input type="checkbox"/> |
| Pool Cover with roller/wheel - \$200 <input type="checkbox"/>               | Hot Water Recirculator - \$150 <input type="checkbox"/>   |
| Showerhead - \$10 <input type="checkbox"/> or \$20 <input type="checkbox"/> | Washing Machine - \$150 <small>(5 star water &amp; 4 star energy rated)</small> <input type="checkbox"/>                    |

Product description (make, model/size) \_\_\_\_\_

Australian Standard No. for tank: \_\_\_\_\_ Certification License No. \_\_\_\_\_

Place of purchase \_\_\_\_\_

## Evidence

What is the total dollar amount of your purchase receipts? \_\_\_\_\_

How many purchase receipts have you attached? \_\_\_\_\_

Do any of your products need to be installed by a licensed plumber? See Clause 9 of Terms & Conditions on back of this form.

YES  NO

If yes, please supply PIC compliance certificate number \_\_\_\_\_  
and attach a copy of the PIC compliance certificate (if required) and receipt.

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

You may request an EFT Payment for the Greywater and Rainwater Tank rebates.  
All other rebate claims will be provided as a credit to your water account.

**Preferred Payment Method if tank or greywater rebate** (please tick one):

- Credited to water account (all rebate payments below \$500)
- Electronic Funds Transfer (EFT)

Financial Institution Name: \_\_\_\_\_

Bank Account Holder Name: \_\_\_\_\_

BSB: \_\_\_\_\_ Bank Account Number (up to 9 digits): \_\_\_\_\_

Please advise me by email - Address (if different than above) \_\_\_\_\_

## Declaration

I have read and 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 of Applicant \_\_\_\_\_ 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, Moorabbin 3189  
Phone: 131 867

### 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

# Full Terms And Conditions

These terms and conditions apply from 1 July 2011.

## Eligibility

- 1) These terms and conditions apply to the Home and Garden component of the **Living Victoria Water Rebate Program** (the Program). The Program replaces the Water Smart Gardens and Homes Rebate Scheme. Eligible claims made in respect of the WSGH Rebate Scheme will be honoured until 30 September 2011.
- 2) An eligible customer is an owner or tenant of a residential property that 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 2011 and 30 June 2013.
- 3) A tenant who does not have a water account with the water supplier for the place of residence must attach two documents showing proof of residency to the claim form. Proof of residency documentation may include: lease contracts, VicRoads registration certificates, bank/financial statements and utilities bills (e.g. telephone, gas, electric).
- 4) All claims for a rebate under these terms and conditions for products purchased between 1 July 2011 and 30 June 2013 must be received by your water supplier no later than 30 September 2013.
- 5) 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 Program including the Water Smart Gardens and Homes Rebate Scheme. The "Core Offer" products are: clothes washing machine, pool cover, permanent greywater system, hot water recirculator, dual-flush toilet, rainwater tank, rainwater tank to toilet connection and water conservation audit. Two showerhead rebates may be claimed for each eligible property. One basket of goods rebate may be claimed each calendar year.
- 6) Products purchased under the former WSGH rebate scheme are considered to be part of the Program. If a core product rebate has been claimed under the WSGH scheme, no further rebate can be claimed for that core product under this program.
- 7) Applications for the rebates must be made on the relevant application form(s) and mailed to your water supplier (mailing details on form) along with the original receipt(s) from your purchase(s) and any other specified information set out in these Terms and Conditions.
- 8) To qualify for the rebates, original receipts dated between 1 July 2011 and 30 June 2013 must be provided with the application.
- 9) All rainwater tanks, dual flush toilets, permanent greywater systems and hot water recirculators must be installed by a licensed plumbing practitioner who must provide a copy of the Plumbing Industry Commission (PIC) certificate of compliance where the combined value of the product and associated plumbing is \$750 or greater.
- 10) Product costs plus installation costs must be equal to or greater than the rebate value to be claimed or minimum expenditure where stated.

## Basket of Goods

- 11) 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 of goods products are:
  - Mulch (organic, pebbles, scoria and other similar ground cover)
  - Drip Watering System/Weep Hose
  - Flow Control Valve / Tap Flow Reduction Device
  - Trigger Nozzle
  - Wetting/Moisture Agent
  - Temporary Greywater Diverter
  - Compost/Mulch Bin
  - Shower Tray
  - Soil Moisture/Rain Sensor
  - Waterless Car Wash
  - Garden Tap Timer
  - Rainwater Diverter
  - Flow Interrupter for Toilet
- 12) Receipts for the basket of goods must be from the calendar year for which the claim is being made unless no claim was made in the previous year, then receipts from the previous year may be included as part of your claim for the current year. All receipts must be dated on or after 1 July 2011.

## Rainwater Tanks

- 13) Rainwater tanks connected to new houses that received a building permit after 30 June 2005 are not eligible for the Rainwater Tank Rebate.
- 14) The following conditions and rebates apply to rainwater tank rebates under the Rainwater Tank Rebate:
  - Rainwater tanks with 2,000 – 3,999 litre capacity must be connected to the toilet and/or laundry and are eligible for a \$500 rebate.
  - Rainwater tanks with a 4,000 litre or greater capacity must be connected to the toilet or laundry and are eligible for a \$900 rebate.
  - Rainwater tanks with a 4,000 litre or greater capacity must be connected to both toilet(s) and laundry and are eligible for a \$1,000 rebate.
- 15) The rainwater tank installation must meet any relevant National Construction Code requirements and have a copy of the necessary Council permit (where required). A licensed plumbing practitioner must make this installation, refer clause 9.
- 16) Rainwater tanks must be designed and manufactured to the relevant Australian Standards to be eligible for a rebate under this program. Rainwater tanks must be certified to the relevant Australian Standards before 1 July 2012 to be eligible for a rebate after this date.
- 17) Rainwater tanks must be used for the collection and storage of rainwater. Where the rainwater tank is connected to the toilet and laundry of a house with mains back-up, appropriate measures for backflow prevention must be put in place.
- 18) A rainwater tank must be installed with relevant internal connections to the toilet and/or laundry within 12 months of the date of purchase.
- 19) For the purpose of the rebate, 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, one of 2,000 litres and one of 3,000 litres can be considered as a 5,000 litre tank.
- 20) A \$200 rebate is available when an existing tank of 2000 litres or greater is connected to the toilet and/or laundry. A licensed plumbing practitioner must make this connection, refer clause 9.
- 21) Where a toilet or laundry connection is put in place on an existing tank the customer is only eligible for a \$200 tank to toilet/laundry connection rebate. No rebate is provided where a laundry connection is installed on an existing rainwater tank already connected to a toilet(s).

## Permanent Greywater Systems

- 22) A \$500 rebate is available for the purchase and installation of a permanent greywater system that is compliant with the Environment Protection Authority (EPA) publications, **Greywater 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.
- 23) Treatment type permanent greywater systems must be approved by the Victorian EPA and listed on the website, [www.epa.vic.gov.au](http://www.epa.vic.gov.au) and non-treatment systems must be assessed by Department of Sustainability and Environment and listed on its website at: [www.water.vic.gov.au](http://www.water.vic.gov.au).

- 24) 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). Greywater systems must include subsurface irrigation. A licensed plumbing practitioner must make this installation, refer clause 9.

## Toilets, Water Audits and Showerheads

- 25) To receive a \$100 rebate for a dual-flush toilet (cistern and/or pan), the new toilet must be 3 Star WELS\* 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. A licensed plumbing practitioner must make this installation, refer clause 9.
- 26) To receive a \$50 rebate for the water conservation audit, a copy of the audit report and original receipt from a registered business are required. An audit must assess water usage within or outside the home or both and provide information to the customer on current use and options to improve water efficiency.
- 27) To receive a \$10 rebate for a showerhead, the product installed must be at least a 3 Star WELS\* rated (use 9 litres of water or less per minute) and must cost between \$30 and \$100 for each showerhead purchased.
- 28) To receive a \$20 rebate for a showerhead, the product installed must be at least a 3 Star WELS\* rated (use 9 litres of water or less per minute) and must cost more than \$100 for each showerhead purchased.
- 29) Two showerhead rebates may be claimed for each eligible property owned or occupied.

## Clothes Washing Machine

- 30) To receive the \$150 rebate for a clothes washing machine, it must have at least a 5 Star water (WELS\*) rating and have an energy rating of at least 4 Star.
- 31) The clothes washing machine must be purchased for personal residential household use within Victoria only and must not be resold or used for commercial applications.
- 32) The clothes washing machine must be purchased, installed and operational for the rebate to be claimed.
- 33) The rebate for a clothes washing machine is only available for a period of 12 months and this rebate will finish on 30 June 2012. All washing machine rebate claims must be lodged by 30 September 2012.

## Swimming Pool Covers

- 34) To receive a \$200 rebate for a pool cover, 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](http://www.smartwatermark.org) for further information.
- 35) The pool cover must be a minimum thickness of 400 microns and be UV stabilised. Liquid pool covers are not an eligible product.
- 36) Solar blankets are eligible provided that they meet the criteria in clauses 34 and 35 above.
- 37) 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.
- 38) A rebate for a pool cover is not payable until after the swimming pool is fully completed and operational.
- 39) This rebate is not eligible for covers for spas.

## Hot water recirculators

- 40) 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. A licensed plumbing practitioner must make this installation, refer clause 9.

## General

- 41) Delivery and installation charges can be included as part of the total purchase price.
- 42) 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 and audit the conservation products purchased.
- 43) 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.
- 44) 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.
- 45) Rebates for the Large Tank Rebate (\$500 to \$1,000) and the Permanent Greywater System (\$500) where the rebate is \$500 or more, payment may be requested by Electronic Funds Transfer (EFT) by filling in the relevant details on the claim form. These payments may take around 10-12 weeks to process.
- 46) Applicants must repay any rebates paid to them under this Program if any of these terms and conditions are found to have been breached by the applicant.
- 47) 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 Program or to cancel the Program.
- 48) 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 program. 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 program 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.
- 49) 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.
- 50) 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.

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