**Purpose of this form**

East Gippsland Water would like to make our service even better by getting more customers to update their details regularly, this may include mobile contact numbers, postal address and concession details.

Also, have you ever considered opting to received your East Gippsland Water bill via email? If so you will be eligible to receive a yearly rebate of $7.60 for doing so. Simply complete this form and return to our Bairnsdale Office.

**Privacy notice**

We manage your personal information in accordance with the Information Privacy Principles that are set out in the Privacy and Data Protection Act 2014 (VIC).

If you choose not to provide us with the requested information, we may not be able to process your application.

We may share your information with a third party, however the information will always be used in accordance with our policies as stated. We may disclose your information to other parties as required by law, or to contractors, who are required to comply with our privacy obligations.

You can get more information about the way in which the organisation will manage your personal information, including our privacy policy and the Information Privacy Act 2000 at <https://www.egwater.vic.gov.au/privacy>

**Filling in this form**

* Please use black or blue pen
* Print in BLOCK LETTERS
* Mark boxes like this 🞎 with a ✓ or 🗶

**Returning your form**

Check that all required questions are answered and that the form is signed and dated.

You can return this form via:

* Post – East Gippsland Water

PO Box 52

Bairnsdale VIC 3875

* E-mail - egw@egwater.vic.gov.au
* In Person - 133 MacLeod St,

 Bairnsdale VIC 3875

**For more information**

Please visit our website at [www.egwater.vic.gov.au](http://www.egwater.vic.gov.au) or call us on 1300 720 700 Monday to Friday, between 8:30am and 5:00pm, excluding public holidays.

**Customer details**

1. I would like to update / change my:

|  |  |
| --- | --- |
| [ ]  Email Address | [ ]  Contact Number |
| [ ]  Name | [ ]  Mailing Address |

Other:

|  |
| --- |
| Click or tap here to enter text. |

2. East Gippsland Water Account Number

|  |
| --- |
| Click or tap here to enter text. |

3. Property Address

|  |
| --- |
| Click or tap here to enter text. |
| Click or tap here | Postcode: Click. |

4. Postal Address

(if different from property address)

|  |
| --- |
| Click or tap here to enter text. |
| Click or tap here | Postcode: Click. |

5. First Name Surname

|  |  |
| --- | --- |
| Click or tap here | Click or tap here |

6. Date of Birth

|  |
| --- |
| Click or tap here to enter text. |

7. Contact Number

|  |
| --- |
| Click or tap here to enter text. |

8. Email Address

|  |
| --- |
| Click or tap here to enter text. |

9. Would you like to receive your accounts via email?

|  |  |
| --- | --- |
| [ ]  YES | [ ]  NO |

10. Please list all properties that you would like to apply changes to:

|  |
| --- |
| Click or tap here to enter text. |

**Confirmation**

11. I declare that the information I have provided in this form is complete and correct.

Signature

|  |
| --- |
| Click or tap here to enter text. |

Date

|  |
| --- |
| Click or tap to enter a date. |

**Concession registration**

12. Concession Card Type (see No. 16 for eligibility)

|  |
| --- |
| [ ]  Pensioner Concession Card |
| [ ]  Health Care Card |
| [ ]  Gold Card (Veterans’ Affairs)  |

13. Concession Card Number

|  |
| --- |
| Click or tap here to enter text. |

14. Centrelink Consent Script:

East Gippsland Water will collect and use the information you have provided to perform an electronic enquiry of your Centrelink or Department of Veterans Affairs details to confirm if you are eligible for a concession rebate. This includes personal information including your Name, Address, Concession card type and Status. If you do not provide your consent you may not be eligible for the concession. Your consent remains valid whilst you are a customer of East Gippsland Water and you can revoke your consent at anytime by contacting us. You are required to notify us and your card issuer of any changes in your circumstances which may affect your eligibility for a concession.

Do you authorise and understand that East Gippsland Water will perform an enquiry using Centrelink’s Confirmation e-Service to confirm your concession eligibility?

|  |  |
| --- | --- |
| [ ]  YES | [ ]  NO |

**Centrelink declaration**

15. I declare that the information provided is true and accurate to the best of my knowledge, and that this property is my principal place of residence, and is used exclusively for residential purposes.

Signature

|  |
| --- |
| Click or tap here to enter text. |

Date

|  |
| --- |
| Click or tap to enter a date. |

**More information**

**16.** **WHAT CONCESSION CARDS ARE ELIGIBLE?**

Eligible cards are:

* Pensioner Concession Card – issued by Centrelink
* Centrelink Health Care Card – issued by Centrelink
* Veterans’ Affairs Gold Card – issued by Department of Veterans’ Affairs (cards marked as ‘Dependent’ are not eligible).

Commonwealth Seniors Health Cards, Victorian Seniors Card, Carer Allowance and Foster Care Health Care Cards and Medicare Cards are not eligible cards.

**17. HOW MUCH IS THIS CONCESSION?**

This concession offers a discount on water rates and sewerage rates, up to a yearly maximum, which is indexed each year. Please contact your water corporation to find out the current amount.

**18. IS THERE ANY OTHER CRITERIA?**

Yes, for you to be able to claim a concession on your water and sewerage charges you must ensure that:

* You have any one of the eligible concession cards and your card is valid at the time of application, and
* You are the person responsible for payment of the ac-count, and
* Your name is on the account, and
* Your name and address on the account matches that on the concession card.

**19. *HOW MANY PROPERTIES CAN I CLAIM FOR A CONCESSION?***

You can claim for one property only.

Eligible cardholders can only claim a concession on their principal place of residence. For the purpose of this con-cession, the address on the concession card will be considered as your principal place of residence.