

# East Gippsland Water Water Efficiency Rebate Program



1 July 2023 to 30 June 2028

## 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 for purchases made within the eligible period 1 July 2023 to 30 June 2028 must be lodged by 30 September 2028 (for tenants with no water account, refer to T&C 3)
- ✓ Submit this form, original purchase receipts and proof of residency (for tenants with no water account, refer to T&C 3) to East Gippsland Water at email [egw@egwater.vic.gov.au](mailto:egw@egwater.vic.gov.au), by Post to PO Box 52, Bairnsdale VIC 3875 or in person at 133 Macleod St, Bairnsdale VIC 3875.

## Applicant details

Name: ..... Water account number: .....  
Property address: .....  
Contact number: ..... Email: .....

## Product information

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

Basket of Goods - \$30	Showerhead - \$10 or \$20
Water Conservation Audit - \$50	Tank to Toilet/Laundry Connection - \$500
Dual Flush Toilet - \$100	Rainwater Tank Rebate - \$850 or \$1,300 or \$1,500
Pool Cover with Roller/Wheel - \$200	Washing Machine/Dishwasher - \$150

Product description (make, model/size): .....  
Australian Standard no. (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 the products need to be installed by a licensed plumber? (*See Clause 8 of Terms and Conditions*)  
Yes      No      If yes, please supply PIC compliance certificate number: .....  
Attach a copy of the PIC compliance certificate (if required) and receipt.

## Rebate Payments

*You may request an EFT payment for the Rainwater Tanks or Tank to Toilet Connection rebates.  
All other rebate claims will be provided as a credit on your East Gippsland Water account.*

### Preferred Payment Method

Credit on water account (all rebate payments below \$500)      Electronic Funds Transfer (EFT)

Financial Institution Name: .....  
Bank Account Holder Name: .....  
BSB: ..... Bank Account Number: .....

## 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.

Name of Applicant: .....  
Signature of Applicant: ..... Date: .....

## Full Terms and Conditions

These terms and conditions apply to East Gippsland Water's Water Efficiency Rebate Program (the Program) between 1 July 2023 and 30 June 2028.

### Eligibility:

- These terms and conditions apply to the Program between 1 July 2023 and 30 June 2028.
- An eligible customer is an owner or tenant of a residential or non-residential property that is connected to East Gippsland Water's reticulated water supply and who has purchased and installed eligible water saving products at, or for the serviced property, between 1 July 2023 and 30 June 2028.
- 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).
- All claims for a rebate under these terms and conditions for products purchased between 1 July 2023 and 30 June 2028 must be received by East Gippsland Water no later than 30 September 2028.
- 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. The 'Core Offer' products are: clothes washing machine, pool cover, 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.
- Applications for the rebates must be made on the relevant application form(s) and forwarded to East Gippsland Water (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.
- To qualify for the rebates, original receipts dated between 1 July 2023 and 30 June 2028 must be provided with the application.
- All rainwater tanks and dual flush toilets 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.
- 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:

- Products in the 'Basket of Goods' attract a \$30 rebate when \$100 or more is spent on eligible products. Products can be purchased from a single or multiple outlets. To receive the \$30 rebate for the 'Basket of Goods', singular or multiple receipts must total \$100 or more. One rebate is available per eligible customer per financial year. The eligible basket of goods products are:

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

- Receipts for the basket of goods must be from the financial 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 2023.

### Rainwater Tanks:

- 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 \$850 rebate
  - Rainwater tanks with a 4,000+ litre capacity must be connected to the toilet or laundry and are eligible for a \$1,300 rebate
  - Rainwater tanks with a 4,000+ litre capacity must be connected to both toilet(s) and laundry and are eligible for a \$1,500 rebate.
- 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 8.
- Rainwater tanks must be designed, manufactured and certified to the relevant Australian Standards to be eligible for a rebate under this program.
- 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.
- A rainwater tank must be installed with relevant internal connections to the toilet and/or laundry within 12 months of the date of purchase.
- 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, i.e. two tanks, one of 2,000 litres and one of 3,000 litres can be considered as a 5,000 litre tank.
- A \$500 rebate is available when an existing tank of 2,000 litres or greater is connected to the toilet and/or laundry. A licensed plumbing practitioner must make this connection, refer to clause 8.
- Where a toilet or laundry connection is put in place on an existing tank the customer is only eligible for a \$500 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).

### Toilets, Water Conservation Audits and Showerheads:

- To receive a \$100 rebate for a dual-flush toilet (cistern and/or suite), 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 9/4.5 litres 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 8.
- 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 option to improve water efficiency.
- 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.
- 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.
- Two showerhead rebates may be claimed for each eligible property owned or occupied.

### Washing Machine:

- To receive the \$150 rebate for a washing machine, it must have at least a 5 Star water (WELS\*) rating and have an energy rating of at least 4 Star.
- The washing machine must be purchased for personal residential household use within Victoria only and must not be resold or used for commercial applications.
- The washing machine must be purchased, installed and operational for the rebate to be claimed.

### Dishwasher:

- To receive the \$150 rebate for a dishwasher, it must have at least a 4 Star water (WELS\*) rating.
- The dishwasher must be purchased for personal residential household use within Victoria only and must not be resold or used for commercial applications.
- The dishwasher must be purchased, installed and operational for the rebate to be claimed.

### Swimming Pool Covers:

- 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, [smartwatermark.org](http://smartwatermark.org) for further information. A new roller is not required where proof of an existing roller to be used with the cover is provided with the application.
- The pool cover must be a minimum thickness of 400 microns and be UV stabilised. Liquid pool covers are not an eligible product.
- Solar blankets are eligible provided that they meet the criteria in clauses 28 and 29 above.
- 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.
- This rebate is not eligible for covers for spas.

### General:

- Installation charges can be included as part of the total purchase price.
- Rebate recipients consent to and recognise that East Gippsland Water may contact them to conduct research about and audit the conservation products purchased.
- 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.
- 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.
- Rebates for the Large Tank Rebate (\$850 to \$1,500) and the tank to toilet/laundry connection (\$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 six weeks to process.
- 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.
- East Gippsland Water 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.
- The applicant(s) acknowledges and agrees that as far as the law permits, East Gippsland Water 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, 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 East Gippsland Water from any claim or liability arising out of or in relation to any rainwater tank 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 East Gippsland Water's negligence or a breach by them of this Application or any other term implied by law.
- In accordance with Privacy legislation East Gippsland Water will keep personal information about customers confidential. East Gippsland Water complies with the *Privacy and Data Protection Act 2014* (Victoria) and the 10 information privacy principles contained in the Act. We also comply with the *Privacy Act 1988* (Commonwealth). We use the information we collect to provide you with the service you request and to seek feedback on the services that we provide. Your personal information may be provided to a third party acting on our behalf, who are also required to act in accordance with the legislation above. We may disclose your information to other parties as required by law, or to contractors, who are required to comply with our privacy obligations. If we wish to use your personal information for other purposes, such as marketing and press releases, we will seek your consent. Information in relation to your privacy can be located on our website at [egwater.vic.gov.au](http://egwater.vic.gov.au) or for a copy of East Gippsland Water's Privacy Policy by contacting East Gippsland Water on 1800 671 841.
- This publication may be of assistance to you but East Gippsland Water 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 [waterrating.gov.au](http://waterrating.gov.au).