

Carted and Non-Mains Water Rebate 2009–10

The Non-Mains Water Concession is designed to assist low-income Victorian households who buy non-mains water for domestic usage, for example, buy carted water for rainwater tanks, or pay a billing agent or a water cooperative for the water usage.

Eligible households can receive up to three rebates each financial year, providing greater assistance to households more severely affected by drought conditions.

Am I eligible for a concession?

To be eligible for the Non-Mains Water Concession, you must:

- Hold an eligible concession card. Eligible cards are:
 - Pensioner Concession Card – issued by Centrelink or Department of Veterans' Affairs
 - Centrelink Health Care Card
 - Department of Veterans' Affairs Gold Card (cards marked 'dependent' are not eligible)
- Commonwealth Seniors Health Cards, Victorian Seniors Cards, Child Disability and Foster Care Cards and Medicare cards are not eligible cards.*
- Have paid for **non-mains water for domestic usage**, such as buying tank water and cartage costs to fill your potable rainwater tank, or water purchased or on-sold via a private water board, billing agent or cooperative.
 - Have not received a mains water concession from a water company or authority (retirement villages residents able to apply for the mains water concession are ineligible to apply).
 - Be a Victorian resident claiming the rebate for your principal place of residence. The address given on your Pensioner Concession Card or Health Care Card is considered to be your principal residence. The concession is not available on holiday homes.

Please note: You will not be eligible for this rebate if:

- You receive a mains water concessions delivered by your water authority; or
- Your retirement village is able to apply for the mains water concession.

If you wish to discuss your eligibility, contact the Concessions Unit on 1800 658 521.

How much can I claim?

Depending on how much is spent on non-mains water over a financial year, eligible households can receive up to three rebate payments each year to assist with these water costs.

- Cardholders spending from \$134 to \$382 can claim 1 rebate of \$95 for the year.
- Cardholders spending from \$383 to \$766 (including prior claims) can claim 2 rebates of \$95, or \$190 for the year.
- Cardholders spending \$767 or more (including prior claims) can claim 3 rebates of \$95, or \$285 for the year.

Eligible households can make separate applications during the year, to claim the rebates as they buy water, or wait until the end of the year and submit one application for up to three rebates at once.

Where do I send my form to?

Concessions Unit
Department of Human Services
GPO Box 4057
MELBOURNE VIC 3001

What else do I need to know?

- If you are unable to provide receipts or a statement from your supplier, a statutory declaration stating the amount spent over the financial year will be accepted.
- Your application cannot be processed if you do not provide all the required details.
- The Department of Human Services may approve late applications for water purchases between 1 July 2007 to 30 June 2009.
- Please allow four weeks for processing.
- Payment will be remitted to you by cheque and will be sent to the postal address provided.
- This rebate is not available to customers of water companies and authorities that have reticulated supply of water – these water customers will be able to access the mains water and sewerage concessions via their water account.

Checklist – have you:

- Completed your details, including a postal address if different from your residential address. Do not use an initial – we need to know your full first name. Include a telephone number where possible so the department's staff can call you if there is a query.
- Completed your concession card details.
- Signed the declaration on page 1.
- Enclosed receipts for buying non-mains water or cartage costs, showing you have spent at least \$134 during the financial year.
- Attach a photocopy of concession card.

Payment difficulties

If you cannot pay your water cartage bill due to a temporary financial crisis you may be eligible for one-off assistance through the Non-Mains Utility Relief Grant Scheme (NURGS). For further information contact the Concessions Unit on 1800 658 521.

Privacy Statement

The information on this form is required to assess your eligibility for a rebate and may be verified by Centrelink or the Department of Veterans' Affairs and will not be used for any other purpose without your consent.

The information will be securely stored within the Department of Human Services. Only Department of Human Service staff involved in processing your application will have access to the information provided on this form.

The information will be retained only for the period required by the *Public Records Act 1973*. You are able to access your personal information provided to the Department of Human Services and seek to correct this information, or withdraw consent, if necessary.

Without the information requested, we are unable to assess your eligibility and grant you the rebate.

For more information on the Non-Mains Water Concession, or other concessions such as Non-Mains Energy Concessions, call the Concessions Information Line on 1800 658 521 (toll-free).

For multilingual information, please call the Translating and Interpreting Service on 131 450.