

Concessions

RESIDENTIAL, NON-MAINS AND NOT FOR PROFIT WATER USERS

JULY 2018

Government funded concessions

The Department of Human Services (DHS), Department of Veterans' Affairs (DVA) and other agencies offer a variety of concessions and benefits to assist eligible card concession holders with water and sewerage bills. You may be eligible for one of these concessions if you have a relevant concession card.

Concession entitlement is applied to residential accounts at the customers primary place of residence. Customers who reside on a farming property (non-residential) may be ineligible to claim a concession.

Water and sewerage concession

The water and sewerage concession provides a 50 per cent discount on water and sewerage charges up to an annual maximum.

Customers who are billed for a single service, for example water only, will still receive a 50 per cent discount off their charges however the annual maximum is lower.

Maximum concessions are set by DHS and are increased each year in line with inflation.

Eligible concession cards

If you are the primary card holder of one of the following concession cards you may be eligible for a concession rebate:

- Pensioner Concession Card
- Health Care Card
- DVA Gold Card

In-eligible concession cards

If you hold one of the following concession cards, you are ineligible for a concession rebate:

- Pensioner Concession Card – Dependent
- Health Care Card – Dependent, Carer or Foster carer
- DVA Card – Dependent
- Commonwealth Seniors Health Card / Victorian Seniors Card

How can I apply?

To check your eligibility call our Customer Support Team on 1300 363 200 and provide your concession card details. Applications can also be made online by visiting our website www.coliban.com.au and click on *Online Forms > Concession Application*.

How is concession applied?

Detail registration

Once you have registered your concession details with us, we will validate them with Centrelink or the DVA to confirm that you are entitled to concession at the property you have requested it for. Once your details are confirmed, we will pre-calculate concession onto your account before we send out your invoice. Concession must be shown on your account. You are no longer able to present your concession card at the post office for a discount.

Concession backdating

If you have had your concession card for a while and it was not listed on your account, we may be able to backdate it for you. We are able to backdate concession for a maximum of 12 calendar months from the date we receive and validate your details.

Auto-validation

As we validate your concession details each billing cycle, Centrelink or the DVA will let us know if you are no longer eligible. This means you may notice your concession may have dropped off your account. This can be caused by many things including changes to your benefit type. If you notice your concession has not been applied, please contact us on 1300 363 200 so we can investigate this for you. In some instances we may need to refer you to Centrelink or the DVA to resolve the issue.

Other Concessions

Non-Mains Water Concession

DHS has a *Non-Mains Water Concession*, also known as the *Carted Water Rebate*, available to eligible concession card holders who do not have access to mains water. It assists cardholders not connected to reticulated or mains water with the costs of purchasing non-mains water for domestic usage. For example, when buying carted water for rainwater tanks, or buying water via a billing agent or water cooperative.

Application forms are available from DHS by calling 1800 658 521 or view their website <https://services.dhhs.vic.gov.au/non-mains-water-concession>

Water and Sewerage Rebate Scheme

The State Revenue Office offers a rebate to eligible community service organisations on the fixed service charges of their water bills up to a maximum amount.

The rebate is available for not-for-profit organisations throughout Victoria that serve the community in the fields of:

- Education
- Hospitals or Nursing care
- Religious worship
- Charity
- Outdoor sporting or Recreation activities
- War veterans organisations

Applications are found on the State Revenue Office website <https://www.sro.vic.gov.au/water-sewerage/apply-water-and-sewerage-rebate>. An application form must be completed and be sent to Coliban Water for processing.

More information

For more information regarding concessions please call our Customer Support Team on 1300 363 200.