

Pensioner water rebates

The NSW Government provides pensioner rebates for eligible customers of private water schemes licensed under the Water Industry Competition Act 2006.

The pensioner water rebates help eligible residential customers pay their water bills and wastewater (sewerage) bills.

About the rebates

The NSW Private Water Scheme Pensioner Rebates help eligible residential customers of private water schemes licensed under the *Water Industry Competition Act 2006* to pay their water and sewerage bills.

The private water rebates are paid once each financial year to each eligible household. The amounts paid to each eligible household are the equivalent of the pensioner rebate that Sydney Water provided to its customers in 2019-2020.

Applications are now closed for the 2020-2021 financial year.

Applications for the 2021-2022 financial year are open and will close on 30 June 2022.

Eligibility

You can apply for the private water rebates if you:

- are the owner of a residence serviced by one of the schemes listed in Table 1 and this is your principal place of residence; and
- are a customer of the retailer of the privately operated water scheme; and
- receive bills in your name from that retailer for the supply of drinking water and/or wastewater (sewerage) services to that residence; and
- hold or receive one of the following:
 - Pensioner Concession Card issued by the Australian Government's Services Australia or the Department of Veterans' Affairs (DVA); or
 - DVA Gold Health Card marked with either:
 - War Widow or War Widower, or
 - Extreme Disablement Adjustment (EDA), or
 - Totally and Temporarily Incapacitated (TTI), or
 - Totally and Permanently Incapacitated (TPI), or
 - DVA intermediate rate pension.

NSW Private Water Scheme Pensioner Rebates



Fact sheet

The private water rebates are **only** available to owners of a residence serviced by a private water scheme licensed under the *Water Industry Competition Act 2006*, that is listed in Table 1. This must also be your principal place of residence.

Table 1. Licensed private water schemes

Scheme name/ location	Biller name/Licensed retailer	Drinking water charges	Wastewater charges
Bingara Gorge, Wilton*	Wilton Recycled Water (Lendlease Communities) / Veolia Water Solutions & Technologies	No	Yes
Box Hill North*	Box Hill Water / Altogether Group Pty Ltd**	No	Yes
Catherine Hill Bay	Solo Water	Yes	Yes
Central Park, Chippendale	Central Park Water / Altogether Group Pty Ltd**	Yes	Yes
Cooranbong North	Cooranbong Water / Altogether Group Pty Ltd***	Yes	Yes
Discovery Point, Wolli Creek	Discovery Point Water / Altogether Group Pty Ltd**	Yes	Yes
Huntlee	Huntlee Water / Altogether Group Pty Ltd**	Yes	Yes
Narara	Narara Ecovillage Co-operative	Yes	Yes
Pitt Town*	Pitt Town Water / Altogether Group Pty Ltd**	No	Yes
Shepherds Bay, Meadowbank	Shepherds Bay Water / Altogether Group Pty Ltd**	Yes	Yes

Customers of some private water schemes are billed directly by their local public water utility (for example, Sydney Water) for their drinking water. These schemes are marked with an asterisk () in Table 1. Customers of these schemes are only eligible to receive the private water rebate on their wastewater service charges and should apply to their local public water utility for a pensioner rebate on their drinking water service charges.

**Altogether Group Pty Ltd previously known as Flow Systems

How to apply

To apply please complete an application form for the 2021-2022 financial year and submit your completed application with a copy of your relevant water bill to the Department of Planning, Industry and Environment.

- You can obtain an application form online by clicking the following link: [2021 – 2022 application form](#)

You can also obtain the application form from your private water scheme retailer or by contacting the Private Water Rebates team in the Department of Planning, Industry and Environment on 1800 953 119 or by emailing private.water.rebates@planning.nsw.gov.au

Applications for the 2021–2022 financial year close on **30 June 2022**.

You can submit the completed form, along with copies of your most recent water bill for 2021–2022, by post or email:

- Email to: private.water.rebates@planning.nsw.gov.au
- Post to: [NSW Private Water Scheme Pensioner Rebates, PO Box 435, Parramatta, NSW 2124](#)

The value of the rebates

For 2021-2022, the private water rebate on your:

- **drinking water service charges** is \$97.20 per eligible household per year
- **wastewater (sewerage) service charges** is \$495.23 per eligible household per year.

Customers who are eligible for both the private drinking water and wastewater (sewerage) rebates will receive a combined rebate payment of \$592.43 per household per year.

Note: Rebates will only be paid to one eligible pensioner per household per relevant financial year and only if that property is your principal place of residence.

More information

For more information about these rebates, please:

- Visit: <https://planning.nsw.gov.au/About-Us/Sydney-Metropolitan-Water/Water-Industry-Reform/NSW-Private-Water-Scheme-Pensioner-Rebates>
- Call: 1800 953 119
- Email: private.water.rebates@planning.nsw.gov.au