

## Application form for the 2021-2022 NSW Private Water Scheme Pensioner Rebates

You must submit your application by **30 June 2022** to receive the Private Water Scheme Pensioner Rebates for the **2021-2022** financial year.

This form is to be used by pensioners who own and live in a residence that is serviced by a private water scheme licensed under the *Water Industry Competition Act 2006* and listed in Table 1.

The total maximum value of the rebates is \$592.43 per year:

- \$97.20 for the rebate on fixed drinking water service charges; and
- \$495.23 for the rebate on fixed wastewater (sewerage) service charges

**Note:** Customers of some private water schemes are billed directly by their local public water utility (for example, Sydney Water) for their drinking water. Customers of these schemes are only eligible to receive the private water rebate on their wastewater (sewerage) service charges and should apply to their local public water utility for a pensioner rebate on their drinking water service charges. See Table 1 for further information.

### Eligibility

To be eligible for these pensioner rebates, you must:

- Have been an owner of a residence serviced by one of the schemes licensed under the *Water Industry Competition Act 2006* and listed in Table 1 in the 2021-2022 financial year. This must also have been your principal place of residence during this period
- Have been a customer of the retailer of the privately operated water scheme during the 2021-2022 financial year;
- Not received a pensioner rebate on your water and sewerage charges at any other property in NSW in the 2021-2022 financial year;
- Have received bills in your name from that retailer for the supply of drinking water and/or wastewater (sewerage) services to that residence in the 2021-2022 financial year
- In the 2021-2022 financial year, held either a:
  - Pensioner Concession Card issued by Services Australia or the Department of Veterans' Affairs; or
  - Department of Veterans Affairs 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
  - Department of Veterans' Affairs intermediate rate pension.

**Note:** You must provide a copy of one of your water/wastewater (sewerage) bills from the 2021-2022 financial year when lodging this form.

# NSW Private Water Scheme Pensioner Rebates

2021-2022 Application form

**Table 1. Licensed Private Water Schemes**

Scheme name/location	Billier 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, Wollie 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

**\*Note:** Schemes that are marked with an asterisk (\*) in the above list do not bill residents for drinking water. Instead, the local public water utility (for example, Sydney Water) bills residents for drinking water.

\*\* Altogether Group Pty Ltd, previously known as Flow Systems

## Support services

**Table 2. Contact numbers**

Service	Phone
National Relay Service	1300 555 727
TTY Users	133 677
Translation and Interpreter Services	131 450
Services Australia (Centrelink)	132 300
Department of Veterans' Affairs (DVA)	133 254

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2021-2022 Application form

## Applicant information

### Applicant card details

**Note:** Commonwealth Seniors Health Card holders are not eligible for this rebate.

CRN Number (Dept. of Human Services)	<input type="text"/>	<input type="text"/>	<input type="text"/>	—	<input type="text"/>	<input type="text"/>	<input type="text"/>	—	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
DVA Number (Dept. of Veterans' Affairs)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### Applicant name

**Note:** Only one water rebate and one sewerage rebate payment will be paid per household, each financial year, regardless of the number of eligible residents. The applicant name must match the customer name on the bill and on the concession card.

Given Name: .....

Family Name: .....

### Applicant address

**Note:** This must be your principal place of residence.

Lot/Unit number:.....Street Address: .....

Suburb:.....Postcode.....NSW

Daytime Contact Number: .....

Postal Address (if different from above):.....

Suburb:.....Postcode:.....NSW

Email Address: .....

### Scheme location and biller name / licensed retailer (select scheme from Table 1. above)

Scheme location: .....

Biller name / licensed retailer: .....

### Applicant bank details

Bank Name: .....

Account Name: e.g. Mr S Smith .....

BSB Number:	<input type="text"/>	<input type="text"/>	<input type="text"/>	—	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Account Number:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**Note:** The Department of Planning, Industry and Environment requires all rebate payments to be deposited into your nominated bank account. The Department will not pay rebates by cheque.

# NSW Private Water Scheme Pensioner Rebates

2021-2022 Application form

## Applicant declaration and authorisation

I, (insert name), ....., confirm my principal place of residence in the 2021-2022 financial year was

(insert address): .....

**Please tick**

I did not receive a pensioner rebate on water and/or wastewater (sewerage) services at any other property in NSW in the 2021-2022 financial year.

I have read and understood the information in this application.

I declare that all information provided in this application is, to the best of my knowledge, true and correct.

I have included a copy of my water/wastewater (sewerage) bill received in the 2021-2022 financial year with this application.

**Note:** You must submit your application with the correct bill.

**I authorise:**

- the Department of Planning, Industry and Environment to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my Centrelink customer details and concession card status to enable the department to determine if I qualify for a concession, rebate or service
- the Australian Government's Services Australia to provide the results of that enquiry to the Department of Planning, Industry and Environment
- the Department of Planning, Industry and Environment to contact the retailer of the private water scheme of which I am a customer, if necessary, to verify any information provided by me
- the retailer of the private water scheme of which I am a customer to provide the results of that enquiry to the Department of Planning, Industry and Environment.

**I understand that:**

- it is my responsibility to notify the Department of Planning, Industry and Environment of any changes to this information
- the Australian Government's Service Australia will use information I have provided to the Department of Planning, Industry and Environment to confirm my eligibility for the NSW Private Water Scheme Pensioner Rebates and will disclose personal information to the Department of Planning, Industry and Environment, including my name/address/payment type/payment status and concession card type and status
- this consent, once signed, remains valid while I am a customer of the Department of Planning, Industry and Environment unless I withdraw it by contacting the Department of Planning, Industry and Environment or the Australian Government's Services Australia
- I can get proof of my circumstances/details from the Australian Government's Services Australia and provide it to the Department of Planning, Industry and Environment so my eligibility for the NSW Private Water Scheme Pensioner Rebates can be determined

If I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the NSW Private Water Scheme Pensioner Rebates provided by the Department of Planning, Industry and Environment.

Applicant signature: ..... Date: .....

# NSW Private Water Scheme Pensioner Rebates

2021-2022 Application form

## Checklist

**Please keep this page for your own information.**

This form was authorised for use in July 2021.

Have you completed all sections of pages 3 and 4 and signed and dated the application form?

The Department of Planning, Industry and Environment pays the NSW Private Water Scheme Pensioner Rebates once each financial year. The Department processes applications according to the date we receive them.

## Important information about your water bill

You must include with your application a copy of a water/wastewater (sewerage) bill issued by one of the private water scheme retailers listed in Table 1 of the application form. The bill must:

- have been issued in the 2021-2022 financial year
- include your name and residential address
- confirm you received drinking water and/or wastewater (sewerage) services in the 2021-2022 financial year
- be in PDF or JPEG format if you are submitting your application by email.

## Privacy Notice

The Department of Planning, Industry and Environment (the Department), located at 4 Parramatta Square, 12 Darcy Street, Parramatta NSW 2150, is subject to the *Privacy and Personal Information Protection Act 1998* in managing your personal information.

The Department is collecting your personal information for the purposes of processing your application for the NSW Private Water Scheme Pensioner Rebate (including assessing your eligibility), paying a rebate to you if you are eligible, administering the rebates scheme and auditing the rebate program which may include surveying customer experiences.

The Department will disclose your CRN or DVA number to Services Australia to determine whether you qualify for the rebate. The Department may disclose your personal information to a third party engaged to carry out an audit of the rebate. The Department will not disclose your personal information to anybody else unless authorised by law.

Applying for this rebate is voluntary. However, if you decide to apply, unless otherwise noted, all personal information requested directly from you must be provided for the Department to process your application.

You have the right to access the personal information that the Department holds about you. You also have the right to request that the Department updates or amends this information. For further details, email: [rebates@energysaver.nsw.gov.au](mailto:rebates@energysaver.nsw.gov.au).

Where to send your completed form and attached bill

**Email to:** [private.water.rebates@planning.nsw.gov.au](mailto:private.water.rebates@planning.nsw.gov.au)

**Post to:** NSW Private Water Scheme Pensioner Rebates, PO Box 435, Parramatta NSW 2124

More information

Email [private.water.rebates@planning.nsw.gov.au](mailto:private.water.rebates@planning.nsw.gov.au), call 1800 953 119, or visit

<https://planning.nsw.gov.au/About-Us/Sydney-Metropolitan-Water/Water-Industry-Reform/NSW-Private-Water-Scheme-Pensioner-Rebates>

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