

# Water and Sewerage Concession

## Application form

The **Water and Sewerage Concession** offers a discount on water and sewerage costs up to a yearly maximum. Please see the back of this form for eligibility criteria.

Water company name

### Account holder's details

Ms  Mrs  Miss  Mr  Other

Given names

Surname

D.O.B. / /

Residential address

Suburb

Postcode

☎ Home

☎ Mobile

Postal address (if different from above)

Suburb

Postcode

### Account holder's concession card type (Please ✓)

Pensioner Concession Card (Centrelink or Veterans' Affairs)  Gold Card (Veterans' Affairs)

Health Care Card (Centrelink)

### Account holder's concession card number

Centrelink cards

CRN

Veterans' Affairs cards

File number

### Consent to check Centrelink details

I authorise:

- my water corporation to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my Centrelink Customer details and concession card status in order to enable the business to determine if I qualify for a concession, rebate or service.
- the Australian Government Department of Human Services to provide the results of that enquiry to my water corporation.

I understand that:

- the Australian Government Department of Human Services will use information I have provided to my water corporation to confirm my eligibility for the concession and will disclose to my water corporation personal information including my name, address, payment and concession card type and status.
- this consent, once signed, remains valid while I am a customer of my water corporation unless I withdraw it by contacting my water corporation or the Australian Government Department of Human Services.
- I can obtain proof of my circumstances/details from the Australian Government Department of Human Services and provide it to my water corporation so that my eligibility for the concession 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 concession provided by my water corporation.

### Privacy statement

This information is collected by the Department of Health and Human Services and your water corporation for the purpose of administering your concessions. Without this information, we are unable to provide your concession.

You are able to request access to the personal information that we hold about you, and to request that it be corrected if necessary. Please contact the Concessions Information Line on **1800 658 521** with any queries about this statement.

### Declaration

I declare that the information provided is true and accurate to the best of my knowledge, and that this property is my principal place of residence, and is used exclusively for residential purposes.

**Note: If completing this form electronically, please print the form, sign below, and send it to your water corporation. See page 2 of this form for the water corporations' addresses.**

Signature

Date / /



## What concession cards are eligible?

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 as 'Dependent' are not eligible)

*Commonwealth Seniors Health Cards, Victorian Seniors Card, Carer Allowance and Foster Care Health Care Cards and Medicare Cards are not eligible cards.*

## How much is this concession?

This concession offers a discount on water rates and sewerage rates, up to a yearly maximum, which is indexed each year. Please contact your water corporation to find out the current amount.

## Are there any other criteria?

Yes, for you to be able to claim a concession on your water and sewerage charges you must ensure that:

- You have any one of the eligible concession cards and your card is valid at the time of application, and
- You are the person responsible for payment of the account, and
- Your name is on the account, and
- Your name and address on the account matches that on the concession card.

## How many properties can I claim for a concession?

You can claim for one property only.

Eligible cardholders can only claim a concession on their principal place of residence. For the purpose of this concession, the address on the concession card will be considered as your principal place of residence.

## How can I apply?

Once you have completed this application form please send it to your water corporation. Addresses for all Victorian Water Corporations are listed to the right.

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

**For further information, please contact your water corporation, or call the Concessions Information Line on 1800 658 521 (toll free).**



For help in your language call the Concessions Information Line on **1800 658 521** (toll free) and ask for an interpreter.

## Accessible format

If you would like to receive this publication in an accessible format, please contact us on **1800 658 521** (toll free), using the National Relay Service **13 36 77** if required, or email **concessions@dhhs.vic.gov.au**

## Water corporations

### Barwon Water

PO Box 659  
Geelong VIC 3220  
Phone: **1300 656 007**

### Central Highlands Water

PO Box 152  
Ballarat VIC 3353  
Phone: **03 5320 3111**

### City West Water

Locked Bag 350  
Sunshine VIC 3020  
Phone: **131 691**

### Coliban Water

PO Box 2770  
Bendigo DC VIC 3554  
Phone: **1300 363 200**

### East Gippsland Water

PO Box 52  
Bairnsdale VIC 3875  
Phone: **1300 720 700**

### Gippsland Water

PO Box 348  
Traralgon VIC 3844  
Phone: **1800 066 401**

### Goulburn Valley Water

PO Box 185  
Shepparton VIC 3632  
Phone: **1300 360 007**

### GWM Water

PO Box 481  
Horsham VIC 3402  
Phone: **1300 659 961**

### Lower Murray Water

PO Box 1438  
Mildura VIC 3502  
Phone: **03 5051 3400**

### North East Water

PO Box 863  
Wodonga VIC 3689  
Phone: **1300 361 622**

### South East Water

PO Box 2268  
Seaford VIC 3198  
Phone: **131 851**

### South Gippsland Water

PO Box 102  
Foster VIC 3960  
Phone: **03 5682 0444**

### Wannon Water

PO Box 1158  
Warrnambool VIC 3280  
Phone: **1300 926 666**

### Western Water

PO Box 2371  
Sunbury DC VIC 3429  
Phone: **1300 650 425**

### Westernport Water

2 Boys Home Road  
Newhaven VIC 3925  
Phone: **1300 720 711**

### Yarra Valley Water

Private Bag 1  
Mitcham VIC 3132  
Phone: **1800 637 316**

## Check list — have you (Please ✓)

- Completed all your details in this application form.
- Signed and dated the front of the form.

## WATER CORPORATION USE ONLY

Name of Water Corporation

Before a concession is granted, the Water Corp must verify electronically the applicant's eligibility via Centrelink's CCeS.

## Customer service advisor (Please ✓)

- The customer **IS** eligible for water and sewerage concession
- The customer is **NOT** eligible for water and sewerage concession

Name

Signature

Date

/ /