

Non-Mains Water Concession 2024–2025



You can now apply online for this concession. **Scan the QR code** or visit services.dffh.vic.gov.au/victorian-concessions-allowances-portal.



The Non-Mains Water Concession provides eligible Victorians with a rebate on water such as tank or carted water. See page 3 for all details.

Applicant's details (Must match the details on the energy account/invoice and concession card)

Given names	<input type="text"/>	Surname	<input type="text"/>
Date of birth	<input type="text" value="DD / MM / YYYY"/>		
Residential address	<input type="text"/>		
Suburb	<input type="text"/>	Postcode	<input type="text"/>
Council	<input type="text"/>		
Email	<input type="text"/>	Contact 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"/>
Postal address (if different from above)	<input type="text"/>		
Suburb	<input type="text"/>	Postcode	<input type="text"/>

Applicant's concession card type (Please ✓ all that apply)

Pensioner Concession Card Gold Card (Veterans' Affairs) Health Care Card (Centrelink)

Applicant's concession card number

Centrelink cards	Veterans' Affairs cards
CRN <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"/>	File number <input type="text" value="V"/> <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"/>
Start date <input type="text" value="DD / MM / YYYY"/>	Start date <input type="text" value="DD / MM / YYYY"/>

Commonwealth Seniors Health Cards, Victorian Seniors Cards, Carer Allowance and Foster Care Health Care Cards, and Veterans' cards marked 'Dependent' are not eligible.

Applicant's bank details

Your rebate will be paid into your bank account. Please complete all details.

BSB <input type="text" value="[6 digits required]"/>	Account no. <input type="text" value="[Maximum 9 digits]"/>	Bank name	<input type="text"/>
Account name	<input type="text"/>	Branch name	<input type="text"/>

Please provide details of your invoices for the purchase of non-mains water in 2024–25 (1 July 2024 to 30 June 2025):

No.	Invoice date	Invoice number	Amount
1	DD / MM / YYYY		\$
2	DD / MM / YYYY		\$
3	DD / MM / YYYY		\$
4	DD / MM / YYYY		\$
5	DD / MM / YYYY		\$
6	DD / MM / YYYY		\$
7	DD / MM / YYYY		\$
8	DD / MM / YYYY		\$
9	DD / MM / YYYY		\$
10	DD / MM / YYYY		\$
11	DD / MM / YYYY		\$
12	DD / MM / YYYY		\$
I've attached invoice/s totalling			\$

Please attach copies of all invoices or receipts for non-mains water.

Statement from the applicant

I acknowledge that the water claimed must be for domestic purposes and that the household has not received and is not eligible for a mains water concession. I certify that the invoices and/or receipts attached to this application were for the purchase of non-mains water, for cartage costs to fill a domestic potable rainwater tank, or for water purchased or on-sold via a private water board, billing agent, embedded network or cooperative and all water costs have been paid for.

Consent to check Centrelink details

I authorise:

- the Department of Health (the department) to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my Centrelink or Veterans' Affairs customer details and concession card status in order to enable the department to determine if I qualify for a concession, rebate or service.
- Services Australia (the agency) to provide the results of that enquiry to the department.

I understand that:

- the agency will disclose personal information to the department including my name, address, payment, concession card type and status to confirm my eligibility for the concession.
- this consent, once signed, remains valid while I am a customer of the department unless I withdraw it by contacting the department or the agency. I can get proof of my circumstances/details from the agency and provide it to the department 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 the department.
- If signing electronically, I confirm that the electronic signature in the consent form represents my signature. I consent to signing the form electronically and I confirm that my signature is legally binding.
- I understand that the department may disclose personal information from the results of the Centrelink or Veterans+IBk Affairs enquiry to the Department of Families, Fairness and Housing for the purposes of managing my concessions.

Signature

Date

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What does this concession apply to?

Non-mains water purchased for domestic use, for example:

- carted water for rainwater tanks
- water bought via a billing agent or water cooperative
- water bought via an embedded network.

Who can apply for the concession?

An account holder who holds one of the following eligible concession cards:

- Pensioner Concession Card
- Health Care Card
- Veterans' Affairs Gold Card.

How much is the concession?

- \$138 for spending from \$195 to \$557.99
- \$276 for spending from \$558 to \$1,116.99
- \$414 for spending \$1,117 and above.

Can I send my application by email?

Yes. Make sure you have clearly scanned or photographed your form and all other documents. Unreadable documents will delay your application.

Send your documents as attachments to your email, not in the body of the email.

Send your complete application to NMEC.rebates@health.vic.gov.au.

What needs to be included on my invoices?

Your invoice needs to include all the following details:

- name and address of the business
- business ABN (if applicable)
- date of purchase
- description of purchase (for example 250 litres water)
- amount of purchase
- confirmation of payment.

I have lost my invoices

If you do not have paid invoices, you can ask your supplier for a statement listing your purchases between 1 July 2024 and 30 June 2025. If they cannot provide a statement, you can send a statutory declaration stating the amount spent between 1 July 2024 and 30 June 2025.

How will my concession be paid?

Concessions are paid by cheque. The cheque is made out to the concession card holder named on the application form and the invoices attached.

What is an embedded network?

Embedded networks are often used to provide utility services to retirement villages and caravan parks, apartment complexes and social housing developments.

Water is bought in bulk by the accommodation manager and sold on to residents. The network may be entirely managed by the accommodation manager, commonly the case in caravan parks, or by a company operating the network on their behalf.

What else do I need to know?

- Rebates are not available to customers of mains water companies, as they receive concessions on their mains water bills.
- There is a limit of one concession per household.
- Please allow six weeks for processing. Payment will be sent to you by cheque.
- We may use your information to send you a form for the Non-Mains Water Concession next year.
- Late claims may be accepted for water purchases between 1 July 2023 to 30 June 2024. Please call the Concessions Information Line on **1800 658 521** (toll free) to discuss your claim.

Scan here to apply online
or visit go.vic.gov.au/3SkKsbk



Check list — have you (Please ✓ all that apply)

Completed your details, including a postal address, phone number and full name.

Completed your concession card details. The name and address on the card must match the details on the application and the water account/invoice.

Signed and dated the form.

Enclosed all required supporting documents.

Where do I send my form?

Please return your complete form to:

Email: NMEC.rebates@health.vic.gov.au

Non-Mains Water Concession
Department of Families, Fairness and Housing
GPO Box 1774
MELBOURNE VIC 3001

Payment difficulties

If you cannot pay your water cartage bill due to a temporary financial crisis you may be eligible for assistance through the Non-Mains Utility Relief Grant Scheme (NURGS). Eligibility criteria apply. For more information call the Concessions Information Line on **1800 658 521** (toll free).

For more information on the Non-Mains Water Concession please 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.

Privacy statement

Who has access to your information and why?

Your information is collected by the Department of Health for the purpose of eligibility assessment and administration of your concessions. We may disclose your personal information to Services Australia for the purpose of confirming your Centrelink or Veterans' Affairs customer detail to allow us to assess eligibility for your concession. The Department of Families, Fairness and Housing may also have access to your information for management or operational purposes.

What happens to your personal information?

Your personal information will be handled in accordance with the requirements of the *Privacy and Data Protection Act 2014 (Vic)*. We do not use your personal information collected on this form for any purpose other than eligibility assessment and administration of your concessions. We may contact you when applications for eligibility assessment open. We do not disclose your personal information to any third parties or offshore recipients unless authorised by law. You may withdraw your consent for the department to use your personal information, or this application, at any time. If you choose to withdraw this application, the consequences are that you may not be eligible for the concession.

Who to contact in relation to this form?

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** (toll free).

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@dffh.vic.gov.au

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Available at **DFFH.vic – Concessions & Benefits**
<<https://services.dffh.vic.gov.au/concessions-and-benefits>>
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