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| Non-Mains Water Concession |
| Information for concession card holders |
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Low-income Victorians not connected to mains water supply are eligible for a rebate on their purchase of water for domestic use.

The non-mains water concessions are for 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?

Rebate amounts for 2024-25 are:

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

You can apply up to three times a year, for a maximum annual rebate of $414.

# How to apply for the concession

You can apply online in the [Victorian Concessions and Allowances portal](https://services.dffh.vic.gov.au/victorian-concessions-allowances-portal) <https://services.dffh.vic.gov.au/victorian-concessions-allowances-portal>.

The portal provides an easy, safe and fast way to submit your application.

It also allows you to track your application and see your payments. Click on the link above for more on how to use the portal, including a user guide.

Before you start your application, make sure you have all your invoices and other supporting documents ready to upload.

Applications for each year close on 30 June of the following year.

# How the concession is paid

Concessions are paid into the applicant’s bank account.

# Can I still send you an application form?

Yes. Forms are available by emailing concessions@dffh.vic.gov.au, by calling the Concessions Information Line on 1800 658 521, or at [Non-Mains Water Concession](https://services.dffh.vic.gov.au/non-mains-water-concession) <services.dffh.vic.gov.au/non-mains-water-concession>.

# 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.

# I live in a lifestyle or retirement village – how do I apply for the concession?

In many lifestyle or retirement villages, the village management applies for the concession on behalf of their residents.

Participating villages will collect your concession card information when you move in and ask for your consent to apply on your behalf. The village will apply at the end of each financial year for all eligible residents.

Check with your village for more details.

If your village does not apply on your behalf, you will need to submit an application along with your invoices for the year.

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