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| Water and Sewerage Concession |
| Accessible application form |

**Before you start filling in this form, save it into your hard drive or desktop**

The Water and Sewerage Concession offers a discount on water and sewerage costs up to a yearly maximum.

For further information, check the sections about [eligibility](#_Are_there_any) and [card type](#_What_concession_cards) later in this document.

# Account holder’s details

Must match the details on the water account and concession card.

| Information needed | Your response |
| --- | --- |
| **Preferred title** |  |
| **Given names** |  |
| **Surname** |  |
| **Date of birth** |  |
| **Residential address** |  |
| **Suburb/town** |  |
| **Postcode** |  |
| **Email address** |  |
| **Home phone number** |  |
| **Mobile phone number** |  |

# Water account details

| Information needed | Your response |
| --- | --- |
| **Water corporation name** |  |
| **Account number** |  |

# Account holder’s concession card type

| Card type | Mark all applicable with an X |
| --- | --- |
| **Pensioner Concession Card (Centrelink or Veterans’ Affairs)** |  |
| **Health Care Card (Centrelink)** |  |
| **Gold Card (Veterans’ Affairs)** |  |

# Account holder’s concession card number

| Information needed | Your response |
| --- | --- |
| **Centrelink CRN** |  |
| **Veterans’ Affairs file number** |  |

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

# Consent to check Centrelink details

I authorise:

| Information needed | Your response |
| --- | --- |
| **Your water corporation’s name** |  |

(my water corporation) 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 water corporation to determine if I qualify for a concession, rebate or service.

* Services Australia (the agency) to provide the results of that enquiry to my water corporation.

I understand that:

* the agency will disclose personal information to my water corporation 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 my water corporation unless I withdraw it by contacting my water corporation or the agency. I can get proof of my circumstances/details from the agency 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.
* 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.

# 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.

# Signature

| 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 all of the following.

That:

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

# Privacy statement

This information is collected by the Department of Families, Fairness and Housing 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 your water corporation with any queries about this statement. Contact numbers are listed on page 4 of this form.

# Where do I return my form?

Please email or post your form to your water corporation. Contact details for water corporations are listed below.

# Water corporation contact details

| Name | Web address | Address | Phone number |
| --- | --- | --- | --- |
| **Barwon Water** | [Barwon Water](https://www.barwonwater.vic.gov.au/)  <https://www.barwonwater.vic.gov.au/> | PO Box 659, Geelong VIC 3220 | 1300 656 007 |
| **Central Highlands Water** | [Central Highlands Water](https://www.chw.net.au/)  < https://www.chw.net.au/> | PO Box 152, Ballarat VIC 3353 | 1800 061 514 |
| **Coliban Water** | [Coliban Water](https://coliban.com.au/)  <https://coliban.com.au/> | PO Box 2770, Bendigo DC VIC 3554 | 1300 363 200 |
| **East Gippsland Water** | [East Gippsland Water](https://www.egwater.vic.gov.au/)  <https://www.egwater.vic.gov.au/> | PO Box 52, Bairnsdale VIC 3875 | 1300 720 700 |
| **Gippsland Water** | [Gippsland Water](https://www.gippswater.com.au/)  <https://www.gippswater.com.au/> | PO Box 348, Traralgon VIC 3844 | 1800 050 500 |
| **Goulburn Valley Water** | [Goulburn Valley Water](https://gvwater.vic.gov.au/)  <https://gvwater.vic.gov.au/> | PO Box 185, Shepparton VIC 3632 | 1300 360 007 |
| **Greater Western Water (formerly City West Water and Western Water)** | [Greater Western Water](https://gww.com.au/)  <https://gww.com.au/> | Locked Bag 350, Sunshine VIC 3632 | 13 44 99 |
| **Goulburn-Murray Water** | [Goulburn-Murray Water](https://www.g-mwater.com.au/)  <https://www.g-mwater.com.au/> | PO Box 165  Tatura VIC3616 | 1300 469 469 |
| **GWM Water** | [GWM Water](https://www.gwmwater.org.au/)  <https://www.gwmwater.org.au/> | PO Box 481, Horsham VIC 3402 | 1300 659 961 |
| **Lower Murray Water** | [Lower Murray Water](https://www.lmw.vic.gov.au/)  <https://www.lmw.vic.gov.au/> | PO Box 1438, Mildura VIC 3502 | 03 5051 3400 |
| **North East Water** | [North East Water](https://www.newater.com.au/)  <https://www.newater.com.au/> | PO Box 863, Wodonga VIC 3689 | 1300 361 622 |
| **South East Water** | [South East Water](https://southeastwater.com.au/)  <https://southeastwater.com.au/> | PO Box 2268, Seaford VIC 3198 | 131 851 |
| **South Gippsland Water** | [South Gippsland Water](https://www.sgwater.com.au/)  <https://www.sgwater.com.au/> | PO Box 102, Foster VIC 3960 | 03 5682 0444 |
| **Wannon Water** | [Wannon Water](https://www.wannonwater.com.au/)  <https://www.wannonwater.com.au/> | PO Box 1158, Warrnambool VIC 3280 | 1300 926 666 |
| **Westernport Water** | [Westernport Water](https://www.westernportwater.com.au/)  <https://www.westernportwater.com.au/> | 2 Boys Home Road, Newhaven VIC 3925 | 1300 720 711 |
| **Yarra Valley Water** | [Yarra Valley Water](https://www.yvw.com.au/)  <https://www.yvw.com.au/> | Private Bag 1, Mitcham VIC 3132 | 1300 304 688 |

# 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.

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| To receive this document in another format, phone 1800 658 521 or email Concessions [concessions@dffh.vic.gov.au](mailto:concessions@dffh.vic.gov.au)  **Help for people with hearing or speech communication difficulties**  Contact us through the National Relay Service (NRS). For more information about the NRS visit [National Relay Service](https://www.accesshub.gov.au/about-the-nrs) https://www.accesshub.gov.au/about-the-nrs, or call the NRS Helpdesk on 1800 555 660.  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Australia, Department of Families, Fairness and Housing, September, 2025.  Available at [Water and Sewerage Concession](https://services.dffh.vic.gov.au/water-and-sewerage-concession) services.dffh.vic.gov.au/water-and-sewerage-concession |