

RESIDENTIAL REBATES

Q&As

What is new about this rebate scheme?

Many products are the same as the previous scheme, some significant changes are:

- Two new products that have been included. These are 5 star water, 4 star energy washing machines and pool covers with a roller or reel for easy use.
- Residential rebates are now available to all residential Victorians, including those not connected to an urban reticulated supply (mains water).
- Rainwater tanks now only attract a rebate when they are connected to a toilet or laundry
- Rebates are available for small business customers with 20 or less employees.

Why do we still need rebates on water efficient products?

Rebates assist many Victorians to purchase and install more efficient products in their homes, helping us to be more sustainable everyday and to keep our water bills down. This is also a great way to reward Victorians for the excellent water savings made already.

Was this program set up by the previous Government?

Rebates on water efficient products have been available for some time, however this new program provides rebates on more products for more households and provides rebates to small business for the first time. The coalition Government is fully committed to rewarding Victorians with incentives to install rainwater tanks and dual flush toilets. We recognise that rainwater tanks play an important role in smart water usage while providing environmental benefits through the capture of storm water.

Are rebates geared towards wealthier households?

Rebates are available for a range of products for all budgets. Historically, the most popular rebate is actually one of the most cost efficient, a \$30 cash back on \$100 worth of water saving products including mulch and flow control devices. It is still free to exchange old showerheads for new water efficient ones at your local water corporation, so whatever your budget there are ways to save water around the home.

What will happen to the rebate program if water restrictions are eased?

The Victorian Coalition Government has committed funding for rebates to both residential and small business customers for the next four years. The rebates program will remain in place until 30 June 2013, to allow it to be reviewed after two years. Rebates for water saving products remain an important role in the Government's water policy and it is important that people continue to use water responsibly regardless of the level of water restrictions.

Do rebates actually reduce water use or just save people money?

The rebate scheme is helping people save water and save money. Our estimates show that rebates issued on rainwater tanks since 2007 are saving 914 million litres of water a year across Victoria. This is because the products rebates are offered for help households reduce their water consumption and reduce their reliance on drinking water.

When will the Government mandate water tanks for all houses?

The Coalition Government encourages all Victorians to look for ways to better manage the water we have. Capturing rain water is one of the ways we can do this. Rainwater tanks a great way to save water and we encourage everyone to take up the rebate offer of up to \$1000 for tanks connected to the toilet and laundry.

How does installing tanks support your new Living Melbourne, Living Victoria policy?

The Victorian Government's *Living Melbourne, Living Victoria* policy highlights the need for better management of Victoria's water resources to positively impact our local environments and the liveability of our urban areas. This includes the need for healthier urban waterways, green spaces, reduced urban heat island effect, and more self-sufficient communities and households. Encouraging Victorian households to increase their use of stormwater and rainwater is an excellent way to do this.

What is the rebate for water and energy efficient washing machines?

The Living Victoria Water Rebate Program has introduced \$150 rebates for 5 star water and 4 star energy washing machines. These rebates will be in place for one year until June 30 2012.

Why are rebates now available on washing machines?

Washing machines are one of the biggest water users in the house. Providing rebates on washing machines with a five star water rating makes it easier for people to upgrade to the most efficient models.

Why are rebates on rainwater tanks only available if it is connected to the laundry or toilet?

Victoria has received considerable rainfall over the last few months, making it the perfect time to install a rainwater tank. With this rainfall and the easing of water restrictions, it also means that there is less of a need to use this water on the garden. Having a rainwater tank connected to the toilet or laundry triples the potential year round water savings.

What are the products and rebates for homes and gardens?

- Dual-flush toilet - \$100
- Washing machine with 5 star water 4 star energy ratings –\$150
- Pool cover - \$200
- Water efficient showerhead – up to \$20
- Permanent greywater system - \$500
- Rainwater tanks – \$500 to \$1000
- Rainwater tank to toilet/laundry connection - \$200
- Water conservation audit - \$50
- Hot Water Re-circulator device - \$150
- Basket of Goods - Rebate: \$30 when \$100 or more is spent

What rebate is available for water efficient dual flush toilets?

The rebate available for upgrading to water efficient dual flush toilets is \$100 for toilets purchased and installed from 1 July 2011. The toilet must be a water efficient dual flush toilet of 6L/ 3L or better. That is a WELS rating of 3 star or better.

What is in the 'Basket of Goods'?

The Basket of Goods is a variety of water saving products for the home and garden and may contain any combination of the following products for a \$30 rebate when over \$100 is spent on the items:

- Flow control valve/tap flow reduction devices (these are flow control devices)
- Mulch - extension of definition to include Inorganic mulch (pebbles, scoria etc)
- Rainwater diverter
- Waterless carwash products
- Flow interrupter for toilets
- Shower timer
- Compost/ Mulch Bin
- Wetting / Moisture Agent
- Moisture / Rain Sensor
- Trigger Nozzle
- Drip Water System/ Weep hose
- Garden Tap Timer
- Temporary Greywater Diverter.

You may claim one Basket of Goods rebate each calendar year.

Are people eligible for a rebate under the new program, if they received one under the previous scheme?

No this program is a continuation of the old program. People cannot claim a rebate for any product that you have had a rebate for in the past. Rebates for the basket of goods can be claimed once per calendar year.

Can a tenant get a rebate?

Yes, if the tenant has a water account with one of the urban water businesses. If you are changing fixtures or appliances you may need to seek the approval of your landlord.

Tenants that do not pay water bills may be eligible for some rebates if they live in a property that is connected to a reticulated water supply of an urban water corporation or be a tenant of a house not connected to a reticulated water supply. These tenants must provide a site address to confirm their eligibility as either a customer of a reticulated water supply area or that of a self-supplied household.

How are rebates paid?

The rebates for most home and garden products will be provided to you as a credit on your next water bill(s). Rainwater tank rebates and permanent greywater system rebates can be paid to the customer as an EFT payment only.

Rebates for households that are self-supplied with water (not a reticulated water supply) will receive their rebate as an EFT payment.