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| Water and Sewerage Concession |
| 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.

Please see page 3 of this form for eligibility criteria.

# Water company name

|  |  |
| --- | --- |
| **Water company name** |  |

# Account holder’s details

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Your title (please mark with an X)** | **Ms** |  | **Mrs** | |  | **Miss** |  | **Mr** |  | **Other title (please enter preferred title)** | |  | |
| **Given names** | | | |  | | | | | | | | | |
| **Family name** | | | |  | | | | | | | | | |
| **Residential address** | | | |  | | | | | | | | | |
| **Suburb/town** | | | |  | | | | | | | **Postcode** | |  |
| **Council** | | | |  | | | | | | | | | |
| **Email address** | | | |  | | | | | | | | | |
| **Home phone number** | | | |  | | | | | | | | | |
| **Mobile phone number** | | | |  | | | | | | | | | |
| **Postal address (if different)** | | | |  | | | | | | | | | |
| **Suburb/town** | | | |  | | | | | | | **Postcode** | |  |

# Account holder’s concession card type

### What type of concession card do you have?

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Centrelink CRN** |  | **Start date** |  |

Or

|  |  |  |  |
| --- | --- | --- | --- |
| **Veterans’ Affairs file number** |  | **Start date** |  |

*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:

* 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.

# Signature

Note: If completing this form electronically, please print the form, sign below, and send it to your water corporation.

|  |  |
| --- | --- |
| Signature | *(Please sign by hand)* |
| 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 on page 4.

# Further information

Please contact your water company 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.

# Water corporation contact details

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| Name | Address | Phone number |
| Barwon Water | PO Box 659, Geelong VIC 3220 | 1300 656 007 |
| Central Highlands Water | PO Box 152, Ballarat VIC 3353 | 03 5320 3111 |
| City West Water | Locked Bag 350, Sunshine VIC 3020 | 131 691 |
| Coliban Water | PO Box 2770, Bendigo DC VIC 3554 | 1300 363 200 |
| East Gippsland Water | PO Box 52, Bairnsdale VIC 3875 | 1300 720 700 |
| Gippsland Water | PO Box 348, Traralgon VIC 3844 | 1800 066 401 |
| Goulburn Valley Water | PO Box 185, Shepparton VIC 3632 | 1300 360 007 |
| GWM Water | PO Box 481, Horsham VIC 3402 | 1300 659 961 |
| Lower Murray Water | PO Box 1438, Mildura VIC 3502 | 03 5051 3400 |
| North East Water | PO Box 863, Wodonga VIC 3689 | 1300 361 622 |
| South East Water | PO Box 2268, Seaford VIC 3198 | 131 851 |
| South Gippsland Water | PO Box 102, Foster VIC 3960 | 03 5682 0444 |
| Wannon Water | PO Box 1158, Warrnambool VIC 3280 | 1300 926 666 |
| Western Water | PO Box 2371, Sunbury DC VIC 3429 | 1300 650 425 |
| Westernport Water | 2 Boys Home Road, Newhaven VIC 3925 | 1300 720 711 |
| Yarra Valley Water | Private Bag 1, Mitcham VIC 3132 | 1800 637 316 |

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| To receive this publication in an accessible format phone 1800 658 521 (toll free), using the National Relay Service 13 36 77 if required, or email [concessions@dhhs.vic.gov.au](mailto:concessions@dhhs.vic.gov.au)  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Department of Health and Human Services January 2020.  Available at [services.dhhs.vic.gov.au/concessions-and-benefits](file:///C:\Users\htov2402\Downloads\services.dhhs.vic.gov.au\concessions-and-benefits) |