



Policy 1.16 Tenant Consumption Rebates

Document Number: PCY01.16

Date approved: 10/07/2019

Strategic Alignment

- Key Result Area:** Customer Service
Commitment: Excellence
Objective: Achieve excellence in the provision of service to customers.

Policy

Senior, pensioner and Commonwealth Seniors Health Card (CSHC) cardholder tenants, will receive the appropriate rebate from the date of their tenancy commencing, subject to the following:

1. Special meter reading being taken at commencement and/or cessation of tenancy.
2. The tenant is responsible for all or part of the first 350 kilolitres in respect to pensioners and the first 150 kilolitres in respect to seniors and CSHC cardholders.
3. If the account is not in the tenant's name, then a signed declaration from the landlord certifying eligibility is to be received by Aqwest prior to 31 July in the current year.
4. Eligibility is confirmed.
5. All Housing Authority residential tenanted properties are exempt from this policy as long as the Housing Authority's current policy of providing rebates to tenants is maintained.

Objective

To remove any inequality between pensioner/senior/CSHC cardholder owners and occupiers and pensioner/senior/CSHC cardholder tenants.

Guidelines

- a) A tenant who is a pensioner, senior or CSHC cardholder may apply for a rebate.
The following criteria are used to assess eligibility:
 - i. The tenant was solely or partly responsible for the water consumption (up to 350kl for pensioners and 150kl for seniors and CSHC cardholders).
 - ii. The tenant must be an eligible senior, pensioner or CSHC cardholder for that portion of the consumption year for which application is being made.
- b) If the account is in the tenant's name, a rebate form shall be completed before the rebate is applied.

If the account is not in the tenant's name a pensioner/senior rebate claim form shall be completed each year.

- c) Application form to be checked and certified by Accounts Supervisor.



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- d) Policy information to be made publicly available on the Aqwest website. A link to this information is to be provided on the rear of the supply and consumption notice.

Definitions

Kilolitre: a unit of volume, equal to 1000 litres.

Commonwealth Seniors Health Card (CSHC): cardholder pays a concessional price for prescriptions under the Pharmaceutical Benefits Scheme. The card is available to Australians of Age Pension age who don't receive the Age Pension and earn less than the income threshold for the card.

Tenant: a person who occupies land or property rented from a landlord.

Background

Currently, residential tenants of the Housing Authority receive their consumption rebates from the Housing Authority. Aqwest has been requested to directly provide the rebates to these customers. Aqwest and the Housing Authority are working together to enable this, in the interim, the policy has been amended to allow for the future change.

Document Management

Authority for Changes

Owner: Board of Directors

Responsible Manager: Manager Corporate Services

Publication Requirements

Security Level - Available to all staff

Distribution - Available on Intranet

Change Advice - Email advice to all staff

Revision History

Rev.	Resolution Date	Resolution No.	Revision Due	Reviewer	Source
Original	20/09/1995	4	June 1996	Manager Finance & Administration	Manager Finance & Administration
1	13/05/1998	17	June 1999	Manager Finance & Administration	Manager Finance & Administration
2	09/06/1999	11(b)	June 2000	Manager Finance & Administration	Manager Finance & Administration
3	14/06/2000	19(c)	June 2001	Manager Finance & Administration	Manager Finance & Administration
4	14/02/2001	3(a)	June 2002	Manager Finance & Administration	Manager Finance & Administration
5	09/06/2004	14(d)	June 2005	Manager Finance & Administration	Manager Finance & Administration
6	10/08/2005	13(d)	June 2006	Manager Finance & Administration	Manager Finance & Administration
7	12/07/2006	13(c)	June 2007	Manager Finance & Administration	Manager Finance & Administration
8	13/06/2007	14	June 2008	Chief Finance Officer	Chief Finance Officer
9	11/06/2008	13	June 2009	Chief Finance Officer	Chief Finance Officer
10	10/06/2009	15	June 2010	Chief Finance Officer	Chief Finance Officer
11	09/06/2010	14	June 2011	Chief Finance Officer	Chief Finance Officer
12	06/07/2011	14	June 2012	Chief Finance Officer	Chief Finance Officer
13	04/07/2012	14	June 2013	Chief Finance Officer	Chief Finance Officer
14	10/07/2013	13	June 2014	Chief Finance Officer	Chief Finance Officer
15	11/06/2014	2	June 2015	Chief Finance Officer	Chief Finance Officer
16	20/05/2015	12	June 2016	Chief Finance Officer	Chief Finance Officer
17	08/06/2016	6	June 2017	Chief Finance Officer	Chief Finance Officer
18	12/07/2017	9	June 2018	Chief Finance Officer	Chief Finance Officer
19	13/06/2018	12	June 2019	A/Manager Corporate Services	A/Manager Corporate Services
20	10/07/2019	8	June 2020	Manager Corporate Services	Manager Corporate Services