

## Allowances and rebates on your bill

### 1. Overview

#### 1.1. At a glance

#### What

We may give you a credit on your water bill or other help if:

- you receive a higher than normal water bill and the extra water use is outside your control
- there's a fault with our water or wastewater service
- our business activities have caused damage or injury.

#### 1.2. Scope

#### Who

This policy applies to customers who:

- have a concealed (hidden) water leak on their property
- are affected by bushfires
- participate in our water quality testing program
- use a registered kidney dialysis machine at home
- supply water to their neighbours through their metered service
- have their water supply interrupted for over five hours
- have low water pressure for 15 minutes or more
- have a wastewater overflow on their property
- have poor water quality.

#### 1.3. Objective

#### Why

This policy allows us to fairly compensate customers for:

- additional water use
- service faults
- damages.

## 2. Additional water use

### 2.1. Concealed water leak allowance

We may credit your next bill, if you've lost water due to a concealed leak in your private water service. We'll consider any information your plumber supplies before we make a decision.

We'll give you the allowance if:

- you were unaware of the leak, as it wasn't visible
- the leak wasn't caused because you neglected any visible or obvious defects in your private water service
- you arranged for a licensed plumber to repair the leak to national plumbing standards
- you haven't received a concealed leak allowance at the same property in the past five years.

We **may not** give the allowance if there are visible signs of a leak at your property, including:

- soaking or dampness in walls
- consistently wet grass or damp soil on your property
- running toilets.

#### What is the allowance?

| Customer type   | What we'll give you   |
|---|---|
| Residential   | <ul style="list-style-type: none"> <li>• We'll cover 50% of the increase in water use. This applies to both drinking water and recycled water (if available).</li> <li>• We'll work out the allowance using your water use in the same quarter the previous year, or another mutually agreed period.</li> <li>• <b>Note:</b> We only give one allowance every five years at the same property.</li> </ul> |
| Concession cardholders who currently receive a pensioner concession | <ul style="list-style-type: none"> <li>• We'll cover 50% of the increase in water use. If the increase is more than 400 kL, we'll cap water use charges at 400 kL.</li> <li>• This applies to both drinking water and recycled water (if available).</li> <li>• We'll determine the allowance, based on your water use in the same quarter the previous year.</li> </ul>                                  |
| Non-residential   | <ul style="list-style-type: none"> <li>• We'll cover 50% of the increase in water use.</li> <li>• We'll cover 100% of the increase in wastewater use (if wastewater use charges apply).</li> </ul>  |

#### How can you apply?

If you think you may have a concealed leak on your property:

- contact a licensed plumber to locate and repair the leak
- ask your plumber to fill out a [Plumber's statement](#). They must include all the details about the work they did to repair the concealed leak Post, fax or email the completed form with your plumber's invoice to:

**Post** Sydney Water  
Case Management Team  
PO Box 399  
Parramatta NSW 2124

**Fax** 1300 362 092

**Email** [Casemanagementteam@sydneywater.com.au](mailto:Casemanagementteam@sydneywater.com.au)

## 2.2. Bushfire allowances

We may give bushfire allowances when the NSW Rural Fire Service (RFS) tells us a Class 3 bushfire was within one kilometre of your property. In special circumstances, we may give an allowance for homes in a wider area.

### What do you get if a bushfire has destroyed your property?

- We'll give you an allowance on your fixed service charges if a bushfire has made your property uninhabitable.
- We'll stop the fixed service charges for a year (four quarters). This starts from the quarter affected by the bushfire. If you've already paid these charges, we'll refund them.
- We'll still charge for water, if you're using it at the property.
- We'll replace your water meter free of charge if a bushfire has damaged it.

### What do you get if your water was used to fight fires?

We give an allowance for the water used to protect properties or fight fires. This includes any water RFS uses from your private water service or swimming pool.

We'll credit the full increase in your water usage, based on the same quarter the previous year. If this isn't suitable, we may use the most recent quarter or a mutually agreed period instead.

### How can you apply?

You don't need to apply. We identify affected homes based on information from the NSW Rural Fire Service. We automatically credit the allowance on the bill after the fire.

If you think you should have received the allowance, but haven't, contact us on 13 20 92.

## 2.3. Water sampling allowance

As part of our water quality testing program, we continually monitor the water supply to ensure it complies with the [Australian Drinking Water Guidelines \(2011\)](#). We take samples from some customers' taps each month for testing.

### What is the allowance?

To make up for the water we use for testing and to thank you for your co-operation, we give \$15 a year to customers who take part in our testing program. We automatically credit your bill in the April – June quarter each year.

### How can you apply?

If we'd like you to be part this program, we'll ask you in writing.

## 2.4. Kidney dialysis water use allowance

We give an allowance to customers who use a registered haemodialysis machine at home. If you're renting a property, talk to your landlord or managing agent about this allowance.

If you move house, ensure your dialysis centre tells us so we can transfer the allowance to your new address.

### **What is the allowance?**

We give an allowance of up to of up to 400 kL a year (100 kL each quarter) to registered kidney dialysis customers. Renal physicians and dialysis centres consider this appropriate for dialysis needs.

### **How can you apply?**

You don't need to apply. Your hospital or dialysis centre will arrange the allowance for you. If you don't currently get an allowance and believe you should, ask your dialysis centre to contact us on 13 20 92.

## **2.5. Temporary service allowance**

We may need to install a temporary water pipe when we're working on our system. This helps ensure you continue to receive a water supply until the normal service is restored.

We give an allowance if we connect a temporary water pipe to your property and you supply water to your neighbour. You must have a meter to qualify.

### **What is the allowance?**

We give a \$50 allowance to make up for the water used by your neighbour through the temporary service. If your neighbour uses more than \$50 worth of water, we may consider an additional allowance.

### **How can you apply?**

You don't need to apply. We automatically credit the allowance on the next bill after we connect the temporary service.

If you think you should have received the allowance, but haven't, contact us on 13 20 92.

## **3. Service faults**

Under our [Customer Contract](#), we'll provide you with:

- a continuous water and wastewater service
- clean drinking water suitable for normal domestic purposes
- water at a pressure that is adequate for domestic and commercial uses (15 metres head of pressure at the point of connection to our system).

We may give you a credit on your bill or other help if we don't meet our commitments to you.

### **How can you apply?**

In most cases we automatically identify affected properties and credit your next bill. If you haven't received a rebate and think you're entitled to one, please contact us on 13 20 92.

| Rebate                     | What we'll give you   | Who is eligible   |
|----------------------------|---|---|
| Water service interruption | <ul style="list-style-type: none"> <li>A \$35 rebate if you have <b>one planned or unplanned interruption for over five hours</b>.</li> <li>A full credit of your water service charge for the next 12 months (four quarters), if you have <b>three or more unplanned interruptions of over one hour</b> in a year.</li> </ul>  | Identified properties affected by a water disruption.                 |
| Low water pressure         | <ul style="list-style-type: none"> <li>A \$35 rebate if your water pressure falls <b>below 15 metres head</b> of pressure at the point of connection to our system for 15 minutes or more (not due to a service interruption).</li> <li>Only one rebate in any quarter.</li> </ul>  | Identified properties identified through pressure monitoring.         |
| Wastewater overflow        | <ul style="list-style-type: none"> <li>A \$60 rebate if you have a wastewater overflow on your property due to a Sydney Water fault.</li> <li>A full credit of your wastewater service charge for the next 12 months (four quarters), if you have more than one wastewater overflow in a year.</li> </ul>   | Identified properties affected by a wastewater disruption.            |
| Dirty water                | <ul style="list-style-type: none"> <li>A \$35 rebate if your water supply is dirty or unsuitable for normal household use.</li> <li>If your property, including clothes, household furniture or fittings, has been damaged by dirty water, you can send a claim for us to clean, replace or repair the damaged items.</li> </ul> <p><b>Note:</b> These rebates don't apply if the cause of the problem is in your private water service</p> | Identified properties receiving dirty water caused by our activities. |
| Boil water alert           | <ul style="list-style-type: none"> <li>A \$35 rebate if NSW Health issues a 'Boil water alert' due to contaminated drinking water supplies.</li> </ul>  | Identified properties in affected areas.                              |

## 4. Claims for damages

If we damage your property or you're injured because of our activities or service failures, you may be able to claim for:

- out of pocket expenses
- damaged items
- property repairs
- an alternate water supply
- emergency accommodation.

You must make your initial claim through your insurance company. If you're not covered by insurance, you can make a claim by submitting a completed [Notification of incident form](#).

We'll respond within five working days to confirm:

- how we'll investigate your claim
- how long our investigation will take
- if we need more information from you.

## 5. Definitions

| Term                    | Definition   |
|-------------------------|--|
| Allowance               | A sum of money or a free allocation of water that is credited to your bill   |
| Class 3 bushfire        | This is a major bushfire that the NSW Rural Fire Service declares under section 44 of the <i>Rural Fires Act 1997</i> .  |
| Concealed leak          | Water escaping from pipes that are hidden from view, usually below ground  |
| Private water service   | All water service pipes, including recycled water service pipes, fixtures and fittings on the customer's side of the water meter (or one metre inside the property boundary if there's no meter) |
| Temporary water service | A temporary connection from a customer's private water service to a Sydney Water main or a neighbour's private service during repairs or upgrades  |