

# Residential Water Saving Rebate

Showers, spouts, mixers, aerators and flow control



## Tap into Council's Residential Water Saving Rebate and you can get up to \$100 back for eligible water saving products.

### What is the rebate for?

Council offers a water-saving rebate to Tweed households connected to the town water supply. Whether you are a homeowner, tenant or landlord, you can save money and the environment by saving water.

The rebate is available for water-saving products and devices including showers, basin and sink spouts, mixers, aerators and flow-control valves plus the associated installation costs.

Depending on your existing shower, a 3-star WELS-rated shower uses up to 40% less water. A 4-star WELS-rated aerator or replacement spout or mixer can halve the amount of water you use in your basin or sink. For the average household, this means a total saving of around 16,000 litres every year and additional savings on hot water costs. That's a possible saving of \$100 a year, based on current water usage charges and typical hot water costs.

### Who can apply?

- Tweed households connected to town water.
- Tweed homeowners, occupiers or landlords.
- Authorised managing agents of Tweed properties where products are installed.
- Tweed tenants – property owners or authorised managing agents will need to sign the application form.

### How does the rebate work?

The rebate is 50% of the combined cost of eligible products and installation costs up to a maximum rebate of \$100.

1. Buy or choose the correct products up front or from the plumber (keep the receipts and paid invoices).

2. Have a licensed plumber install the products (keep the receipt or paid invoice).
3. Fill out the application form as fully as possible.
4. Attach the receipts and paid invoices to your application form, including the plumber's invoice.
5. Send the completed application form and all receipts and invoices to Council to claim the discount.

Claims normally take up to 4 weeks to finalise. Council will send a cheque for the refunded amount to the applicant named on the application form.

### What products or devices are allowed?

To be eligible for the rebate, products must have the following WELS ratings as a minimum. WELS is the Australian Government's Water Efficiency Labelling and Standards Scheme.

Showers must be at least 3-star WELS-rated with an average flow rate of 7.5 to 9 litres per minute. Replacement spouts and mixers on basins and sinks must be at least 4-star WELS-rated with an average flow rate of 6 to 7.5 litres per minute.

Aerators that screw into or onto the outlets of existing spouts or mixers must be at least 4-star WELS-rated with an average flow rate of 6 to 7.5 litres per minute.

Flow control valves installed in the water supply pipes (in-line) or in the taps (in-tap) must be 4-star WELS-rated with an average flow rate of 6 to 7.5 litres per minute.

For more information about the WELS ratings of specific products, visit [waterrating.gov.au](http://waterrating.gov.au).

### What do I have to do to qualify?

- Replace existing showers, spouts, mixers and aerators or reduce the water flow rate on existing showers, basins and sinks. The rebate does not cover new dwellings, new developments or major renovations subject to the NSW Government's BASIX requirements.

- Have a licensed plumber install the products and devices and keep the plumber's receipt.
- Claim any combination of eligible products and/or devices with an individual limit of two showers and/or two spouts/mixers and/or two aerators and/or four flow control valves.
- Claim no more than one refund per water customer account (i.e. per household or dwelling).
- Complete the application form as fully as possible, attach copies of all relevant sales receipts and/or a copy of the plumber's account and send the completed form and all receipts to Council.
- Agree to refund the rebate received if you remove, return or exchange any of the water-saving products within 12 months.
- Agree to allow Council to audit the premises to verify new showers, spouts, mixers, aerators and flow control valves have been installed satisfactorily.

## Products that do not qualify

Restrictors are not eligible for the refund. A restrictor is usually a disc with a small hole in the centre that limits the amount of water that can flow through. They are not eligible for the rebate because they can be removed easily, affecting the performance of showers and tapware.

## Additional things to know

The installation of products and devices must be carried out by licensed plumbers. This ensures products are installed correctly and perform as expected.

Showers, spouts, mixers, aerators and flow control valves can be purchased from any plumbing retailer, hardware shop or plumber. Receipts for all claimed products and the associated installation costs and/or a copy of the plumber's account must be attached to the completed application form.

The form should clearly show the make and model number of claimed products so WELS ratings can be verified.

If you are renting, you need to encourage your landlord or managing agent to sign the application form. Installing products and devices as part of this offer involves changing internal plumbing fittings inside homes. The fittings are permanent and become part of the properties. This should therefore only be done with the permission of landlords or managing agents.

The refund does not cover products and devices installed in new dwellings, new developments or major renovations subject to the NSW Government's BASIX requirements.

## Where can I get an application form?

Go to [tweed.nsw.gov.au/residential-water-rebates](http://tweed.nsw.gov.au/residential-water-rebates) or call Council on 02 6670 2400. You can pick up a form from the Murwillumbah Civic and Cultural Centre or the Tweed Heads Administration Office (see below).

## Where do I send the completed application form?

Please return the completed form with copies of all relevant receipts to:

Water Saving Rebates  
Tweed Shire Council  
PO Box 816  
Murwillumbah NSW 2484

Or deliver in person to:

- Murwillumbah Civic and Cultural Centre, Tumbulgum Road, Murwillumbah
- Tweed Heads Administration Office, Brett Street, Tweed Heads.

## Where can I get more information?

For details about Council's water saving programs, go to [tweed.nsw.gov.au/water-savings-restrictions](http://tweed.nsw.gov.au/water-savings-restrictions).

You can always call us on 02 6670 2400 or email [tsc@tweed.nsw.gov.au](mailto:tsc@tweed.nsw.gov.au).