

# Private Water Pensioner Rebate Scheme Application

## Form Preview

### About this Application

\* indicates a required field

### Instructions for Applicants

Thank you for your interest in the **NSW Private Water Scheme Pensioner Rebate**.

The Department of Climate Change, Energy, the Environment and Water pays the NSW Private Water Scheme Pensioner Rebates once each financial year. The Department processes applications according to the date we receive them. Incomplete applications or applications submitted without the required supporting documentation may be delayed while additional information is requested.

#### Before you begin your application, please ensure you have:

- Your valid Pensioner Concession Card or eligible Department of Veterans' Affairs (DVA) card
- A copy of your 2026/2027 water and/or wastewater (sewerage) bill issued by one of the eligible private water scheme retailers listed in [Licensed Private Water Schemes Table](#)
- Your bank account details (BSB and Account Number)

#### Application Number

This field is read only.

The identification number or code for this submission.

### Program details

The **NSW Private Water Scheme Pensioner Rebates** provide financial assistance to eligible pensioners who receive drinking water and/or wastewater services from a licensed private water utility in New South Wales.

This application is for eligible pensioners who own and live in their principal place of residence that is serviced by an eligible private water scheme licensed under the **Water Industry Competition Act 2006** and shown on the below table.

#### Licensed Private Water Schemes Table

| Scheme name/location | Billers name/licensed retailer | Drinking water charges | Wastewater charges |
|----------------------|--------------------------------|------------------------|--------------------|
|----------------------|--------------------------------|------------------------|--------------------|

|                |                                                  |      |     |
|----------------|--------------------------------------------------|------|-----|
| Box Hill North | *Box Hill Water / Altogether Water Group Pty Ltd | **No | Yes |
|----------------|--------------------------------------------------|------|-----|

|                    |            |     |     |
|--------------------|------------|-----|-----|
| Catherine Hill Bay | Solo Water | Yes | Yes |
|--------------------|------------|-----|-----|

|                           |                                                     |       |     |
|---------------------------|-----------------------------------------------------|-------|-----|
| Central Park, Chippendale | Central Park Water / Altogether Water Group Pty Ltd | **Yes | Yes |
|---------------------------|-----------------------------------------------------|-------|-----|

|                  |                                                   |       |     |
|------------------|---------------------------------------------------|-------|-----|
| Cooranbong North | Cooranbong Water / Altogether Water Group Pty Ltd | **Yes | Yes |
|------------------|---------------------------------------------------|-------|-----|

|                               |                                                        |       |     |
|-------------------------------|--------------------------------------------------------|-------|-----|
| Discovery Point, Wollie Creek | Discovery Point Water / Altogether Water Group Pty Ltd | **Yes | Yes |
|-------------------------------|--------------------------------------------------------|-------|-----|

|          |                           |    |     |
|----------|---------------------------|----|-----|
| Gundaroo | Kyeema Wastewater Pty Ltd | No | Yes |
|----------|---------------------------|----|-----|

|         |                                                |       |     |
|---------|------------------------------------------------|-------|-----|
| Huntlee | Huntlee Water / Altogether Water Group Pty Ltd | **Yes | Yes |
|---------|------------------------------------------------|-------|-----|

|           |                                                   |      |     |
|-----------|---------------------------------------------------|------|-----|
| Pitt Town | *Pitt Town Water / Altogether Water Group Pty Ltd | **No | Yes |
|-----------|---------------------------------------------------|------|-----|

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Shepherds Bay, MeadowbankShepherds Bay Water / Altogether Water Group Pty Ltd\*\*YesYes

\*Customers of some private water schemes are billed directly by their local public water utility (for example, Sydney Water) for their drinking water. These schemes are marked with an asterisk (\*). Customers of these schemes are only eligible to receive the private water rebate on their wastewater service charges and should apply to their local public water utility for a pensioner rebate on their drinking water service charges (the utility's contact details will be on the drinking water bill). The [Pensioner Water Rebate](#) webpage also has links to some of the public water utilities' pensioner rebates.

\*\*Altogether Group Pty Ltd, previously known as Flow Systems.

Eligible applicants may receive a rebate of up to **\$679.20** per financial year, comprising:

- **Up to \$105.26** towards fixed drinking water service charges; and
- **Up to \$573.94** towards fixed wastewater (sewerage) service charges.

This online application allows eligible applicants to apply for the rebate by providing their details, confirming their eligibility, and submitting the required supporting documentation.

**Important:** *Customers of some eligible private water schemes are billed directly by their local public water utility (for example, Sydney Water) for drinking water services. These customers are only eligible to receive the private water rebate on their wastewater (sewerage) service charges through this application and should apply directly to their local public water utility for any eligible drinking water pensioner rebate.*

### Rebate Program Name

This field is read only.

The program this submission is in.

## Eligibility Requirements

To be eligible for the **NSW Private Water Scheme Pensioner Rebates**, you must:

- Have been an **owner of a residence** serviced by one of the **eligible private water schemes** during the applicable financial year. This must also have been your **principal place of residence** during this period. A list of eligible private water schemes is available **here**. (link to the table)
- Have been a **customer of the retailer** of the eligible private water scheme during the applicable financial year.
- Not have received a **pensioner rebate** on your water and/or wastewater charges for any other property in New South Wales or from another source during the applicable financial year.
- Have received **bills in your name** from that retailer for the supply of **drinking water and/or wastewater (sewerage) services** to that residence during the applicable financial year.
- During the applicable financial year, have held either:
  - a **Pensioner Concession Card** issued by **Services Australia** or the **Department of Veterans' Affairs**; or
  - a **Department of Veterans' Affairs Gold Card** endorsed with:
    - War Widow or War Widower
    - Extreme Disablement Adjustment (EDA)
    - Totally and Temporarily Incapacitated (TTI)

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- Totally and Permanently Incapacitated (TPI); or
- a **Department of Veterans' Affairs Intermediate Rate Pension**.

**I confirm that I have read and understood the eligibility requirements and believe I am eligible to apply for the NSW Private Water Scheme Pensioner Rebates. \***

☐ Yes

### Need Help?

If you have any questions about the **NSW Private Water Scheme Pensioner Rebate** or require assistance completing your application, please contact us:

**Email:** [private.water.rebates@pwr.planning.nsw.gov.au](mailto:private.water.rebates@pwr.planning.nsw.gov.au) **Phone:** (02) 3816 2771

### Alternative Submission Methods

If you are unable to submit your application online, you can send your completed application form and supporting documentation by:

**Email:** [private.water.rebates@pwr.planning.nsw.gov.au](mailto:private.water.rebates@pwr.planning.nsw.gov.au)

**Post:** NSW Private Water Scheme Pensioner Rebates PO Box 435 Parramatta NSW 2124

### Support Services

The following services are available if you require additional assistance.

ServicePhone

National Relay Service 1300 555 727

TTY Users 133 677

Translation and Interpreter Service (TIS National) 131 450

Services Australia (Centrelink) 132 300

Department of Veterans' Affairs (DVA) 133 254

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# Private Water Pensioner Rebate Scheme Application

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### Applicant Details

\* indicates a required field

#### Applicant card details

**Note:** Commonwealth Seniors Health Card holders are not eligible for this rebate.

**Select which number you are providing for this application: \***

- ☐ CRN Number (Dept. of Human Services)  
☐ DVA Number (Dept. of Veterans' Affairs)

**CRN Number (Dept. of Human Services) \***

Must be equal to 10 characters.

**DVA Number (Dept. of Veterans' Affairs) \***

Must be equal to 8 characters.

#### Applicant name

**Note:** Only one water rebate and one wastewater (sewerage) rebate payment will be paid per household, each financial year, regardless of the number of eligible residents. The applicant name must match the customer name on the bill and on the concession card.

**Applicant First & Last Name \***

First Name

Last Name

#### Applicant address

**Note:** This must be your principal place of residence.

**Principal Address \***

Address

  

Address Line 1, Suburb/Town, State/Province, and Postcode are required.

**Postal Address \***

Address

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Address Line 1, Suburb/Town, State/Province, Postcode, and Country are required.

**Daytime Phone Number**

\*

Must be an Australian phone number.

**Email Address \***

Must be an email address.

## Property, Rebate & Payment Details

\* indicates a required field

### Scheme name / location and biller name / licensed retailer

The below table provides a list of Licensed Private Water Schemes eligible under this rebate program

#### Licensed Private Water Schemes Table

Scheme name/locationBiller name/licensed retailerDrinking water chargesWastewater charges

Box Hill North\*Box Hill Water / Altogether Water Group Pty Ltd\*\*NoYes

Catherine Hill BaySolo WaterYesYes

Central Park, ChippendaleCentral Park Water / Altogether Water Group Pty Ltd\*\*YesYes

Cooranbong NorthCooranbong Water / Altogether Water Group Pty Ltd\*\*YesYes

Discovery Point, Wolli CreekDiscovery Point Water / Altogether Water Group Pty Ltd\*\*YesYes

GundarooKyeema Wastewater Pty LtdNoYes

HuntleeHuntlee Water / Altogether Water Group Pty Ltd\*\*YesYes

Pitt Town\*Pitt Town Water / Altogether Water Group Pty Ltd\*\*NoYes

Shepherds Bay, MeadowbankShepherds Bay Water / Altogether Water Group Pty Ltd\*\*YesYes

\*Customers of some private water schemes are billed directly by their local public water utility (for example, Sydney Water) for their drinking water. These schemes are marked with an asterisk (\*). Customers of these schemes are only eligible to receive the private water rebate on their wastewater service charges and should apply to their local public water utility for a pensioner rebate on their drinking water service charges (the utility's contact details will be on the drinking water bill). The [Pensioner Water Rebate](#) webpage also has links to some of the public water utilities' pensioner rebates.

\*\*Altogether Group Pty Ltd, previously known as Flow Systems.

**Select the scheme name / location you are applying under \***

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Select the Biller name /  
licensed retailer you are  
applying under \*

### Important information about your water bill

You must include with your application a copy of a water/wastewater (sewerage) bill issued by one of the private water scheme retailers listed in the [Licensed Private Water Schemes table](#).

The bill must:

- have been issued in the 2026-2027 financial year
- include your name and residential address
- confirm you received drinking water and/or wastewater (sewerage) services in the 2026-2027 financial year
- be in PDF or JPEG format if you are submitting your application by email.

\*

Attach a file:

### Payment Details

**Note:** The Department of Climate Change, Energy, the Environment and Water requires all rebate payments to be deposited into your nominated bank account. The Department will not pay rebates by cheque.

Bank Name \*

### Applicant Bank Details

Account Name

BSB Number

Account Number

Must be a valid Australian bank account format.

Account Name

BSB Number

Account Number

### Declaration & Authorisation

\* indicates a required field

# Private Water Pensioner Rebate Scheme Application

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### Declaration & Authorisation

**Please check the box to confirm \***

- ☐ I declare that the residential address provided in this application was my principal place of residence during the 2026-2027 financial year.
- ☐ I did not receive a pensioner rebate on water and/or wastewater (sewerage) services at any other property in NSW or from any other source in the 2026-2027 financial year.
- ☐ I have read and understood the information in this application.
- ☐ I declare that all information provided in this application is, to the best of my knowledge, true and correct.
- ☐ I have included a copy of my water/wastewater (sewerage) bill received in the 2026-2027 financial year with this application.

At least 5 choices and no more than 5 choices may be selected.

**I authorise:**• the Department of Climate Change, Energy, the Environment and Water to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my Centrelink customer details and concession card status to enable the department to determine if I qualify for a concession, rebate or service, Services Australia to provide the results of that enquiry to the Department. • the Department of Climate Change, Energy, the Environment and Water to contact the retailer of the private water scheme of which I am a customer, if necessary, to verify any information provided by me • the retailer of the private water scheme of which I am a customer to provide the results of that enquiry to the Department of Climate Change, Energy, the Environment and Water. **I understand that:**• it is my responsibility to notify the Department of Climate Change, Energy, the Environment and Water of any changes to this information • Services Australia will use information I have provided to the Department of Climate Change, Energy, the Environment and Water to confirm my eligibility for the NSW Private Water Scheme Pensioner Rebates and will disclose personal information to the Department of Climate Change, Energy, the Environment and Water, including my name/address/payment type/payment status and concession card type and status • this consent, once signed, remains valid while I am a customer of the Department of Climate Change, Energy, the Environment and Water unless I withdraw it by contacting the Department of Climate Change, Energy, the Environment and Water or Services Australia • I can get proof of my circumstances/details from Services Australia and provide it to the Department of Climate Change, Energy, the Environment and Water so my eligibility for the NSW Private Water Scheme Pensioner Rebates 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 NSW Private Water Scheme Pensioner Rebates provided by the Department of Climate Change, Energy, the Environment and Water.

**I agree \***

☐ Yes

**Name of authorised person \***

First Name

Last Name

**Date \***

Must be a date.

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### Privacy Statement

Applications for the NSW Private Water Scheme Pensioner Rebates are processed by the Department of Climate Change, Energy, the Environment and Water (the Department). The Department is subject to the Privacy and Personal Information Protection Act 1998 in managing your personal information. Any queries or complaints regarding privacy are handled by the Department's Information Access & Privacy unit. The Department is collecting your personal information for the purposes of processing your application for the NSW Private Water Scheme Pensioner Rebates (including assessing your eligibility), paying rebates to you if you are eligible, administering the rebates scheme and auditing the rebates program which may include surveying customer experiences. All information is stored on the Department's internal document management systems. The Department is located at 4 Parramatta Square, 12 Darcy Street, Parramatta NSW 2150. Your personal information will be used by relevant teams within the Department to process your application. The Department will disclose your CRN or DVA number to Services Australia to determine whether you qualify for the rebates. The Department may disclose your personal information to a third party engaged to carry out an audit of the rebates. The Department will not disclose your personal information to anybody else unless authorised by law. Applying for these rebates is voluntary. However, if you decide to apply, unless otherwise noted, all personal information requested directly from you must be provided for the Department to process your application. You have the right to access the personal information that the Department holds about you. You also have the right to request that the Department updates or amends this information. For further details, email: [private.water.rebates@pwr.planning.nsw.gov.au](mailto:private.water.rebates@pwr.planning.nsw.gov.au).