



# Allowances and rebates on your bill

## 1. Overview

### 1.1 At a glance

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

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

### 1.2 Scope

This policy may apply to you if, you:

- have a hidden leak on your property
- are affected by bushfires or other natural disasters
- are unable to live in your property because it is declared uninhabitable
- participate in our water quality testing program
- use a registered kidney dialysis machine at home
- supply water to your neighbours through their metered service
- have your water supply interrupted for over five hours
- have low water pressure for one hour or more
- have a wastewater overflow on your property
- have poor water quality
- want to claim for damages.

This policy does not apply if, your property:

- is wilfully damaged
- hasn't been occupied.

### 1.3 Objective

This policy allows us to fairly compensate customers who:

- have additional water use outside their control
- experience service faults
- can't occupy their property (based on certain conditions)
- want to claim for damages.

## 2. Allowances

### 2.1 Hidden leak allowance

If you've had a hidden leak, we may review the water use on your bill and give you an allowance. We'll only review your bill if:

- a licensed plumber repaired the leak
- you weren't aware of the leak – you couldn't see or hear it (as determined by your plumber)
- you maintained your water service – there weren't obvious defects that you didn't fix
- you tell us about the leak within a year of your licensed plumber repairing it
- you haven't had an allowance in the last five years on this property.

We won't review your bill if the leak:

- was visible – like damp soil or consistently wet grass
- was on a tap, or internal fitting like a toilet cistern, dishwasher or washing machine
- wasn't repaired by a licensed plumber
- was on vacant land
- was on an unoccupied property.

#### 2.1.1 What is the allowance?

Who	How it works
Home owners	<ul style="list-style-type: none"> <li>• We'll work out the allowance using the average amount of 550 litres per day for the affected period, unless other circumstances apply.</li> <li>• We'll cover 50% of the increase in water use. This applies to either drinking water or recycled water (if available).</li> <li>• We only give one allowance every five years at the same property.</li> </ul>
Pension – home owners Concession card holders who currently receive a pensioner concession	<ul style="list-style-type: none"> <li>• We'll work out the allowance using the average amount of 300 litres per day for the affected period, unless other circumstances apply.</li> <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. This applies to either drinking water or recycled water (if available).</li> <li>• We only give one allowance every five years at the same property.</li> </ul>
Business property owners	<ul style="list-style-type: none"> <li>• We'll cover 50% of the increase in water use. We only give one water use allowance every five years at the same property.</li> <li>• We'll cover 100% of the increase in wastewater use (if wastewater use charges apply). We'll cover each event for wastewater, there are no five-year limits.</li> </ul>

#### 2.1.2 How can you apply?

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

- contact a licensed plumber to locate and repair the leak
- fill out the 'Apply for a hidden leak allowance' form on our website. You must include all the details about the work the plumber did to repair the hidden leak including their invoice; or
- send the completed form with your plumber's invoice back to either:

**Email** casemanagementteam@sydneywater.com.au

**Fax** 1300 362 092  
**Post** Sydney Water  
Case Management Team  
PO Box 399  
PARRAMATTA NSW 2124

## 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.

### 2.2.1 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
- stop the fixed service charges for up to a year (four quarters). This starts from the quarter affected by the bushfire. If you've already paid these charges, we'll refund them
- charge you for water if you're still using it at the property
- replace your water meter free of charge if a bushfire has damaged it.

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

We'll give you a \$30 credit on your next bill if water was used to protect properties from fires within one kilometre of your home. It includes any water RFS uses from your private water service or swimming pool.

We base the credit on a maximum flow of four kilolitres over four hours. If this isn't suitable, we may use your past water use to work out the increase.

### 2.2.3 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, call us on 13 20 92.

## 2.3 Disaster allowance

We may give you an allowance if you've lost the use of your home after a disaster event. This may include properties destroyed or no longer liveable following a:

- flood or storm
- tornado
- fire that's accidental
- vehicle accident
- land slide or erosion.

We won't give assistance to you if damage is deliberate. We'll check the investigation report, police report or insurance claim.

### 2.3.1 What is the allowance?

To give you time to get your insurance sorted out, rebuild your home or sell it, we'll stop the wastewater service charges for up to a year (four quarters). This starts within the quarter the disaster occurs and continues for the following three quarters. We won't withdraw water usage or water services charges.

### 2.3.2 What happens if you have a damaged meter?

If a disaster destroys or damages your meter, we'll replace it free of charge.

### 2.3.3 How can you apply?

If your property has been destroyed or is no longer liveable, please call us on 13 20 92. You'll need to have the relevant claim or reference numbers when you call.

## 2.4 Uninhabitable property allowance

We may give you an allowance if your home is declared uninhabitable, by a relevant authority, because of something that you weren't responsible for. Examples may include properties:

- with structural defects or damage
- that are not deemed safe to live in.

The allowance will not be paid when the property is covered by:

- builders or developer's warranty
- building insurance
- other insurance.

Should any insurance cover become available after our allowance has been given, the allowance may need to be returned to us.

Not all cases of structural building damage will be eligible for an allowance. It will depend on the merits of each individual situation.

### 2.4.1 What is the allowance?

We'll:

- stop the fixed service charges for water and wastewater for three months (one quarter). This starts within the quarter where you could no longer live in your home (i.e. declared uninhabitable by a relevant authority). If you've already paid these charges, we'll refund them
- review your eligibility for the allowance on a quarterly basis. The allowance on service charges is capped at one year (four quarters)
- charge you for water if you're still using it at the property. This includes water use as measured through an individual or shared water meter (for e.g. master strata)
- replace your water meter free of charge if it's been damaged due to the structural building damage.

## 2.4.2 How can you apply?

If your home is declared uninhabitable for a long period of time, please call us on 13 20 92.

You'll need to provide evidence from a relevant authority stating that your home is uninhabitable. We may also request for additional information. Examples of a relevant authority include:

- structural engineers report
- court orders (regarding building or fire codes)

You can also send your request for an allowance and supporting information to:

**Email** casemanagementteam@sydneywater.com.au

**Fax** 1300 362 092

**Post** Sydney Water

Case Management Team

PO Box 399

PARRAMATTA NSW 2124

## 2.4.3 What if you can't go back to your home for a longer period, e.g. more than one year?

Please call us on 13 20 92. We'll assess your situation on a case-by-case basis.

## 2.5 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.

### 2.5.1 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.

### 2.5.2 How can you apply?

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

## 2.6 Kidney dialysis 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 to a new house, ensure your dialysis centre tells us so we can transfer the allowance to your new address.

### 2.6.1 What is the allowance?

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

## 2.6.2 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 call us on 13 20 92.

## 2.7 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.

### 2.7.1 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.

### 2.7.2 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, call us on 13 20 92.

## 3. Service faults

### 3.1 Rebates

If you have a service fault, we may give you a rebate on your next bill except if the fault in our system is caused by a disaster event.

#### 3.1.1 What are the rebates?

What it is	What we'll give you	Who's eligible
Planned water service interruption	<ul style="list-style-type: none"> <li>A \$20 rebate if you have a planned interruption for over five hours.</li> </ul>	Identified properties affected by a water disruption.
Unplanned water service interruption	<ul style="list-style-type: none"> <li>A \$40 rebate if you have an unplanned interruption for over five hours for each of up to two events.</li> <li>A full credit of your water service charge for the next 12 months (four quarters), if you have three or more unplanned interruptions, of over one hour for each event, in a rolling year (less any concession you are entitled to)..</li> </ul>	Identified properties affected by a water disruption.
Low water pressure	<ul style="list-style-type: none"> <li>A \$40 rebate if your water pressure falls below 15 metres head of pressure at the point of connection to our system for one hour or more (not due to a service interruption).</li> <li>Only one rebate in any quarter.</li> </ul> <p>Note: These rebates don't apply to customers in low pressure zones as detailed in the <i>Customer Contract</i>.</p>	Identified properties through pressure monitoring.

What it is	What we'll give you	Who's eligible
Wastewater overflow	<ul style="list-style-type: none"> <li>• A \$75 rebate if you have a wastewater overflow on your property due to a Sydney Water fault.</li> <li>• A \$150 rebate if you have two wastewater overflows on your property within a rolling year.</li> <li>• A full credit of your wastewater service charge for the next 12 months (four quarters), if you have three or more wastewater overflows in a rolling year (less any concession you are entitled to).</li> </ul>	Identified properties affected by a wastewater disruption.
Dirty water	<ul style="list-style-type: none"> <li>• A \$40 rebate if your water supply is dirty (unsuitable as drinking water).</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>Note: 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 \$50 rebate if NSW health issued a 'Boil water alert' due to contaminated drinking water supplies.</li> </ul>	Identified properties in affected areas.

### 3.1.2 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 call us on 13 20 92.

## 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
- what we'll do if we need more information from you.

## 5. Definitions

Term	Definition	Source
Allowance	A sum of money or a free allocation of water that is credited on your next bill.	
Class 3 bushfire	This is a major bushfire that the NSW Rural Fire Service declares under section 44 of the <a href="#">Rural Fires Act 1997</a> .	
Drinking water	Water intended primarily for human consumption but which has other personal, domestic or household uses such as bathing and showering.	
Hidden leak	Water escaping from pipes that are hidden and you could not see or hear the leak.	
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.	