

Government funded concession - Health Care Card, Social Security Benefit & Pensioner

The Department of Human Services (DHS) and other agencies offer a variety of concessions and benefits to eligible cardholders to assist low-income Victorians with water and sewerage bills. If you have a relevant concession card, you may be eligible for one of these concessions.

Customers who are holders of a concession card but live at a non-residential property are unable to claim a concession.

Water and sewerage concession

The water and sewerage concession provides a 50% discount off water and sewerage charges up to an annual maximum. For 2011/12 this maximum is \$270.20.

Customers who are billed for a single service, for example, water only, will receive 50% off water charges up to a maximum of \$135.10. Maximum concessions are increased each year in line with inflation.

Rural customers who reside on a farming property (non-residential) may be ineligible to claim a concession.

Eligibility

You must hold at least one of the following concession cards to be eligible for concessions:

- Pensioner Concession Card
- Health Care Card
- DVA Gold Card

Customers who hold a Health Care Card for child disability and foster care issued in the name of the child are not eligible to apply for the concession. Holders of Veterans Affairs Pensioner cards with dependents are also ineligible.

How can I apply?

To check eligibility call our Customer Contact Centre on 1300 363 200 and provide your concession card details.

Other concessions available to non-mains water users

DHS has a *Carted Water Rebate* available to eligible concession card holders, who do not have access to mains water. It assists cardholders not connected to reticulated or mains water with the costs of purchasing non-mains water for domestic usage, for example, when buying carted water for rainwater tanks, or buying water via a billing agent or water cooperative.

An application form must be completed and are available from DHS, Victorian Concessions Information Line on 1800 658 521 or <http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/forms-and-templates/non-mains-water-concession-application-form>.

The *Non-Mains Water Concession* assists cardholders who are not connected to mains water with the costs of water usage. The rebate for 2011/12 will range from \$101 – \$303 and is only available by contacting DHS.

