

Community Rebate Application

Register your community group or project for our Community Rebate

As part of the 2018 Pricing Submission, we committed to Customer and Community Rebates where nominated service standards were not met.

There are a total of 4 Community Rebates.

We will pay \$20,000 to a community in the event of a significant sewer spill to local waterways or the environment.

We will pay \$5000 to a community in the event:

- they experience poor water pressure and/or flowrate for a prolonged period that prevents day to day tasks
- we advise customers not to consume water because of a water quality issue
- taste, odour or colour of a town's water supply is affected by our infrastructure or treatment processes for more than 7 days.

To register your community group or project for a Community Rebate please complete this application.

This Community Rebate application is for: *Goornong*

Reason for rebate: Elevated levels of chlorine were recorded in the Goornong water supply between 8 July 2019 and 18 July 2019, prompting an investigation. The elevated levels recorded were higher than what is acceptable under the customer guidelines over a 7 day period. No customer complaints of changes to the taste, smell or look of the water supply were recorded during the same period. The water remained safe to drink and the issue was improved within a week.

We have determined that Goornong community groups and projects are eligible to receive a \$5,000 Community Rebate.

Applications close: January 31 2020

How will you spend the \$5,000 Community Rebate?

Who will benefit from the Community Rebate?

Organisation Name -----

Contact Name -----

Contact Number -----

Contact Email -----

Do you consent to collaborating with Coliban Water to work with your community group to compile a report for our stakeholders? How the money was spent, if the outcome was achieved, how it is impacting the community? Yes No

All applications are assessed by Coliban Water.
All decisions are final.

The successful applicants give permission to Coliban Water to share details of the project including photos and reports.

Applications can also be submitted by:
Email: communications@coliban.com.au
Post: Coliban Water, Box 2770, Bendigo DC, Victoria 3554
In person: 37-45 Bridge Street, Bendigo, Victoria 3550