

Application form for the 2025-2026 NSW Private Water Scheme Pensioner Rebates

You must submit your application by **30 June 2026** to receive the Private Water Scheme Pensioner Rebates for the **2025-2026** financial year.

This form is to be used by pensioners who own and live in a residence that is serviced by a private water scheme licensed under the *Water Industry Competition Act 2006* and listed in Table 1.

The total maximum value of the rebates is \$592.43 per year:

- \$97.20 for the rebate on fixed drinking water service charges; and
- \$495.23 for the rebate on fixed wastewater (sewerage) service charges

Note: Customers of some private water schemes are billed directly by their local public water utility (for example, Sydney Water) for their drinking water. Customers of these schemes are only eligible to receive the private water rebate on their wastewater (sewerage) service charges and should apply to their local public water utility for a pensioner rebate on their drinking water service charges.

Eligibility

To be eligible for these pensioner rebates, you must:

- Have been an owner of a residence serviced by one of the schemes licensed under the *Water Industry Competition Act 2006* and listed in Table 1 in the 2025-2026 financial year. This must also have been your principal place of residence during this period
- Have been a customer of the retailer of the privately operated water scheme during the 2025-2026 financial year;
- Not received a pensioner rebate on your water and sewerage charges at any other property in NSW or from another source in the 2025-2026 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 in the 2025-2026 financial year
- In the 2025-2026 financial year, held either a:
 - Pensioner Concession Card issued by Services Australia or the Department of Veterans' Affairs; or
 - Department of Veterans Affairs Gold Health Card marked with either:
 - War Widow or War Widower, or
 - Extreme Disablement Adjustment (EDA), or
 - Totally and Temporarily Incapacitated (TTI), or
 - Totally and Permanently Incapacitated (TPI); or
 - Department of Veterans' Affairs intermediate rate pension.

Note: You must provide a copy of one of your water/wastewater (sewerage) bills from the 2025-2026 financial year when lodging this form.

Where to send your completed form and attached bill

Email to: private.water.rebates@pwr.planning.nsw.gov.au

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

NSW Private Water Scheme Pensioner Rebates

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Table 1. Licensed Private Water Schemes

Scheme name/location	Billers name/Licensed retailer	Drinking water charges	Wastewater charges
Box Hill North*	Box Hill Water / Altogether Group Pty Ltd	No	Yes
Catherine Hill Bay	Solo Water	Yes	Yes
Central Park, Chippendale	Central Park Water / Altogether Group Pty Ltd	Yes	Yes
Cooranbong North	Cooranbong Water / Altogether Group Pty Ltd	Yes	Yes
Discovery Point, Wollie Creek	Discovery Point Water / Altogether Group Pty Ltd	Yes	Yes
Gundaroo*	Kyeema Wastewater Pty Ltd	No	Yes
Huntlee	Huntlee Water / Altogether Group Pty Ltd	Yes	Yes
Pitt Town*	Pitt Town Water / Altogether Group Pty Ltd	No	Yes
Shepherds Bay, Meadowbank	Shepherds Bay Water / Altogether Group Pty Ltd	Yes	Yes

***Note:** Schemes that are marked with an asterisk (*) in the above list do not bill residents for drinking water. Instead, the local public water utility (for example, Sydney Water) bills residents for drinking water.

Support services

Table 2. Contact numbers

Service	Phone
National Relay Service	1300 555 727
TTY Users	133 677
Translation and Interpreter Services	131 450
Services Australia (Centrelink)	132 300
Department of Veterans' Affairs (DVA)	133 254

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Applicant information

Applicant card details

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

CRN Number (Dept. of Human Services)	<table><tr><td></td><td></td><td></td></tr></table> - <table><tr><td></td><td></td><td></td></tr></table> - <table><tr><td></td><td></td><td></td><td></td></tr></table>										
DVA Number (Dept. of Veterans' Affairs)	<table><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>										

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.

Given Name:

Family Name:

Applicant address

Note: This must be your principal place of residence.

Lot/Unit number:.....Street Address:

Suburb: PostcodeNSW

Daytime Contact Number:

Postal Address (if different from above):

Suburb: Postcode:NSW

Email Address:

Scheme name / location and biller name / licensed retailer (select scheme from Table 1. above)

Scheme name / location:

Biller name / licensed retailer:

Applicant bank details

Bank Name:

Account Name: e.g. Mr S Smith

BSB Number:	<table><tr><td></td><td></td><td></td></tr></table> - <table><tr><td></td><td></td><td></td></tr></table>						

Account Number:	<table><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>										

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.

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Applicant declaration and authorisation

I, (insert name),....., confirm my principal place of residence in the 2025-2026 financial year was

(insert address):

Please tick ☐

☐ 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 2025-2026 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 2025-2026 financial year with this application.

Note: You must submit your application with the correct bill.

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](#).

Applicant signature: Date:

NSW Private Water Scheme Pensioner Rebates

2024-2025 Application form

Checklist

Please keep this page for your own information.

This form was authorised for use in July 2025.

Have you completed all sections of pages 3 and 4 and signed and dated the application form?

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.

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 Table 1 of the application form. The bill must:

- have been issued in the 2025-2026 financial year
- include your name and residential address
- confirm you received drinking water and/or wastewater (sewerage) services in the 2025-2026 financial year
- be in PDF or JPEG format if you are submitting your application by email.

Privacy Notice

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.

More information

- Email private.water.rebates@pwr.planning.nsw.gov.au, call (02) 3816 2771, or visit [NSW Private Water Scheme Pensioner Rebates | Water](#).

© State of New South Wales through the [Department of Climate Change, Energy, the Environment and Water](#) 2024. The information contained in this publication is based on knowledge and understanding at the time of writing (July 2025). However, because of advances in knowledge, users are reminded of the need to ensure that the information upon which they rely is up to date and to check the currency of the information with the appropriate officer of the [Department of Climate Change, Energy, the Environment and Water](#) or the user's independent adviser.