

Water Corporation Waterwise Plumbing Service Program

Terms and Conditions 2024-25 program – revised August 2024

The Waterwise Plumbing Service is a free and limited service available to Residential Scheme water users located in the selected 2024-25 regional Waterwise Towns list (see page for eligible towns). Water Corporation offers the Service to promote the efficient use of water and reduce wasted water for customers. The Service offers an Inspection of the plumbing at Your property by a Contractor employed by Water Corporation, who will determine whether any plumbing fixtures need to be repaired or replaced to improve water efficiency.

Registrations must be received by 1 May 2025 to be part of the current program, and the Service must be completed between 1 October 2024 and 30 June 2025. The Corporation has the right to close registrations early when the program budget is fully committed.

It is important you read and understand the terms and conditions before registering for the Program.

The Corporation offers the Service in accordance with the following terms and conditions. By participating in and registering for the Service, you are taken to have accepted these terms and conditions.

Definitions

The terms in these conditions have the following meaning:

- a. **Corporation:** the Water Corporation;
- b. **Inspection:** the Plumber's inspection of Your property to assess and document the water efficiency of plumbing fixtures at Your property;
- c. **Contractor:** a licensed plumber;
- d. **Program:** the Corporation's Waterwise Plumbing Service;
- e. **Service** means the plumbing services provided to repair, retrofit/replace plumbing fixtures, provided in accordance with the Program;
- f. **You;** the person wishing to participate in the Program;
- g. **Residential customer:** a customer not identified as a business customer;
- h. **Scheme:** water supplied by the Water Corporation through its drinking water supply network.

Eligibility

To qualify for this Program:

1. Your property must use Scheme water and be located in one of the eligible regional towns listed in the 2024-25 regional Waterwise Towns list available on the Water Corporation's website.
2. Tenants can apply for the Service but must obtain the owners' permission and are responsible for securing any permissions required.
3. Customers who received the service as part of previous years' offers are not eligible to apply for this service for the same property.
4. Where a Customer owns or manages multiple properties with different Corporation account numbers, the Service will be available for a maximum of three properties for sole accounts.
5. The Corporation may offer the Program to multi-residential lots or commercial businesses or both at its sole and absolute discretion.

Registration process

If You wish to participate in the Program:

6. You must register your interest through the form available on the website (<https://www.watercorporation.com.au/Waterwise/Waterwise-offers/Regional-Plumbing-Service>) by 1 May 2025, or unless closed earlier. You will be required to submit details about your property and provide the Water Corporation account number for the property to apply for the Service.
7. This Service is not designed for urgent works and will be scheduled in the order registrations are received.
8. If there are any issues registering, you can contact the Corporation on 08 9423 7117 or waterwise.towns@watercorporation.com.au.
9. By registering for this Program, You agree and consent to the Corporation providing Your name, address and contact details to the Plumber to arrange the Inspection and to undertake the Services.
10. The Plumber will contact you directly to schedule the Service, if the Plumber is unable to contact You after three attempts, the Service may be cancelled at the plumber's discretion.
11. The Corporation will make a note of Your participation in the Program on its internal customer database.

Inclusions

1. For **residential** properties, the Services are limited to:
 - a. an Inspection;
 - b. Repair of leaking showers, taps or toilet cisterns by conducting maintenance and replacement of worn valves/washers, where required;
 - c. Evaporative air conditioner system check and reset (if required).

Inefficient plumbing fixtures to be retrofitted and/or replaced with new water efficient fixtures as follows:

- a. Retrofit of appropriate WELS star rated taps (higher rated taps for hand basins compared with sinks) in kitchens and bathrooms;
 - b. Retrofit of 'WELS 4 star rated' (where appropriate) water efficient showerheads to deliver 7.5 litres per minute, replacing inefficient showerheads (fixed and flexible showerheads only);
 - c. Retrofit of 'WELS 4 star rated' aerators to sink/basin taps where suitable and required for greater efficiency to deliver 6 litres per minute;
 - d. Retrofit of 'WELS 4 star rated' toilets (4.5 litres per full flush and 3 litres per half flush) to replace single flush toilets or old high volume dual flush toilets.
2. For non-residential properties, where non-residential customers are offered the opportunity to participate in the Program, the Service will be limited to:
 - a. an Inspection;
 - b. Repair leaking taps, toilet cisterns and urinals at the property by conducting maintenance and replacing worn valves/washers where required (damaged tap fixtures/piping is not included)
 - c. Evaporative air conditioner system check and reset (if required).

Inefficient plumbing Fixtures to be retrofitted with new water efficient fixtures as follows:

- d. Retrofit standard taps with more robust external taps less likely to leak or be left running for caravan parks or similar sites where required;
- e. Retrofit of appropriate WELS star rated taps (higher rated taps for hand basins compared with sinks) in kitchens and bathrooms;
- f. Retrofit suitable 'WELS 4 star rated' water efficient showerheads to deliver 7.5 litres per minute, replacing inefficient showerheads (fixed and flexible showerheads only);
- g. Retrofit 'WELS 4 star rated' aerators to sink/basins taps where suitable and required for greater efficiency to deliver 6 litres per minute;
- h. Retrofit of 'WELS 4 star rated' toilets (4.5 litres per full flush and 3 litres per half flush) to replace single flush toilets or old high volume dual flush toilets.

Liability and Warranty

1. The Corporation provides no warranty regarding the suitability, capability or performance of the Eligible Products and the Waterwise Garden Irrigators.
2. The Corporation will not be liable for any damages, claims or loss whatsoever suffered as a result of the installation of an Eligible Product or the performance of an Eligible Service. unless, and only to the extent that, the Corporation has been negligent.

Privacy Statement

Personal information provided for the purposes of this Rebate will be collected, used, and disclosed in accordance with the Corporation's Privacy Policy. Details of this policy are available on our [Privacy Policy](#) page.