

Leak Assist Rebate – Terms and Conditions



The Leak Assist Rebate (**Rebate**) is available to residential property owners state-wide who are connected to Water Corporation scheme water to assist them in conserving water by identifying and repairing leaks.

The Water Corporation offers this Rebate in accordance with the following terms and conditions. By claiming a Rebate, you are taken to have accepted these terms and conditions.

Definitions

The terms in these conditions have the following meaning:

- a) **Corporation** means the Water Corporation;
- b) **Leak Allowance** means the Leak Allowance program, details of which can be found on the Water Corporation website: <https://www.watercorporation.com.au/-/media/WaterCorp/Documents/Help-and-advice/Water-issues/leak-allowance-eligibility-and-criteria.pdf>;
- c) **Licensed Plumber** means a person who holds a current plumbing license approved by the Plumbers Licensing Board;
- d) **Rebate** means the Leak Assist Rebate;
- e) **Service** means the plumbing services provided by the Licensed Plumber to identify and repair leaks which enable the Rebate to be claimed.

Availability

- 1. A Rebate of \$100 credit is available to customers who engage a Licensed Plumber to identify and repair leaks.
- 2. The Rebate is available from 12:01am on 8 July 2020 for Perth/Metro Mandurah residents and from 12:01am on 16 September 2020 for regional residents, connected to Water Corporation scheme water.
- 3. The Rebates offered are limited to 6,250 and must be claimed over the period of 8 July 2020 to 15 June 2021.
- 4. The Rebates will cease when the Rebate limit has been reached.
- 5. The Corporation will provide regular updates with remaining Rebates left to be claimed. Once the Rebate limit has been reached, this will be communicated via the Water Corporation website.

Eligibility Criteria

- 6. To be eligible for the Rebate, applicants must:
- 7. At the time of claiming a rebate, be 18 years of age or over; and
- 8. Occupy a residential property and connected to Water Corporation scheme water



9. The Rebate can only be claimed for paid invoices, issued by Licensed Plumbers for leak identification and repairs undertaken on or after the 8 July 2020.
10. Only one Rebate will be paid per incident and engagement of a Licensed Plumber (even if this one incident involves multiple visits to repair the leak/s). The maximum amount that can be claimed is \$100 even if the cost of identifying and/or repairing the leak(s) is more than \$100.
11. A Rebate cannot be claimed in addition to a Leak Allowance. The customer will receive either the Rebate or a Leak Allowance. If eligible for both programs the customer will receive the higher value offered by either the Rebate or Leak Allowance in accordance with the applicable terms and conditions of the respective programs.
12. Repairs must be undertaken by a Licensed Plumber.
13. Public sector bodies are not eligible to apply for or receive an allowance offered in the Leak Assist program. *Public sector body* has the same meaning given to it in the *Public Sector Management Act 1994*.
14. Final decisions regarding the Rebate eligibility will be made by the Water Corporation in its full and final discretion.

Application Process for the Leak Assist Rebate

15. To claim the Rebate, either the customer, or the Licensed Plumber must complete and submit an online application form along with proof of repair in the form of a copy of the tax invoice/s detailing the service provided, the date of repair, and the Licensed Plumber's license number.
16. The customer will receive a notice from the Corporation once a Rebate has been approved and a non-transferable Rebate of \$100 credit will be applied to the Corporation account associated with the property as nominated by the applicant following the date the application is approved.

Liability and Warranty

17. The Corporation is not liable for any damages, claims or loss whatsoever (including but not limited to direct and consequential loss), or for any property damage or personal injury suffered or sustained, as a result of you participating in the Rebate, including the performance of a Service unless, and only to the extent that, the Corporation has been negligent.
18. The Licensed Plumber will be responsible for managing all aspects of customer service associated with their products and services, including but not limited to bookings, installations, repairs, warranty claims and complaints.

Privacy statement

19. Personal information provided for the purposes of the Program will be collected, used and disclosed in accordance with Water Corporation's Privacy Policy. Details of this policy are available at <http://www.watercorporation.com.au/legal/privacy>.