Water Corporation Regional Waterwise Toilet Rebate

Terms and Conditions 2026/27 Program

The **Waterwise Toilet Rebate** is available to residential property owners in regional Western Australia who are located outside the Perth and Peel region and who are scheme water customers of Water Corporation.

The Rebate is available on the following Eligible Services completed by a Licensed Plumber:

Offer	Eligible Services	Rebate Amount
Offer 1	Purchase and installation of a new WELS 4-Star or 5-Star Rating toilet to replace an old single flush or dual flush toilet	A maximum amount of up to $400
Offer 2	Purchase and installation of a new WELS 5-Star Rating toilet with integrated hand basin to replace an old single flush or dual flush toilet	A maximum amount of up to $500 per toilet

The Corporation is offering the Rebate to improve water efficiency and reduce water waste. Single flush and early dual flush toilets can use significantly more water than modern water efficient toilets. Replacing older toilets with water efficient alternatives can assist in reducing household water consumption.

Unless otherwise notified by the Corporation, the Rebate is available during the Rebate Period and is subject to the Rebate Allocation.

It is important that you read and understand the terms and conditions below before you engage a Licensed Plumber to complete the works and apply for the Rebate.

The Corporation offers the Rebate in accordance with the following terms and conditions. By participating in and registering for the Rebate, you are taken to have accepted these terms and conditions. The Corporation reserves the right to vary or amend these terms and conditions at any time.

Definitions

The terms in these conditions have the following meaning:

a. **Corporation** means Water Corporation (ABN 28 003 434 917);
b. **Eligible Area** means regional Western Australia, excluding the Perth and Peel region;
c. **Eligible Services and Rebate Amount** means the eligible services and corresponding rebate amounts set out in the table above;
d. **Licensed Plumber** means a person qualified to carry out water supply, sanitary or drainage plumbing work in Western Australia who holds a current licence issued by the Plumbers Licensing Board;
e. **Rebate** means this Regional Waterwise Toilet Rebate 2026/27 Program;
f. **Rebate Allocation** means a total of 200 Rebates;
g. **Rebate Period** means the period from 1 July 2026 to 31 May 2027 (inclusive), or when the Rebate Allocation is reached, whichever occurs first;
h. **WELS Star Rating** means the product rating determined in accordance with the WELS standard (Australian Standard 6400:2016 Water efficient products - Rating and labelling).

WATER CORPORATION

Eligibility for the Rebate

The following conditions apply to be eligible for this Rebate:

1. The toilet must be installed at a residential property in an Eligible Area and that is connected to the Corporation's scheme water system.
2. The toilet must be installed by a Licensed Plumber. It is preferrable (but not mandatory) that the Licensed Plumber also be a waterwise plumber endorsed by the Corporation.
3. The new toilet must satisfy the requirements of an Eligible Service.
4. The toilet must replace an existing single flush toilet or an existing dual flush toilet. In determining whether an existing dual flush toilet is eligible for replacement, the Corporation will consider the photographs submitted as part of the application under condition 8.
5. The toilet must have been purchased and installed during the Rebate Period.
6. A tax invoice or receipt for the purchase and installation of the toilet must be issued by the Licensed Plumber and provided to the Corporation detailing:
    a. the residential property address where the toilet was replaced and installed;
    b. the installed WELS 4 or 5-Star Rating toilet make and model; and
    c. the total amount paid for the purchase of the toilet and installation works.
7. The registered proprietor(s) of the property or a property manager must apply for the Rebate.
8. The application must include the tax invoice/receipt in accordance with condition 6 above and 3 photographs including:
    a. Before Photographs (2 Required)
        i. one side view photograph of the old toilet; and
        ii. one front view photograph of the old toilet.
        iii. both photographs must show:
            - the full length of the toilet (including the bolts securing the pan to the floor);
            - the area surrounding the toilet; and
            - be taken before the old toilet is uninstalled.
    b. After Photograph (1 Required)
        i. one photograph showing the new toilet installed.
            - the photograph must clearly demonstrate that the new toilet has been installed in the same toilet/bathroom from which the old toilet was removed.
9. The Rebate can only be claimed if a toilet has been both purchased and installed. Claims for the purchase of a toilet without installation, or installation without the purchase of a toilet, are not eligible for the Rebate.
10. Customers can apply for the Rebate in accordance with conditions 11 to 18 below.

Claiming the Rebate

11. The Rebate can only be claimed by completing and submitting the application form found on the Corporation's website and must include the information set out in conditions 6 and 8 above.
12. A Rebate may only be claimed once in respect of each toilet. For each residential property or Water Corporation account number, a customer may claim:
    a. up to 2 Rebates under Offer 1; and
    b. up to 2 Rebates under Offer 2.

The total amount of Rebates payable for a residential property or Water Corporation account number will not exceed $1,000.

13. A customer may claim Rebates for more than one residential property, provided each property has a separate Water Corporation account number. For registered proprietors or property managers who own or manage multiple homes within a strata complex with a common account number, the Corporation will assess their eligibility to claim multiple Rebates within that complex on a case-by-case basis. The registered proprietor or property manager is required to email rebates@watercorporation.com.au regarding their individual claims.
14. For rental properties, the registered proprietor or property manager (not the tenant) must submit an application for a Rebate as any credit will be applied to the registered proprietor's account and not the tenant.
15. The Rebate is non-transferable and can only be claimed during the Rebate Period.
16. In determining whether customers are eligible for the Rebate, the Corporation will review the information contained in the application. The Corporation may approve or deny an application in its absolute discretion. The Corporation's decisions are final.
17. If the Corporation approves an application, then payment will be made by credit to the Corporation account number provided by the customer in the application form. The Corporation will not pay more than the applicant paid for the Eligible Services. The total amount of Rebates payable by the Corporation for a residential property or Water Corporation account number will not exceed $1,000.
18. Work undertaken in accordance with the Rebate may be audited by a Licensed Plumber or the Corporation.

Liability and Warranty

19. The Corporation does not warrant or represent:
    a. that the toilet is suitable for a particular property;
    b. that the toilet is fit for purpose or will function in accordance with the specifications; or
    c. any matter as to the performance or quality of the Licensed Plumber.
20. To the maximum extent permitted by law, the Corporation will not be liable for any loss, damage, claim, cost or expense suffered or incurred as a result of the installation of a toilet, the provision of an Eligible Service or the performance of a Licensed Plumber.
21. You acknowledge and agree that the relevant businesses that supplied the products and services will be responsible for managing all aspects of customer service associated with the products and services, including but not limited to scheduling, installations, warranty claims and complaints.

Privacy Statement

Personal information provided for the purposes of this Rebate/Program will be collected and used by the Corporation to assess, administer and deliver the Rebate/Program. The Corporation may disclose your personal information to third parties engaged to assist in administering the Rebate/Program, delivering related services and supporting water efficiency programs. Personal information will otherwise be collected, used and disclosed in accordance with the Corporation's Privacy Policy.