



# Water and sewerage concessions for Community Housing Providers and tenants

## Preamble

The purpose of this guide is to inform Community Housing Providers (CHPs) and their tenants of the concessions available for water and sewerage costs, along with practical information on how to apply for a concession. It is intended that CHPs can use this guide to assist their tenants, where possible, in claiming eligible concessions.

## Water concessions

Tenants residing in community housing properties, who are required to pay for their water supply and/or all water usage charges, as stated in their lease agreement, may be eligible for concessions on their water costs.

### *Eligibility requirements*

As a tenant you may be eligible if you have one of the following cards:

- a Pensioner Concession Card
- Gold Card from the Department of Veterans' Affairs (DVA)
  - Totally and Permanently Incapacitated (TPI)
  - Extreme Disablement Adjustment (EDA)
  - War Widow
- DVA Gold Card issued to a person with 80 or more overall impairment points under the *Military Rehabilitation and Compensation Act 2004*
- Low Income Health Care Card

OR

You receive one of the following eligible Centrelink payments:

- Newstart Allowance
- Sickness Allowance

- Widow Allowance
- Youth Allowance
- Partner Allowance
- Parenting Payment
- Special Benefit
- Community Development Employment Project (CDEP)
- New Enterprise Incentive Scheme (NEIS)
- ABSTUDY
- Austudy
- Farm Household Allowance
- War widow pension under legislation of the United Kingdom or New Zealand

OR

You can demonstrate that you and your spouse or domestic partner, meet low income provisions in the low income earners category. Current income limits are available at [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions) The income limits which are applicable from 20 September to 31 December 2017 are:

Status	Fortnightly income	Annual income
Single	\$642.80	\$16,712.80
Single with children	\$686.80	\$17,856.80
Partnered	\$1,181.00	\$30,706.00

#### *Water concession rates*

The water concession is calculated as 30% of the total annual bill for a financial year. The minimum and maximum amounts of water concessions available for 2017-18 are:

Concession	Minimum	Maximum
Tenants who pay for all water usage and supply charges	\$187.50	\$298.90
Tenants who pay for all water usage only	\$121.60	\$233.10

\*Tenants who pay a proportion of their water usage, at a level set by their CHP, are not eligible for a tenant water concession since they are only paying part usage and not all usage.

Water concessions are indexed each financial year and the current concession rates are available at [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions)

How you receive your water concession depends on whether or not your CHP owns the property that you reside in.

*CHP owned properties (single meters with SA Water accounts)*

If the property is owned by your CHP, the CHP's SA Water account will be credited with the water concession. The CHP is responsible for passing on this concession to you (the tenant) by deducting the concession amount from your water bill. If you are charged for all water usage and supply, you will receive the 'all water usage and supply' rate, including any 'top up' adjustment on the final quarter SA Water bill.

If you are charged for all water usage only, you will receive the 'all water usage only' rate, including any 'top up' adjustment on the final quarter SA Water bill. Any 'top up' adjustments are automatically passed on to the CHP's SA Water account.

*CHP owned properties operating a shared SA Water water meter*

If the property is owned by your CHP, the CHP will receive water concessions for each tenant who has applied and is eligible for a concession. The CHP will receive the concessions by electronic funds transfer (EFT) payment and they are responsible for passing on this concession to you (the tenant). ConcessionsSA provides a list of names of eligible tenants to the CHP to assist them with this.

*Properties not owned by the CHP (single meters and shared meters)*

Where the property is not owned by your CHP, you will receive the water concession directly from ConcessionsSA by EFT at either the 'all water usage and supply' or 'all water usage only' rates, depending what you are charged by the CHP according to your lease.

Once you have applied to ConcessionsSA for a water concession, and been assessed as eligible, you will automatically receive your water concession every three months (each financial quarter). The concession amount you receive will be one quarter of the minimum annual concession amount. At the end of the financial year i.e. after 30 June, you may be eligible for a 'top up' payment. For a 'top up' adjustment payment to be calculated, you must send all your water bills, for the financial year, to ConcessionsSA.

For 2017-18, if you pay for all water usage and supply:

- your quarterly concession payment will be \$46.88
- if your total annual water bill is more than \$625 you may get a top up
- your top up payment may be up to \$111.40

For 2017-18, if you pay for all water usage:

- your quarterly concession payment will be \$30.40
- if your total annual water bill is more than \$405 you may get a top up
- your top up payment may be up to \$111.50

## Sewerage concessions for CHP owned properties

For a property owned by a CHP, the CHP may be eligible for a sewerage concession if the tenant residing in that property meets the relevant eligibility criteria.

Where a CHP owned property is connected to an SA Water sewerage service, any relevant sewerage concession will be applied as a credit to the SA Water bill for that property.

Where a CHP owned property is connected to an SA Water sewerage service, and the property is on a shared water meter, any relevant sewerage concession will be paid direct to the CHP by EFT.

Where a CHP owned property is serviced by a Community Wastewater Management System (CWMS), any relevant sewerage concession will be paid direct to the CHP by EFT.

The CHP must contact ConcessionsSA to make sure each property serviced by a CWMS is noted in the ConcessionsSA data systems.

The maximum sewerage concession rate for 2017-18 is \$111.50 per annum, which is indexed each financial year.

## Applying for concessions

If you received concessions at your previous address you can update your details by calling the ConcessionsSA Hotline on 1800 307 758 or by updating your details online at [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions)

If you are a new applicant, to access concessions you must complete the Application for Concessions Energy, Water, Sewerage, Cost of Living Concession form (Form No. APC F500 05/17). You can apply online at [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions) or download the [form](#); completed forms should be returned via e-mail to [concessions@sa.gov.au](mailto:concessions@sa.gov.au) or posted to:

ConcessionsSA  
Reply Paid 292  
Adelaide SA 5000

You may find it useful to contact your CHP before you complete the form and someone from your CHP may be able to help you with completing it.

## Helpful tips for completing the form (by section)

### *Section A – About you*

Ensure you enter your details exactly as they appear on your Centrelink or Veteran's Affairs card. If you have recently moved into the property, ensure that you have first updated your address details with Centrelink or the Department of Veterans' Affairs (DVA).

### *Section B – Your living arrangements*

Ensure that you complete questions 3, 7 and 8. Questions 3 and 8 identify that you are a Community Housing tenant and remember to include the name of your CHP at question 8.

### *Section C – Information required for the Cost of Living Concession*

If on 1 July 2017, you were a Housing SA tenant and your tenancy has since transferred to a CHP, you must complete question 16. However, you are not required to provide your tenancy agreement as Concessions SA can access Housing SA records. Please note that applications for the 2017-18 Cost of Living Concession closed on 31 October 2017. Applications submitted after this date will be kept and assessed on 1 July 2018, for the 2018-19 Cost of Living Concession.

### *Section F – Information required for water and sewerage concessions*

Ensure that you complete question 28. If you are completing the form with help from your CHP, they can provide you with the CHP's SA Water account number for question 29 (if the CHP owns the property) – this assists ConcessionsSA in the processing of your application. If you are unsure, tick 'no' for question 28 and leave question 29 blank.

Ensure that you complete questions 31 and 32, depending on your individual circumstances and remember to include copies of your tenancy agreement and any water bills from your CHP.

### *Section H – Attachments*

Please ensure that you include a copy of your tenancy agreement with your application – this is evidence that you are a community housing tenant, and how the CHP charges you for water. Also include a copy of your most recent water bill (if applicable).

## Other helpful tips

- Ensure you have completed all relevant sections of the form, including your income details (Section D), your banking details (Section G) and signed the two declarations (Section I).
- All the bills must be in the name of the person applying for the concessions.
- The address for which you are claiming a concession must be your principal place of residence and appear on the bills.
- If you have received concessions but they appear to have stopped (e.g. after changing energy retailer or moving house) ring the **ConcessionsSA Hotline 1800 307 758** as they may be able to be reinstated over the telephone.
- You only have to apply for concessions once but remember to update ConcessionsSA if your circumstances change.
- If you move house, or change your income status, you must contact ConcessionsSA to update your details – otherwise your quarterly check against Centrelink records will fail and your concessions will be suspended.
- If you change your bank or open a different account you must contact ConcessionsSA to update your details so they can send your concession to the correct bank account.

## Further information

For further information on eligibility for concessions, assistance with making an application and any other enquiries please contact the **ConcessionsSA Hotline 1800 307 758** in the first instance. You can also visit [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions) online for more details or e-mail [concessions@sa.gov.au](mailto:concessions@sa.gov.au)