

Rainwater Tank Rebate Terms and Conditions

It is important that you read and understand the terms and conditions before engaging a Licensed Plumber to complete the works and apply for the Rainwater Tank Rebate. A **Licensed Plumber** is a plumber who holds a current plumbing license issued by the Plumbing Licensing Board under the Plumbing and Drainage Act 2011 (WA).

Eligible customers may apply for one of the following rebates:

- New rainwater tank and plumbing – maximum of \$1,000 rebate available for a new rainwater tank with a capacity of 2,000L or more that is plumbed in.
- Plumbing in an existing rainwater tank – maximum of \$500 rebate available for a rainwater tank with a capacity of 2,000L or more.
- Replacing an existing plumbed in rainwater tank – maximum of \$500 rebate available for a rainwater tank with a capacity of 2,000L or more.

Applications for the rebate will be open between 1 December 2025 and 31 May 2026 inclusive, or when the limit of rebates available is reached – whatever occurs first (the 'rebate period').

By participating in this program and applying for a rebate, you are deemed to have read, understood, and accepted these terms and conditions.

To be eligible for the Rainwater Tank Rebate:

1. You must be an Aqwest property owner i.e. own a property serviced by Aqwest.
2. The premises your application is submitted for must be connected to Aqwest Scheme water.
3. The product or service must have been purchased and installed or provided (as applicable) within the rebate period. If you are concerned that your rainwater tank will not be delivered and installed within the rebate period, please email waterefficiency@aqwest.com.au to discuss.
4. The works must be conducted by a Licensed Plumber.
5. You must not have claimed the rebate already.
6. The property owner or a property manager must apply for the rebate.
7. Ensure the rainwater tank has adequate mosquito controls. For further information, please see the link https://www.healthywa.wa.gov.au/Articles/U_Z/Water-tanks-on-your-property

To claim the Rebate:

8. The rebate can only be claimed by completing and submitting the application form found on Aqwest's website – www.aqwest.com.au and must include the following information:

- a. Details of the Licensed Plumber that performed the work.
 - b. The size (capacity) of the rainwater tank.
 - c. Certification that the rainwater tank meets all relevant standards and government requirements.
 - d. Certification that the rainwater tank is plumbed in and fully operational.
9. The application form must be accompanied by a copy of the paid invoice/receipt detailing:
 - a. The purchase of the eligible product; and/or
 - b. The performance of the eligible service by the Licensed Plumber.
 10. The rebate is non-transferable and can only be claimed during the rebate period.
 11. Aqwest will determine eligibility by reviewing the information contained in the application. Aqwest may approve or deny any application at its discretion and all decisions are final.
 12. If the rebate is approved by Aqwest, payment will be made by crediting the Aqwest account provided by the customer in the application.
 13. Work undertaken in relation to the rebate may be audited by Aqwest or a Licensed Plumber.

You:

14. Acknowledge and agree that the relevant businesses that supplied the products and services are responsible for managing all aspects of customer service including but not limited to scheduling, installations, warranty claims and complaints.

Aqwest is not responsible for:

15. Determining the suitability of a product or service for a particular property.
16. Ensuring that the product or service is fit for purpose or will function in accordance with the specifications
17. The installation, maintenance, operation, alteration or replacement of the eligible rainwater tank.
18. Any matter regarding the performance or quality of the Licensed Plumber.
19. Liability for any damages, claims or loss suffered as a result of the installation of the product or the performance of the Licensed Plumber.

Additional Terms and Conditions:

20. The eligible products or services may come with guarantees that cannot be excluded under the Australian Consumer Law.
21. For avoidance of doubt, Aqwest is not the manufacturer or supplier of the products or the service provider.
22. To obtain your warranty please contact the relevant manufacturer or service provider directly.
23. You may be entitled to compensation for any reasonably foreseeable loss or damage from the manufacturer or service provider. Aqwest is not responsible for any associated costs, loss or damage



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incurred by participating in the Rainwater Tank Rebate. If the eligible products or services cause you any costs, loss or damage, you should contact the relevant manufacturer or service provider directly.