

Dual Flush Toilet Rebate Terms and Conditions 2026/2027 Program

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 Dual Flush Toilet 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).

A Rebate of \$400 is available to eligible customers to purchase and install a new WELS (Water Efficiency Labelling and Standards) 4-Star or 5-Star Rating dual flush toilet to replace an existing single flush or old dual flush toilet. A Rebate of \$500 is available on the purchase and install of a WELS 5-Star Rating toilet with integrated hand basin to replace a single flush or old dual flush toilet. A maximum of 2 Rebates are available per residential property where there are two eligible toilets, with the value of each rebate (\$400 or \$500) determined by the type of toilet installed.

Applications for the Rebate will be open between 1 July 2026 and 31 May 2027 inclusive, or when the funding allocated to the program is exhausted – 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 Dual Flush Toilet 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 purchase and installation of the eligible dual flush toilet must have been completed within the Rebate period.
4. The product must be a WELS 4-star Rating (or higher) dual flush toilet.
5. The toilet must replace an existing single flush toilet or an existing dual flush toilet installed before 1995.
6. An existing dual flush toilet is only eligible if it was installed before 1995. Dual flush toilets installed before 1995 have four bolts securing the pan to the floor; if the toilet has fewer than four bolts, it is not old enough to qualify.
7. The toilet must be installed by a Licensed Plumber.
8. You must apply for the Rebate within 30 days of the installation of your eligible dual flush toilet.
9. A tax invoice or receipt for the purchase and installation of the toilet must be issued by the Licensed Plumber and provided to Aqwest detailing:
 - a. The residential property address where the toilet was replaced and installed.
 - b. The WELS 4-star or 5-star Rating toilet make and model; and
 - c. The total amount paid for the purchase of the toilet and installation works.
10. The property owner must apply for the Rebate.

11. The application must include the tax invoice or receipt and include photographs showing the existing toilet being replaced and the new dual flush toilet installed. For each toilet claimed, the photographs must include a front view of the existing toilet showing the flush button(s), a side view showing the bolts at the base of the pan (to confirm a pre-1995 dual flush toilet), and a photograph of the new toilet installed. The photographs must also clearly show the area surrounding the toilet to demonstrate that the dual flush toilet has been installed in the same toilet or bathroom that the existing toilet was removed from.
12. The Rebate can only be claimed if an eligible dual flush toilet has been purchased and installed. It cannot be claimed for an individual toilet purchase only or installation only.

To claim the Rebate:

13. 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 information specified in the eligibility requirements above.
14. The Rebate can only be claimed once per eligible toilet, with a maximum of 2 toilets per residential property. A customer can claim multiple Rebates if they own more than one residential property with different Aqwest account numbers.
15. For registered proprietors or property managers who own or manage multiple homes within a strata complex with a shared account number, Aqwest will assess eligibility to claim multiple Rebates within that complex on a case-by-case basis. Please email waterefficiency@aqwest.com.au regarding individual claims.
16. For rental properties, the property owner or property manager must submit an application for a Rebate as any credit will be applied to the owner’s account not the tenants.
17. The Rebate is non-transferable and can only be claimed during the Rebate period.
18. 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.
19. If the Rebate is approved by Aqwest, payment will be made by crediting the Aqwest account provided by the customer in the application, within 60 days of receiving a complete application.
20. Work undertaken in relation to the Rebate may be audited by Aqwest or a Licensed Plumber.

You:

21. 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:

22. Determining the suitability of the eligible dual flush toilet for a particular property.
23. Ensuring that the eligible dual flush toilet is fit for purpose or will function in accordance with the specifications.
24. The installation, maintenance, operation, alteration or replacement of the existing single flush toilet or the eligible dual flush toilet.
25. Any matter regarding the performance or quality of the Licensed Plumber.
26. Liability for any damages, claims or loss suffered as a result of the installation of the toilet or the performance of the Licensed Plumber.

Additional Terms and Conditions:

27. The dual flush toilet and services by the Licensed Plumber may come with guarantees that cannot be excluded under the Australian Consumer Law.
28. For avoidance of doubt, Aqwest is not the manufacturer or supplier of the eligible dual flush toilet or the provider of the services.
29. To obtain your warranty please contact the relevant Licensed Plumber or product manufacturer directly.
30. You may be entitled to compensation for any reasonably foreseeable loss or damage from the manufacturer or Licensed Plumber. Aqwest is not responsible for any associated costs, loss or damage incurred by participating in the Dual Flush Toilet Rebate. If the eligible dual flush toilet, or provision of the services, causes you any costs, loss or damage, you should contact the relevant manufacturer or Licensed Plumber directly.