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of South Australia**

Department of Human Services

South Australian Water and Sewerage Concession Scheme

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1. DEFINITIONS AND INTERPRETATION

In this scheme—

- 1.1 **approved aged persons housing scheme** means—a scheme, administered by an organisation or body approved by the Minister—
 - (a) Under which houses or residential units in a residential complex are made available for occupation predominantly by persons of or over a fixed qualifying age of at least 50 years; and,
 - (b) Under which the occupiers of houses or residential units in the scheme are entitled to continue in occupation of those houses or residential units for life, subject only to conditions providing or allowing for termination of that entitlement approved by the Minister.
- 1.2 **backdated concession** means—an amount determined by the Department as the amount of a concession to which an eligible concession customer is entitled, but did not receive a concession at any time during the period;
- 1.3 **Centrelink** means—the body that comes under the Australian Government’s Services Australia which is responsible for the development of service delivery policy and provides access to social, health and other payments and services;
- 1.4 **concession** means—the discount provided by the South Australian Government to assist eligible customers meet the cost of water and sewerage services. The amount and structure of the water and sewerage concession and eligibility criteria may be varied by the Minister;
- 1.5 **customer** means—a person who applies for or receives a concession under the Scheme;
- 1.6 **Department** means—the South Australian Government department responsible for the administration of the Scheme;
- 1.7 **domestic partner** means—a person who is a domestic partner within the meaning of the *Family Relationships Act 1975* (SA);
- 1.8 **eligible concession customer** means—a customer who meets the criteria and status for the purposes of eligibility for water and/or sewerage concessions as set by the South Australian Government.
- 1.9 **explicit informed consent** means—the customer clearly and explicitly gives their consent to the Department for the use of their personal information for the purposes of the Scheme. When dealing with a customer who has a limited or diminished capacity to understand an explicit informed consent agreement, consent can be obtained from a legally authorised person able to provide consent on behalf of the customer (e.g. legal guardian);
- 1.10 **extended backdate** means—an amount determined by the Department as the amount of a concession for any period prior to 1 July of the previous financial year, where it is determined by the Department that the customer is entitled to a concession, but did not receive a concession, and is exercised only when it can be determined that the missed concession is as a result of an administrative error caused by the Department or retailer.

- 1.11 **financial year** means—the period between 1 July and 30 June annually.
- 1.12 **Landlord** means—
- (a) SA Housing Authority (acting on behalf of the South Australian Housing Trust); or,
 - (b) the person who grants the right of occupancy under a residential tenancy agreement; or,
 - (c) a successor in title to the tenanted premises whose title is subject to the tenant's interest, and includes a prospective landlord and a former landlord.
- 1.13 **Minister** means—the Minister for Human Services or other Minister as determined from time to time as delegated, in accordance with the *Water Industry Act 2012* (SA);
- 1.14 **occupier** means—a person who has, or is entitled to, lawful possession or control of the land or place;
- 1.15 **owner** means—
- (a) if land is unalienated Crown land—the Crown; or,
 - (b) if the land is alienated from the Crown by grant in fee simple—the owner of the estate in fee simple; or,
 - (c) if the land is held from the Crown by lease or licence—the lessee or licensee, and includes an occupier of the land;
- 1.16 **owner-occupier** means—a person meeting the definition of both owner and occupier simultaneously;
- 1.17 **personal information** means—
- (a) when used in relation to a retailer, the same as the meaning given in the *Privacy Act 1988* (Cth); and,
 - (b) when used in relation to the Department, the same meaning as given in the South Australian Government “*Information Privacy Principles Instruction*”;
- 1.18 **prescribed card** means—
- (a) a Pensioner Concession Card issued by the Commonwealth Government; or,
 - (b) a Veteran Gold Card TPI issued by the Commonwealth Government; or,
 - (c) a Veteran Gold Card War Widows issued by the Commonwealth Government; or,
 - (d) a Veteran Gold Card EDA issued by the Commonwealth Government; or,
 - (e) a Veteran Gold Card issued by the Commonwealth Government to a person with 80 or more overall impairment points under the Commonwealth’s *Military Rehabilitation and Compensation Act 2004* (Cth); or
 - (f) a Low Income Health Care Card issued by the Commonwealth Government.
- 1.19 **prescribed payments** means—
- (a) Any of the following payments under the *Social Security Act 1991* (Cth):
 - i. an Austudy Payment;

- ii. a Jobseeker Payment;
 - iii. a Parenting Payment;
 - iv. a Partner Allowance;
 - v. a Special Benefit;
 - vi. a Widow Allowance;
 - vii. a Youth Allowance; or,
- (b) ABSTUDY payments from the Commonwealth Government; or,
 - (c) Payments under the Community Development Employment Project established by the Commonwealth Government; or,
 - (d) Payments under the New Enterprise Incentive Scheme established by the Commonwealth Government; or,
 - (e) A pension as a war widow under legislation of the United Kingdom or New Zealand;
 - (f) Farm household allowance payments under the *Farm Household Support Act 2014* (Cth);

1.20 **principal place of residence** means—a person’s main place that they reside in a prescribed capacity:

- (a) as sole or joint proprietor of an estate in freehold in possession; or,
- (b) as sole or joint proprietor of a Crown lease or Crown under lease; or,
- (c) as the purchaser of an estate in fee simple under an agreement for sale and purchase where the purchase price is payable in more than two instalments; or
- (d) as the occupier under an agreement to occupy provided that—
 - i. no rent is payable; and,
 - ii. the tenure is for the life of the occupier and not subject to earlier determination except by the occupier; and,
 - iii. the occupier is liable for all rates and taxes; or,
- (e) as—
 - i. joint proprietor with other persons who own; or,
 - ii. a shareholder in a body corporate that owns,
 - a block of home units or other group of residential premises (the person to be regarded for the purposes of this paragraph as being the sole or joint proprietor of the home unit or residential premises he or she occupies); or,
- (f) as a lessee or licensee of land other than Crown land under a lease or licence that extends for five or more years and under which the dwelling occupied by the person on that land remains the property of that person; or,
- (g) as the occupier of a house or residential unit in an approved aged persons housing scheme; or,

- (h) as the occupier of the land as a private or public tenant; or,
 - (i) as the occupier of a house or residential unit as a tenant of a registered retirement village, or,
 - (j) as the spouse or domestic partner of any of the persons referred to in paragraphs (a) to (i); or,
 - (k) as a beneficiary under an estate entitling the person to occupy the property in one of the capacities referred to in paragraphs (a) to (g);
- 1.21 **private tenant** means—the person who is granted a right of occupancy under a residential tenancy agreement;
- 1.22 **public tenant** means—the person who is granted a right of occupancy under a residential tenancy agreement with the SA Housing Authority;
- 1.23 **registered community housing provider** means— an entity registered under the *Community Housing Providers (National Law) (South Australia) Act 2013 (SA)*;
- 1.24 **registered retirement village** means—a retirement village as defined pursuant to the *Retirement Villages Act 2016 (SA)*;
- 1.25 **Regulations** means—the *Water Industry Regulations 2012* pursuant to the *Water Industry Act 2012 (SA)*;
- 1.26 **relevant date** means—
- (a) owner-occupiers,
 - i. the date on which the person is billed with the water or sewerage charges; or,
 - ii. the date on which the water or sewerage charges are payable by the person;
 - (b) private tenants and tenants of a registered retirement village,
 - i. the date on which the relevant water meter is read; or,
 - (c) public tenants
 - i. the date on which the relevant water meter is read; or,
 - ii. the date on which the public tenant vacates where there is no separate water meter connected to the premises occupied by the vacating tenant;
- 1.27 **residential care means**—personal care or nursing care or both personal care and nursing care pursuant to the *Aged Care Act 1997 (Cth)*.
- 1.28 **residential tenancy agreement** means—
- (a) an agreement pursuant to the *Residential Tenancies Act 1995 (SA)*; or,
 - (b) an agreement pursuant to Housing SA's 'Conditions of Tenancy for Public Tenants';
- 1.29 **retailer** means—
- (a) a person or entity holding a licence issued under Part 4 of the *Water Industry Act 2012 (SA)* authorising the retailing of water and or sewerage services;

- (b) a drinking water provider registered under Part 2 of the *Safe Drinking Water Act 2011* (SA) authorising the provision of drinking water;
- 1.30 **Scheme** means—the *South Australian Water and Sewerage Concession Scheme*;
- 1.31 **sewerage charge** means—cost of sewerage services applying to an eligible service for which customers have been invoiced;
- 1.32 **sewerage service** means—
- (a) a service constituted by the collection, storage, treatment or conveyance of sewage through the use of a reticulated system; or,
 - (b) any other service, or any service of a class, brought within the ambit of this definition by the Regulations;
- 1.33 **spouse** means—a person is the spouse of another if they are legally married;
- 1.34 **tenant of a registered retirement village** means—the person who is granted a right of occupancy under a residential tenancy agreement in a registered retirement village pursuant to the *Retirement Villages Act 2016* (SA);
- 1.35 **water charge** means—
- (a) cost of water services that customers have been invoiced for, and applying to an eligible water service and may include the supply and usage charges; or,
 - (b) for public tenants, the charge for all water usage passed on by their landlord under their residential tenancy agreement;
 - (c) for private tenants, the charge for all water usage and/or water supply, passed on by their landlord under their residential tenancy agreement;
 - (d) for tenants of a registered retirement village, water charges means—
 - i. the charge for water usage passed on to them by the retirement village administrator in recurrent charges; or
 - ii. the charge for water usage passed on to them by the retirement village administrator under their lease agreement; or
 - iii. the charge for water usage separately billed and passed on to them by the retirement village administrator.
- 1.36 **water service** means—
- (a) a service constituted by the collection, storage, production, treatment, conveyance, reticulation or supply of water by a water retailer; or,
 - (b) a service constituted by the supply of drinking water for domestic use by a drinking water provider; or,
 - (c) any other service, or any service of class, brought within the ambit of this definition by the Regulations.
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2. DESCRIPTION OF SCHEME

- 2.1 The *South Australian Water and Sewerage Concession Scheme* (the Scheme) is established and approved by the Minister for Human Services on behalf of the South Australian Government. The Minister for Human Services administers the Scheme under responsibilities outlined in Section 25(1)(o) of the *Water Industry Act 2012* (SA).
- 2.2 The Scheme comprises the provision in which drinking water and sewerage concessions for the principal place of residence will be provided to eligible concession customers.
- 2.3 SA Water will facilitate the provision of concessions to eligible DHS concession customers for water and sewerage services. The Department and SA Water will work together to ensure appropriate provision of water and sewerage concessions to eligible home owner-occupiers.
- 2.4 The Department manages the administration of water and sewerage concessions for eligible concession customers of retailers other than SA Water, who are owner-occupiers of a principal place of residence for water and sewerage services.
- 2.5 The Department manages the administration of water concessions for eligible public and private tenants, and residents of registered retirement villages). The *South Australian Government Water Remission Scheme for Tenants* has been superseded by this Scheme.
- 2.6 The Scheme does not make provisions for customers of irrigation trusts. Concessions associated with irrigation trusts are administered through the *Cost of Living Concessions Regulations 2020* (SA).
- 2.7 The Department manages the administration of water and sewerage concessions for eligible residents of Residential Parks separately through the *Residential Parks Concession Scheme*.
- 2.8 Water and sewerage concession payments under this Scheme will only be made to eligible concessions customers who are natural persons.
- 2.9 Following the death of an eligible customer, Centrelink auto validation will close the record and active concessions of that customer. ConcessionsSA will then investigate for an eligible surviving spouse or domestic partner residing at the same principal place of residence to transfer household concessions to, or notify the deceased estate and request a new application.
- 2.10 Subject to Clause 2.3, water and sewerage concession payments will not be paid to persons acting on behalf of deceased customers or to deceased estates in circumstances where an otherwise eligible customer has since deceased prior to the concession being paid.
- 2.11 The Minister has approved the Scheme and reserves the right to amend it as required from time to time and to make determinations on eligibility on a case-by-case basis.

3. WATER CONCESSION

Water concession amounts, structure and eligibility criteria may be amended by the South Australian Government from time to time and the Minister, or the Department where appropriate, will communicate changes with retailers and concession customers.

3.1 Water Concession Eligibility – Owner-Occupiers

- 3.1.1 To be eligible for a water concession, on the relevant date the owner-occupier, or their spouse, or domestic partner must:—
- a. hold a prescribed card or be in receipt of a prescribed payment or satisfy the Minister, by submitting to a means test determined by the Minister, that they are suffering exceptional circumstances of hardship; and,
 - b. occupy the land as their principal place of residence; and
 - c. reside in South Australia; and
 - d. be responsible for all water charges at the principal place of residence.
- 3.1.2 If two or more persons own land jointly or as tenants in common, each of them who is entitled to a concession of water charges for the land is entitled to a proportion of the amount of the concession equal to the proportion of the person's interest in the land.
- 3.1.3 Persons who have moved to residential care, on the relevant date for assessment of their eligibility for the water concession, are to receive the concession until the residence is either tenanted or sold or they return to take up residence within a 6 month period.

3.2 Water Concession Eligibility – Private, Public and Retirement Village Tenants

- 3.2.1 To be eligible for a water concession, on the relevant date the tenant, or their spouse, or domestic partner must:—
- a. hold a prescribed card or be in receipt of a prescribed payment or satisfy the Minister, by submitting to a means test determined by the Minister, that they are suffering exceptional circumstances of hardship; and,
 - b. occupy the land as their principal place of residence; and
 - c. be named as a tenant on the residential tenancy agreement; and
 - d. reside in South Australia; and
 - e. be responsible for all water charges at the principal place of residence, or be responsible for a portion of the water charges in accordance with sub paragraph 3.2.2.

- 3.2.2 A tenant who satisfies the conditions set out in sub paragraphs 3.2.1 on the date on which the charges were incurred will be eligible for the concession even if they have moved from that residence prior to receiving the account.
- 3.2.3 Tenants of a registered community housing provider, where the registered community housing provider owns the property.

A registered community housing provider that is liable for the payment of water charges with respect to community housing of which the community housing provider is the owner, is entitled to claim a water concession equal to any water concession the tenant occupying the premises, could claim in respect of those premises if he or she were the owner of that part of the premises that he or she occupies.

The registered community housing provider will pass on concessions claimed, respective to the water charges that the tenant is responsible for the payment of, as specified in their residential lease agreement.

3.3 Water Concession Amounts

From 1 July 2013, the amount of the concession on water charges for owner-occupiers, public and private tenants, for a financial year is 30% of the total amount of the water charges for the financial year, subject to the minimum and maximum concession amounts as set out below. Where a monetary amount is followed by the word “(indexed)”, the amount is to be indexed by the Consumer Price Index (CPI) annually on 1 July and rounded up to the nearest ten cents.

Current indexed amounts are accessible at www.sa.gov.au/concessions

3.3.1 Owner-Occupiers

Water concession amounts for owner-occupiers	2019-2020	2020-2021
Maximum	\$310.70	\$317.30 (indexed)
Minimum	\$194.90	\$199.00 (indexed)

3.3.2 Private Tenants and Public Tenants, where the tenant is charged for all water usage

Water concession amounts for public and private tenants	2019-2020	2020-2021
Maximum	\$242.30	\$247.40 (indexed)
Minimum	\$126.40	\$129.10 (indexed)

3.3.3 Private Tenants, where the tenant is charged for all water usage and supply

Water concession amounts for private tenants charged all water use and supply	2019-2020	2020-2021
Maximum	\$310.70	\$317.30 (indexed)
Minimum	\$194.90	\$199.00 (indexed)

3.3.4 Tenants of a registered retirement village

From 1 January 2015, the amount of the concession on water charges for tenants of a registered retirement village for a financial year shall not exceed the maximum, to be paid as a quarterly amount, as set out below.

Water concession amounts for tenants of a registered retirement village	2019-2020	2020-2021
Annual Maximum	\$126.40	\$129.10 (indexed)
Quarterly Maximum	\$31.60	\$32.28 (indexed)

3.4 Backdated Concessions

- 3.4.1 An eligible person may receive a maximum backdate to the start of the previous financial year from date of application, for the period the customer was eligible.
- 3.4.2 An extended backdate may be granted if a concession has been applied for previously but not paid, or the concession provision has been interrupted.
- 3.4.3 Extended backdates will be paid directly to the customer by Electronic Funds Transfer to a bank account nominated by the customer.
- 3.4.4 The retailer must provide all necessary information to the Department to allow it to consider a request for a backdated concession when an error was as a result of an administrative error by the retailer.
- 3.4.5 The Department will advise retailers of any concession backdates and this will be reconciled in the usual manner (see Schedule 1). Ministerial discretion may be applied in exceptional circumstances.

3.5 Other Supplier Processes

3.5.1 Carted Water Providers

Carted water providers do not supply water through a reticulated system and are therefore not required to hold a license issued under the *Water Industry Act 2012 (SA)*. Some carted providers are registered under the *Safe Drinking Water Act 2011 (SA)*, but some may be granted an exemption from registration by SA Health. For those carted providers that are not registered under the *Safe Drinking Water Act 2011 (SA)* Concessions SA must confirm with SA Health that the provider holds an exemption before applying a water concession to eligible customers.

3.5.2 Irrigation Trusts

The Renmark Irrigation Trust and Central Irrigation Trust pumps water through large diameter pipeline systems to growers who irrigate hectares of horticultural crops in Private Irrigation Districts.

As of 1 April 2018, Concession SA commenced administering the water concession to Central Irrigation Trust properties and to new customers of the Renmark Irrigation Trust properties, directly.

Previously, the Trusts applied the concession to the customer's bill. The remission of water rates is administered through the *Cost of Living Concessions Regulations 2020 (SA)*.

Eligible concession customers of Renmark Irrigation Trust and Central Irrigation will receive concession via Electronic Funds Transfer to a bank account nominated by the eligible person.

4. SEWERAGE CONCESSION

Sewerage concession amounts, structure and eligibility criteria may be amended by the South Australian Government from time to time and the Minister or the Department where appropriate will communicate changes with retailers.

4.1 Sewerage Concession Eligibility - Owner-Occupiers

- 4.1.1 To be entitled to a sewerage concession, on the relevant date the owner-occupier or their spouse or domestic partner must:-
- a. hold a prescribed card or be in receipt of a prescribed payment or satisfy the Minister, by submitting to a means test determined by the Minister, that they are suffering exceptional circumstances of hardship; and,
 - b. occupy the land as their principal place of residence; and
 - c. reside in South Australia; and
 - d. be responsible for all sewerage charges at the principal place of residence.
- 4.1.2 If two or more persons own land jointly or as tenants in common, each of them who is entitled to a concession of sewerage charges for the land is entitled to a proportion of the amount of the concession equal to the proportion of the person's interest in the land.
- 4.1.3 Persons who are living in residential care on the relevant date for assessment of their eligibility for the sewerage concession, are to receive the concession until the residence is either tenanted or they return to take up residence within a six month period.
- 4.1.4 Tenants of a registered community housing provider

A registered community housing provider that is liable for the payment of sewerage charges with respect to community housing of which the community housing provider is the owner is entitled to claim a sewerage concession equal to any sewerage concession that a tenant occupying premises that constitute the community housing could claim in respect of those premises if he or she were the owner of that part of the premises that he or she occupies.

4.2 Sewerage Concession Amounts

4.2.1 Sewerage Concession

From 1 July 2019, the amount of the concession on sewerage charges for owner-occupiers for a financial year is set out below. Where a monetary amount is followed by the word “(indexed)”, the amount is to be indexed by the Consumer Price Index (CPI) annually on 1 July and rounded up to the nearest ten cents.

Sewerage concession amounts for owner-occupiers	2019-2020	2020-2021
Maximum	\$115.90	\$118.40 (indexed)

Current indexed amounts are accessible at www.sa.gov.au/concessions

4.3 Community Waste Management Systems Payments

4.3.1 Community Waste Management Systems (CWMS) are charged for sewerage through local councils. CWMS is an annual charge and will appear on a rates notice. Eligibility is assessed between the issued date and due date of the rates for the financial year. The concession is calculated annually and paid directly to the eligible customer.

4.3.2 Private sewerage companies charge quarterly and for those eligible customers, the concession will be paid directly via Electronic Funds Transfer, quarterly.

4.4 Sewerage Concession Backdating

4.4.1 Concessions will be backdated at a maximum to the start of the previous financial year from date of application, for the period the customer was eligible. Further backdates may be granted if a concession has been applied for previously but not paid, or the concession provision has been interrupted, due to retailer or Government Departmental error. When an error by the retailer occurs, the retailer must provide all necessary information to the Department to allow it to consider the backdating request. Extended backdates will be paid directly to the customer.

The Department will advise retailers of any concession backdates and this will be reconciled in the usual manner (see Schedule 1). Ministerial discretion may be applied in exceptional circumstances.

Schedule 1 (Retailer and Departmental Arrangements for Owner-occupiers)

1. Purpose

This document prescribes the arrangements between SA Water and the Department, and other arrangements that the Department has adopted to administer the provision of concessions to eligible customers for water and sewerage charges under the *South Australian Water and Sewerage Concession Scheme*.

2. Applications, Consent, Personal Information and Providing Information

2.1 Applications

A customer who seeks a water and/or sewerage concession as a new eligible concession customer, or seeks backdated concession(s), must:

- 2.1.1 Make an application directly to the Department; and
- 2.1.2 Provide the information required by the Department

2.2 Consent

In obtaining personal information from a customer for the purposes of the Scheme, the Department will obtain explicit informed consent from the customer provided in writing signed by the customer or via electronic communication by the customer in order to use their personal information on behalf of the customer to:

- 2.2.1 Provide the information required by the Department
- 2.2.2 Match customer details electronically or directly with Centrelink or the Department of Veterans' Affairs; and
- 2.2.3 Exchange information on the customer electronically or directly with other relevant services.

Customers authorise the Department to liaise with Centrelink to confirm the status of their Commonwealth benefits which impact upon their eligibility to receive the water and sewerage concessions.

A customer has the right to give, refuse or revoke consent. If consent is refused or revoked, the customer must provide the Department evidence from Centrelink, on a quarterly basis, regarding their payments to ensure continued provision of their concessions.

The Department must retain records of any explicit informed consent obtained under the Scheme and, where applicable, the subsequent revoking by the customer of the explicit informed consent for a period of at least seven years following the ceasing of the relationship between the customer and the Department for the purposes of the Scheme.

The Department must retain records of any explicit informed consent obtained under the Scheme in a format that would permit an entity permitted by law to access the records to understand readily the details of the explicit informed consent in respect to specific customers.

During the application process, customers are advised that they are required to notify the Department of any changes in information provided. If the customer does not do this, the Department reserves the right to recover any concessions that have been paid, if a customer becomes ineligible.

2.3 Personal Information

In order to receive a concession, a customer must provide the Department access to personal and related information necessary to assess their eligibility for a concession at the time of applying for a concession.

In obtaining any personal information or in dealing with personal information from customers for the purposes of this Scheme, a retailer must comply with the *Privacy Act 1988* (Cth) or the South Australian Government *Information Privacy Principles Instruction* where applicable.

In dealing with any personal information under the Scheme, the Department will comply with the *Information Privacy Principles Instruction* or such other privacy obligations required at law.

2.4 Providing Information

When requested by a customer, retailers will, as soon as is reasonably practicable, provide the Department with all necessary information concerning the customer's concessions.

Retailers will give the customer information on government funded concessions when requested by the customer and, if applicable, refer them to the Department.

If customers are identified as experiencing hardship, the retailer will implement the Hardship Policy as outlined in Part 4, Division 5 of the *Water Industry Act 2012* (SA).

The Department and the retailer will provide the other with the information the other reasonably requires, to meet obligations under the Scheme and to monitor the progress of the Scheme.

3.1 SA Water Responsibility

3.1.1 Water Concession

SA Water will apply an ongoing (or advised) concession to a customer that the Department has notified SA Water as being an eligible customer. SA Water will provide the eligible customer the minimum concession amount for the first, second, and third quarters of the financial year. SA Water will calculate the 30% (up to the maximum) concession amount on the fourth quarter and adjust the account prior to issuing to the customer.

3.1.2 Sewerage Concession

SA Water will apply an ongoing (or advised) concession to a customer that the Department has notified SA Water as being an eligible customer. SA Water will provide the eligible customer with one quarter of the annual concession amount for each quarter of the financial year. SA Water will apply a sewerage concession as a quarterly payment to the customer's account between the issue date and due date.

3.2 Department Responsibility

3.2.1 Processing Applications for Water and Sewerage Concessions

When the Department determines a customer is an eligible concession customer the Department must, where an eligible concession customer's water and sewerage is provided by SA Water, forward to SA Water the authority to issue relevant concessions to the customer.

3.2.2 Processing Concessions and Backdated Concessions by the Department

3.2.2.1 When the Department determines a customer is an eligible concession customer, the amount of discount applied as the water and sewerage concession (and backdated concession if relevant) to an eligible concession customer's bill, is calculated by SA Water based on the relevant date.

3.2.2.2 When the Department determines an eligible concession customer is entitled to a backdated concession amount, the Department must, where an eligible concession customer's water and sewerage services are provided by SA Water, forward to SA Water, the authority to issue a backdated concession to the customer.

3.2.3 Owner-Occupiers of a Registered Retirement Village

From 1 July 2021, concession payments for owner-occupiers of a registered retirement village will be paid by the Department directly to the customer by Electronic Funds Transfer.

3.3 Identifying Changes in Eligibility for Water and Sewerage Concessions

3.3.1 When the Department identifies that a customer previously assessed and reported to SA Water as an eligible concession customer no longer meets the eligibility criteria for a concession, the Department will notify SA Water to cease issuing concessions to the customer, effective from the date the customer becomes ineligible. SA Water must update its records immediately and ensure that no further concession is provided to an ineligible customer.

3.3.2 In the event that the minimum concession amount for water has been received by the former concession recipient for the financial year, and the recipient would qualify for more than the minimum annual amount, their final concession payment is adjusted to 30% of their total water charges up to the maximum concession amount.

4. Processing Water and Sewerage Concessions for Customers of Other Retailers

4.1 Processing Applications for Water and Sewerage Concessions

When the Department determines a customer is an eligible concession customer, the Department will, where an eligible customer's water and sewerage is provided by a retailer other than SA Water, issue relevant concessions to the customer directly via electronic funds transfer.

4.2 Processing Concessions and Backdated Concessions by the Department

- 4.2.1 When the Department determines an eligible concession customer is entitled to a backdated concession amount, the Department will issue the backdated concession payment directly to the customer by Electronic Funds Transfer.
- 4.2.2 If 30% of an eligible customer's total water charges for the financial year are less than the minimum concession amount, the customer will receive the minimum concession amount for that year.
- 4.2.3 Where 30% of an eligible customer's full financial year water account exceeds the minimum concession amount, on receipt by the Department of the eligible customer's full financial year water account the eligible customer will receive a final concession payment of 30% of their total yearly bill, up to the maximum concession amount payable for the year, minus the concession amount already received in respect of that financial year.

4.3 Identifying Changes in Eligibility for Water and Sewerage Concessions

When the Department identifies that a customer of a retailer other than SA Water who was previously assessed as an eligible concession customer no longer meets the eligibility criteria for a concession, the Department will cease issuing concessions to the customer from the date that the customer becomes ineligible. The Department must update its records immediately and ensure that no further concession is provided to an ineligible customer.

5. Payment to SA Water

SA Water will provide the Department with an electronic report of payments to reconcile against ConcessionsSA database identifying water and sewerage concession recipients. Upon verification, ConcessionsSA will advise SA Water of the eligible concession customers, and the payment ConcessionsSA will pay. This includes backdated payments of concessions for eligible recipients.

6. Audit and Reconciliation

Both SA Water and the Department will agree to and implement a process as deemed adequate to undertake accurate audit and reconciliation of payments made from the Department to SA Water in consideration of SA Water providing the services to the customer on behalf of the State Government. Audit and reconciliation activities will meet State Government requirements.

- 7.1 The retailer is requested to include on water and sewerage bills to all eligible concession customers, the following statement:

- 7.1.1 When the Department determines an eligible concession customer is entitled to a backdated concession amount, the Department will issue the backdated concession payment directly to the customer by Electronic Funds Transfer.
- 7.1.2 or such other statement agreed between the retailer and the Department.
- 7.2 If the retailer refers to the Scheme or any aspect of the Scheme in material produced for residential customers should ensure it is vetted by Concession and Support Services prior to printing. The retailer is requested to identify that the Scheme is an initiative of the South Australian Government.

Schedule 2 (Departmental Arrangements for Tenants)

1. Purpose

This document prescribes the arrangements that the Department has adopted to administer the provision of concessions to eligible tenants for water charges under the *South Australian Water and Sewerage Concession Scheme*.

2. Processing Water Concessions for Tenants

2.1 Private Tenants

- 2.1.1 A private tenant must be responsible for the payment of all water usage and/or the payment of all water supply, to be eligible to receive the water concession.
- 2.1.2 An eligible private tenant will receive the minimum concession amount each quarter for the financial year.
- 2.1.3 Where 30% of a private tenant's full financial year water account exceeds the minimum concession amount, on receipt by the Department of the private tenant's full financial year water bill, the private tenant will receive a final concession payment of 30% of their total yearly bill, up to the maximum concession amount payable for the year, minus the concession amount already received in respect of that financial year.
- 2.1.4 As of January 2020, if two or more persons are tenants pursuant to the same residential tenancy agreement are eligible to a concession of water charges, each will receive a percentage of the concession on behalf of the household, unless otherwise agreed between the tenants.
- 2.1.5 Prior to January 2020, if two or more persons are tenants pursuant to the same residential tenancy agreement, each of them who is entitled to a concession of water charges must nominate a single eligible person, named on the residential tenancy agreement, to receive the concession payment on behalf of the household.
- 2.1.6 Concession payments for private tenants will be paid by the Department directly to the customer by Electronic Funds Transfer.

2.2 Public Tenants

- 2.2.1 Subject to 2.2.3 all public tenants verified as eligible for the concession will have 30% of their total bill for the financial year (up to the maximum amount) deducted from their account prior to it being sent to them. Public tenants receive four water bills per financial year.

- 2.2.2 Where the first, second and third account for the financial year is less than or equal to the minimum concession amount, a public tenant will receive a concession equal to the total account. An adjustment to 30% of the annual bill or the minimum concession amount (capped at the maximum concession amount), will be made on the fourth quarter for the financial year to eliminate any risk of under or over payment.
- 2.2.3 If a public tenant's total water charges for the financial year are less than or equal to the minimum concession amount the tenant will not be required to make any payment to Housing SA for their water.
- 2.2.4 Tenants of South Australian Housing Authority who have had their tenancy transferred to a registered community housing provider, where the registered community housing provider does not own the property but manages the property, the concession is paid directly to the tenant occupying the premises, via Electronic Funds Transfer.

2.3 Tenants of a Registered Retirement Village

Concession payments for tenants of a registered retirement village will be paid by the Department directly to the customer by Electronic Funds Transfer.
