

# WaterSmart Washing Machine Rebate Program

## Terms & Conditions

### Eligibility

1. An eligible residential customer must be connected to Barwon Water's drinking water supply and live in a property within Barwon Water's Service Region that is charged a residential water charge.
2. An eligible washing machine is a new 4.5-star WELS rated and 4-star energy rated front loading washing machine. A higher rated front loading washing machine; 5 or 6-star WELS rated, and 5-star energy rated, is also eligible.
3. Refurbished washing machines are not eligible.
4. The eligible washing machine for the serviced property must be purchased, delivered and installed at the property corresponding to the applicant's Barwon Water account number on or after 1 July 2025 and 31 December 2025, inclusive.
5. An application form to claim a WaterSmart Washing Machine Rebate must be completed. The application form is available at [www.barwonwater.vic.gov.au](http://www.barwonwater.vic.gov.au). Contact Barwon Water if you require a hard copy form or assistance to complete the form.
6. An original receipt showing proof of payment for the purchase must accompany an application form.
7. All receipts must include a clear description of the new washing machine.
8. An eligible washing machine, at the serviced property, must be paid for in full before an application form can be submitted.
9. A rebate is available for the replacement of a top loading washing machine only with an eligible washing machine.
10. Documentation showing proof that the old top loading washing machine has been traded in or collected for recycling must accompany an application form.
11. Applications are not eligible if the old top loading washing machine has been sold, for example, on marketplace.

### WaterSmart Washing Machine Rebate Claim

12. A maximum WaterSmart Washing Machine Rebate of \$200 may be claimed per household from 1 July 2023 to 30 June 2028 in respect of these Terms and Conditions.
13. A special WaterSmart Washing Machine Rebate of \$250 may be claimed per household when staged water restrictions are in place in one or more of Barwon Water's supply systems.
14. By submitting a WaterSmart Washing Machine Rebate claim form the applicant is agreeing to these Terms and Conditions and acknowledges that they will not be entitled to any further rebates under the WaterSmart Washing Machine Rebate Program from Barwon Water.

## General

15. Payment of the WaterSmart Washing Machine Rebate will be by EFT within 60 days of an application form being approved.
16. If you have an outstanding debt on your Barwon Water account, the rebate amount will be applied to your Barwon Water account.
17. Applicants must repay the rebate paid if any of these Terms and Conditions are found to have been breached.
18. The applicant acknowledges and agrees that as far as the law permits, Barwon Water accepts no liability in respect of any claim, cause of action or loss or damage arising out of, or in relation to, any washing machine where a rebate has been claimed.
19. The applicant agrees that they will indemnify and keep indemnified Barwon Water from any claim or liability arising out of or in relation to any washing machine subject to this rebate program and application to the extent that any claim or liability is not caused by Barwon Water negligence or a breach by them of the application or any other term implied by law.
20. Barwon Water reserves the right, at its sole discretion and at any time, to change any or all, of these Terms and Conditions and / or cancel the program.
21. You acknowledge and agree that Barwon Water may in its discretion withdraw its offer to provide a rebate for reasons including, but not limited to:
  - the number of customers seeking to take up the program
  - available funding for the program.
22. Incomplete applications may not be assessed, and without further contact from Barwon Water.

## Privacy notice

23. We're committed to protecting your privacy. Our Privacy Charter outlines the practices and policies for the collection, use and management of personal information. We're required to comply with the *Privacy and Data Protection Act 2014* and are bound by the information privacy principles set out in it. We're also required to comply with other laws relating to the protection of personal information. Our Privacy Charter is available at [www.barwonwater.vic.gov.au/legal/privacy](http://www.barwonwater.vic.gov.au/legal/privacy)
24. Information that is provided by the applicant on the application form will be used by Barwon Water to assess whether the application meets the eligibility criteria for a rebate and will be checked against Barwon Water customer account details for assessment purposes.

## Definitions

25. In these Terms and Conditions:
  - i. Barwon Water means Barwon Region Water Corporation (ABN 86 348 316 514)