

# Water Wise Program



A Victorian  
Government  
initiative





## Water Wise

### Water conservation assistance program

Water Wise is a State government initiative aimed at reducing your water bill by providing you with a free water audit and repair or replacement of inefficient water fittings. Water Wise is a joint initiative between the Department of Human Services and your local Water Corporation.

### Who is eligible?

To be eligible for the Water Wise program you must meet the following criteria:

- You are the holder of a current valid concession card – Pensioner Concession Card, Health Care Card or a Department of Veteran’s Affairs Pension Card or Gold Card and
- You must reside at the property to receive Water Wise assistance and
- You must be financially responsible for the payment of your water account and
- You have not received Water Wise assistance at your current property and
- You have received a Water Utility Relief Grant within the last 12 months OR currently be registered in your water corporation’s hardship program.

In addition, you must sign a consent agreeing to the sharing of information collected as part of the Water Wise program, including your name, address, eligibility for the program, and water usage information. This information will be provided to the Department of Human Services for evaluation purposes.

## What happens during the water audit?

After you have agreed to participate in the program, you will be contacted to arrange a suitable time for a water audit of your home. You may like to think about your water usage patterns before the water audit, and if you have any specific questions, you can raise these during the water audit.

During the water audit, the auditor will:

- ask you about your water use and needs
- conduct a water audit of your home (kitchen, bathroom, laundry, hot water service, outdoor pipes, taps, hoses and fittings), identifying where you may be able to save water through conservation or through repairing or replacing water fittings.

## What work may be undertaken?

A registered or licensed plumber will carry out repairs or replacement water fittings up to the value of \$500.

Depending on the result of the water audit, the plumber may:

- replace washers on leaking taps
- install flow control valves or aerators to reduce water flow
- install a AAA rated shower rose
- repair a leaking toilet cistern
- replace a single flush cistern with a dual flush cistern.
- minor adjustments to hot water service.

Any work done is subject to your consent. You will be asked to sign a consent form that gives the plumber permission to carry out the work.

There may be some work recommended that is not covered by Water Wise. In these cases, the plumber or your water corporation will provide you with advice on your options.

## Water savings

Small changes to your water use and the water fittings in your home can save thousands of litres of water each year and reduce your water bill.

- A slowly leaking tap can waste 20,000 litres of water a year.
- AAA rated showerheads use no more than 9 litres of water per minute, while old style showerheads use up to 20 litres per minute. Based on a six-minute shower, a water efficient showerhead can save up to 20,000 litres of water per person per year.
- A new dual flush toilet uses between 4.5 and 6 litres for a full flush and 3 litres for a half flush, saving a family of four up to 35,000 litres per year.

As a result of your household's increased water efficiency, you may notice, for example, a reduction in water flow in the shower, and a reduction of water when using the half flush on a dual flush toilet.

## Where can further information be obtained?

For more information about Water Wise contact your water corporation or the Department of Human Services Concessions Information Line on **1800 658 521**.

## Water Corporation contact details:

### Barwon Water

PO Box 659, Geelong 3220  
Phone: 1300 656 007

### Central Highlands Water

PO Box 152, Ballarat 3353  
Phone: 03 5320 3111

### City West Water

Locked Bag 350, Sunshine 3020  
Phone: 131 691

### Coliban Water

PO Box 2770, Bendigo DC 3554  
Phone : 1300 363 200

### East Gippsland Water

PO Box 52, Bairnsdale 3875  
Phone: 1300 720 700

### Gippsland Water

PO Box 348, Traralgon 3844  
Phone: 1800 066 401

### Goulburn Valley Water

PO Box 185, Shepparton 3632  
Phone: 1300 360 007

### GWM Water

PO Box 481, Horsham 3402  
Phone: 1300 659 961

### Lower Murray Water

PO Box 1438, Mildura 3502  
Phone: 03 5051 3460

### North East Water

PO Box 863, Wodonga 3689  
Phone: 1300 361 622

### South East Water

Locked Bag 1, Heatherton 3202  
Phone: 131 851

### South Gippsland Water

PO Box 102, Foster 3960  
Phone: 03 5682 0444

### Wannon Water

PO Box 1158, Warrnambool 3280  
Phone: 1300 926 666

### Western Water

PO Box 2371, Sunbury DC 3429  
Phone: 1300 650 425

### Westernport Water

2 Boys Home Rd, Newhaven 3925  
Phone: 1300 720 711

### Yarra Valley Water

Private Bag 1, Mitcham 3132  
Phone: 1800 637 316

If you would like to receive this publication in an accessible format, please phone 1800 658 521 using the National Relay Service 13 36 77 if required, or email

**[concessions@dhs.vic.gov.au](mailto:concessions@dhs.vic.gov.au)**

This document is also available in PDF format on the Internet at

**[www.cyf.vic.gov.au/concessions](http://www.cyf.vic.gov.au/concessions)**