



BUSSELTON WATER

Waterwise Irrigation Rebate Program 2025-26

Terms and Conditions



The **Waterwise Irrigation Rebate** is available to residential property owners who are customers of Busselton Water and connected to Scheme Water. A Rebate of up to \$200 is available on the purchase of eligible waterwise irrigation services provided by a Garden Irrigator as described below.

Busselton Water is offering the Rebate to reduce outdoor/garden water use by improving irrigation efficiency and educating customers on how they can be waterwise in their garden.

Busselton Water will offer a total of 20 Rebates in the Rebate Program. Rebate applications will be open from 1 October 2025 to 31 May 2026, or when the limit of 20 Rebates is reached, whichever occurs first.

It is important you read and understand the terms and conditions before applying for the Rebate.

Busselton Water offers the **Waterwise Irrigation Rebate** in accordance with the following terms and conditions. By participating in the Waterwise Irrigation Rebate Program, you are taken to have accepted these terms and conditions.

Definitions

The terms in these conditions have the following meaning:

- a. **Busselton Water** means Busselton Water Corporation (ABN 79 3067 615 65)
- b. **Eligible Services** means the following waterwise irrigation services identified in Part 1 of the below table and excludes those services identified in Part 2 of the below table:

Part 1 - Eligible Services to claim Rebate	Part 2 - Services NOT eligible to claim Rebate
- Identifying and repairing pipe leak(s) in irrigation pipe(s). - Replacing or repairing faulty irrigation solenoid valves. All services <u>must</u> include a check of the automatic controller and, if required, an adjustment.	- Purchase of irrigation controllers. - Purchase of new or replacement sprinkler heads. - Waterwise verge conversion (including the purchase of waterwise plants) or general garden landscaping. - Purchase of new garden equipment including, for example, hoses and watering cans, or soil amender products such as fertilisers, mulch and wetting agents. - Purchase of new plants or artificial turf. - Services related to the supply, installation, maintenance or repair of a bore.

- c. The **Program Closure Date** is 31 May 2026.
- d. **Waterwise Garden Irrigator** means a person who is endorsed by Irrigation Australia.
- e. **Rebate** means the Rebate offered by Busselton Water under the Rebate Program.
- f. **Rebate Program** means this Waterwise Irrigation Rebate 2025-26 Program.
- g. **Rebate Period** means the period from 1 October 2025 to 31 May 2026 (inclusive), or when the total Rebate Program funds are expended, whichever occurs first.
- h. **Scheme Water** means water supplied by Busselton Water through its drinking water supply network.

Eligibility for the Rebate

The following conditions apply to be eligible for the Rebate:

- To qualify for the Rebate, your property must be a residential property connected to Busselton Water's Scheme Water network. Gardens which are irrigated by bore, rainwater and other alternative sources will not be eligible.
- The registered proprietor(s) of the property or a property manager must apply for the Rebate.
- The Rebate is only available on Eligible Services completed by Garden Irrigators.
- Customers must apply for the Rebate within 30 days of receiving the Eligible Services and within the Rebate Period in accordance with conditions 11 to 17 below.
- When booking a Garden Irrigator to attend the property, the customer must inform the Garden Irrigator (at the time of booking) that they intend to claim the Rebate. The customer must be at the property when the Garden Irrigator attends to complete the work, and to sign and receive a service checklist from the Garden Irrigator. In accordance with condition 11 below, the signed service checklist is required to claim the Rebate.

6. In determining whether customers purchased Eligible Services within the Rebate Period, Busselton Water will consider the date of the service checklist and the date of the tax invoice/receipt(s) evidencing payment.
7. Customers cannot claim a Rebate for Eligible Services that have been purchased or commenced prior to 1 October 2025.
8. The Rebate cannot be claimed until the Eligible Service has been completed by a Garden Irrigator at the property. The service checklist which must be signed by both the Garden Irrigator and the customer will confirm this.
9. The customer must be at the property when the Garden Irrigator is providing Eligible Services to ensure that the customer receives important information regarding irrigation system settings and other waterwise information and is able to acknowledge the works carried out.
10. The service checklist must be signed by the Garden Irrigator and the customer on the day the work is completed. Customers cannot request a Garden Irrigator to provide a service checklist retrospectively for earlier work which may have been completed.

Claiming the Rebate

11. The Rebate can only be claimed by completing and submitting the application form found on Busselton Water's website and must be accompanied by a copy of:
 - a. proof of purchase in the form of a copy of the paid tax invoice issued by a Garden Irrigator detailing the Eligible Service; and
 - b. the service checklist, which must be completed and signed by the Garden Irrigator and the customer on the day that the Garden Irrigator attends the customer's property to complete the work.
12. The Rebate can only be claimed once per Busselton Water account number per program year. Where a customer owns or manages multiple properties each with different Busselton Water account numbers, the Rebate will be available for a maximum of three (3) properties.
13. A Rebate of up to \$200 can only be claimed on Eligible Services. The Rebate is for the cost paid for one (1) Eligible Service capped at \$200. Multiple claims cannot be made for the same Busselton Water account number in the same program year.
14. The Rebate is non-transferable and is only valid during the Rebate Period.
15. Busselton Water will only pay the Rebate by credit to the Busselton Water account number provided in the application after it has been approved by Busselton Water, normally within one bill cycle (three months). Final decisions regarding rebate eligibility will be made by Busselton Water in its sole and absolute discretion.
16. Work undertaken in conjunction with the Rebate may be audited by Busselton Water or Irrigation Australia.
17. The Rebate is non-transferable and valid only through the next billing cycle after the Program Closure Date. Busselton Water will not pay any unexhausted amount of the Rebate after it ceases to be valid.

Liability and Warranty

18. You acknowledge that Busselton Water is not providing you with any goods or services through or in connection with the Rebate.
19. Busselton Water makes no representation or warranty regarding the suitability, capability or performance of the Eligible Services and the Garden Irrigators.
20. You acknowledge and agree that only a limited number of Rebates are available under the Rebate Program and that there is no assurance that your application for the Rebate will be approved by Busselton Water.
21. You acknowledge and agree that Busselton Water will not be liable for any damages, claims or loss whatsoever suffered as a result of the performance of an Eligible Service.
22. You acknowledge and agree that the relevant businesses that supplied the Eligible Services will be responsible for managing all aspects of customer service associated with their products and services, including but not limited to bookings, installations, warranty claims and complaints.

Privacy Statement

Personal information provided for the purposes of this program will be collected, used and disclosed in accordance with Busselton Water's Privacy Statement. Details of this statement are available on our [Privacy Statement](#).