



BUSSELTON WATER

Waterwise Toilet Rebate 2025-26 Program Terms and Conditions



The **Waterwise Toilet Rebate** is available to residential property owners who are customers of Busselton Water and connected to Scheme Water. A Rebate of up to \$400 is available on the purchase and installation of a new dual flush WELS 4-star Rating toilet to replace a single flush toilet.

A maximum of two (2) Rebates of \$400 each are available for residential property owners with more than one single flush toilet.

Busselton Water will offer a total of 10 Rebates in the Rebate Program. Rebate applications will be open from 1 October 2025 to 31 May 2026, or when the limit of 10 Rebates is reached, whichever occurs first.

It is important that you read and understand the terms and conditions below before you engage a Licensed Plumber to complete the work and apply for the Rebate.

Busselton Water offers the **Waterwise Toilet Rebate** in accordance with the following terms and conditions. By participating in and registering for the Rebate, 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. **Licensed Plumber** means a person qualified to carry out water supply, sanitary or drainage plumbing work in Western Australia who hold a current licence issued by the Plumbers Licensing Board.
- c. The **Program Closure Date** is 31 May 2026.
- d. **Rebate** means the Rebate offered by Busselton Water under the Rebate Program.
- e. **Rebate Program** means the Waterwise Toilet Rebate 2025-26 program.
- f. **Rebate Allocation** means a total of 10 Rebates.
- 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.
- i. **WELS 4-star Rating** means the product rating determined in accordance with the Water Efficiency Labelling and Standards (WELS) scheme (Australian Standard 6400:2016 Water efficient products - rating and labelling).

Eligibility for the Rebate

The following conditions apply to be eligible for the Rebate:

1. The toilet must be installed at a residential property connected to Busselton Water's Scheme Water network.
2. The registered proprietor(s) of the property or a property manager must apply for the Rebate.
3. The toilet must be installed by a Licensed Plumber.
4. The toilet must be dual flush and have a WELS 4-star Rating or higher.
5. The toilet must replace an existing single flush toilet.
6. The Rebate can only be claimed if a toilet has been both purchased and installed during the Rebate Period. The Rebate cannot be claimed only for an individual toilet purchase or toilet installation.

Claiming the Rebate

7. The Rebate can only be claimed by completing and submitting the application form available on the Busselton Water website.
8. The applicant must provide:
 - a. a tax invoice or receipt for the purchase and installation of the waterwise toilet issued by the Licensed Plumber and including details of the residential property address where the toilet was replaced and installed, the WELS 4-star Rating toilet make and model, and the total amount paid for the purchase of the toilet and installation works.
 - b. two (2) photographs showing the old single flush toilet being replaced and the new dual flush toilet installed. The photographs must clearly show the single and dual flush buttons of the toilet and the area surrounding the toilet to demonstrate that the dual flush toilet has been installed in the same toilet/bathroom that the single flush toilet was removed from.
9. The Rebate can only be claimed once per toilet with a maximum of two (2) toilets per Busselton Water account number. A customer can claim multiple Rebates if they own more than one residential property which are subject to different Busselton Water account numbers.

10. For registered proprietors or property managers who own or manage multiple homes within a strata complex with a common account number, Busselton Water will assess their eligibility to claim multiple Rebates within that complex on a case-by-case basis. The registered proprietor or property manager is required to email admin@busseltonwater.wa.gov.au in relation to their individual claims.
11. For rental properties, the registered proprietor or property manager (not the tenant) must submit an application for a Rebate. This is because any credit will be applied to the registered proprietor's account not the tenants.
12. Work undertaken in accordance with the Rebate may be audited by a Licensed Plumber or Busselton Water.
13. In determining whether customers are eligible for the Rebate, Busselton Water will review the information contained in the application. Busselton Water may approve or deny an application in its absolute discretion. Busselton Water's decisions are final.
14. Busselton Water will only pay the Rebate by credit to the Busselton Water account number provided in your 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.
15. 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

16. You acknowledge that Busselton Water is not providing you with any goods or services through or in connection with the Rebate.
17. Busselton Water does not warrant or represent:
 - a. that the toilet is suitable for a particular property;
 - b. that the toilet is fit for purpose or will function in accordance with the specifications; or
 - c. any matter as to the performance or quality of the licensed plumber.
18. 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.
19. You acknowledge and agree that Busselton Water will not be liable for any damages, claims or loss whatsoever suffered as a result of the installation of the toilet or the performance of a Licensed Plumber.
20. You acknowledge and agree that the relevant businesses that supplied the products and services will be responsible for managing all aspects of customer service associated with the products and services, including but not limited to scheduling, installations, warranty claims and complaints.

Privacy statement

Personal information provided for the purposes of this Rebate will be collected, used, and disclosed in accordance with [Busselton Water's Privacy Statement](#).