

# APPLICATION FOR CONCESSION FORM

Use this form to apply for a concession discount on water and sewerage service charges on your principal place of residence.

<b>1. ACCOUNT NO.</b>
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## 2. PROPERTY DETAILS

Property ID			Title reference		
Lot	Unit		Street no.		
Street					
Suburb			Postcode		
Is this property the applicant's principal place of residence?      Yes <input type="checkbox"/> No <input type="checkbox"/>					

## 3. CUSTOMER DETAILS

Last name		First name	
Email		Phone	
Preferred method of contact		Email <input type="checkbox"/>	Post <input type="checkbox"/>

## 4. CARD DETAILS

DHS Health Care Card	<input type="checkbox"/>	
DHS or DVA Pensioner Concession Card	<input type="checkbox"/>	CRN/ File no.
DVA Repatriation Health Gold Card	<input type="checkbox"/>	Expiry date

## 5. AUTHORISATION

I \_\_\_\_\_ authorise:

- TasWater to use Centrelink Confirmation eServices to perform a Centrelink/DVA enquiry of my Centrelink or Department of Veterans' Affairs Customer details and concession card status in order to enable TasWater to determine if I qualify for a concession, rebate or service.
- The Australian Government Department of Human Services (the department) to provide the results of that enquiry to TasWater.

I understand that:

- The department will use information I have provided to TasWater to confirm my eligibility for a concession and will disclose to TasWater personal information including my name, address, payment and concession card type and status.
- This consent, once signed, remains valid while I am a customer of TasWater unless I withdraw it by contacting TasWater or the department.
- I can obtain proof of my circumstances/details from the department and provide it to TasWater so that my eligibility for a concession can be determined.
- If I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the concession provided by TasWater.

Signed	Date
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## PLEASE RETURN FORM TO TASWATER

Mail	GPO Box 1393 Hobart TAS 7001	Email	enquiries@taswater.com.au
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## CONCESSION INFORMATION

What cards are eligible for a concession discount?

DHS Health Care Card, DVA Repatriation Health Gold Card, DHS or DVA Pensioner Concession Card.

What does the concession discount apply to?

The concession applies to the water and/or sewerage service charges only. It does not apply to water usage.

Can I claim a concession discount on more than one property?

No. The concession applies to one property only.

Can I claim a concession discount on vacant land?

No. The property must be a dwelling as per the Title.

Can I claim a concession for a property I do not own?

The name and address on the card must match the name and address on the Title, unless the concession cardholder is listed as an *Interested Party* on the Title.

What happens if I am no longer eligible for a concession card?

If you no longer have a concession you must notify us immediately. If a concession has been applied and you no longer have a valid card, the concession will be revoked.

What happens when my DHS Health Care Card expires?

It is your responsibility to inform TasWater if your concession card expires and provide details of the new card and expiry date. Failure to provide a current expiry date may result in the loss of your concession discount.

Do you backdate concession discounts?

No. The concession will apply from the date we received your application form.

### PRIVACY STATEMENT

TasWater is bound by the *Tasmanian Personal Information Protection Act 2004* and the *Commonwealth Privacy Act 1988*. We may collect personal information from you in order to enable us to provide water, sewerage and ancillary services to you. If we do not collect that information we may not be able to provide a service to you or process any application or complaint you make to us. We will only use your personal information in connection with our dealings with you – for example, in relation to account billing and concessions, development applications and complaints. We will not use your personal information except for the purpose for which it was collected, nor will we disclose it to any other person except as permitted or required by law. This may include disclosure to contractors and agents we engage to perform or assist in a relevant function or activity or, where necessary, to other public sector bodies for the efficient storage and use of the information. At all times your personal information will be managed in accordance with the Personal Information Protection Act and the Privacy Act. To understand more about our obligations and your rights, including your right to request access to personal information we hold about you, please see the information on our website at [www.taswater.com.au/About-Us/Governance-and-Policies](http://www.taswater.com.au/About-Us/Governance-and-Policies), email our Privacy Officer at [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au) or request in writing to the Privacy Officer, TasWater GPO Box 1393, Hobart TAS 7001.