

REBATE OF RESIDENTIAL WATER CONSUMPTION FOR HEALTH RELATED USES POLICY

COMMUNITY POLICY



1 Scope

This policy applies to customers of residential properties connected to the FRW reticulated water supply who are using larger amounts of water than would generally be used in a residential situation due to undertaking medical treatments in the home.

2 Purpose

To outline the criteria to be applied to provide assistance to eligible customers.

3 Related Documents

3.1 Primary

Nil

3.2 Secondary

Water Supply (Safety and Reliability) Act 2008

4 Definitions

To assist in interpretation, the following definitions apply:

Council	Rockhampton Regional Council
Customer	An individual residing in the Rockhampton Regional Council Region.
FRW	Fitzroy River Water is a commercialised business unit of Council.

5 Policy Statement

5.1 Eligibility

Rebates may be applied to customers who are required to use larger amounts of water than would generally be used in a residential situation in the following circumstances:

- Kidney Dialysis Patients – Customers, who are registered as requiring home dialysis treatment with the Renal Unit at a hospital within the Rockhampton Region, or other registered medical hospital.
- Other Health Related Home Treatment – Customers required to undertake health related treatment in their home.

5.2 Applications

Applications must be submitted in writing to Council each financial year and include the following:

- For Kidney Dialysis Patients – Written evidence from a registered medical practitioner or hospital stating the customer is required to undertake home dialysis treatment.

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- (b) For Other Health Related Treatments – Written evidence from a registered medical practitioner or hospital stating the customer is required to undertake some form of health related treatment in their home (specifying the details of the treatment and including length of treatment if known), which requires substantial water use.

5.3 Approvals

Applications are assessed and considered on a case-by-case basis and eligible applications are approved by the Manager FRW. Approved applicants receive a rebate equivalent to the value of 100 kilolitres based on the first tier water charge.

5.4 Cancellation of Treatment

If home dialysis treatment or other health related treatment in the home ceases, the customer must inform Council. The rebate will be calculated on a pro-rata basis. Failure to inform Council may result in the rebate being cancelled from the date of the billing reading for which the current or latest account had been issued.

6 Review Timelines

This policy is reviewed when any of the following occur:

- (a) The related information is amended or replaced; or
- (b) Other circumstances as determined from time to time by the Council.

7 Document Management

Sponsor	Chief Executive Officer
Business Owner	General Manager Regional Services
Policy Owner	Manager Fitzroy River Water
Policy Quality Control	Legal and Governance

OUR VALUES



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