CONCESSION REBATES FOR RETIREMENT VILLAGES - FAQS

HUNTER WATER WILL ACCEPT CONCESSION REBATE APPLICATIONS FROM LONG-TERM LESSEES OF RETIREMENT VILLAGES, PROVIDING A REBATE ON THE RETIREMENT VILLAGE HUNTER WATER ACCOUNT.

THIS IS EFFECTIVE FROM 1 JULY 2016.

WHAT DOCUMENTS MUST THE CUSTOMER PROVIDE?

The applicant must provide a copy of their long-term lease which is registered with the Land & Property Information (LPI), and a completed Concession Rebate application. The application can be completed and sent with the long-term lease. A photocopy of their concession card should be included, if not sighted by a Hunter Water employee.

DOES THE LEASE HAVE TO BE REGISTERED WITH LPI?

Yes. If the lease is not registered with the Land & Property Information then the application does not meet the criteria. Please contact Land & Property Information for details on how to do this.

DOES THE RETIREMENT VILLAGE NEED TO BE REGISTERED WITH NSW FAIR TRADING TO BE ELIGIBLE?

By law all retirement villages should be registered as a retirement village. If they are not registered, then they do not meet the criteria.

HOW CAN I CHECK IF A RETIREMENT VILLAGE HAS BEEN REGISTERED?

Go to the this link from the NSW Fair Trading website.

http://parkspr.fairtrading.nsw.gov.au/RetirementVillage.aspx

Enter in the postcode or suburb, and click on search, and a list of registered retirement villages will display.

WHY DO WE NEED TO COMPLETE THE CONCESSION REBATE FORM?

Each billing period, Hunter Water validates the concession eligibility with Centrelink to ensure its records are correct. The only information that is validated in this process is your name, address, CRN and whether you are still an eligible concession holder. In order for Hunter Water to perform this validation, the Department of Human Services require you to provide your consent. By completing the Concession Rebate form, you provide your consent. If consent is not provided, Hunter Water will only provide a rebate for that concession holder for one billing cycle.

CAN A LESSEE / CONCESSION HOLDER CONTACT HUNTER WATER DIRECTLY?

Hunter Water's customer relationship is still with the legal owner of the property - the retirement village. Therefore all contact is to be made with the authorised representative of the retirement village. Hunter Water will ask for two (2) authorised representatives and their contact details, who they will contact each billing cycle. Any questions a lessee / concession holder may have will need to be through to one of these authorised representatives, and they will liaise with Hunter Water. Hunter Water cannot make any changes or provide any financial information about the account to anyone other that the owner of the account or their authorised representative.

HOW DOES THE RETIREMENT VILLAGE COMMUNICATE NEW, EXITING OR CHANGES REGARDING LESSEES AND CONCESSION HOLDERS?

The Retirment Village will be required to provide two (2) authorised representatives. Hunter Water will contact one of these people each billing cycle to enquire of any changes to lessees, concession holders, etc. Hunter Water will require documentation for any new lessees / concession holders only.

WILL THE REBATE GO DIRECTLY TO THE CONCESSION HOLDER?

The rebate will be credited to the account for the Retirement Village. Hunter Water has no influence over how the Retirement Village distribute the bill and associated rebates.

HOW WILL THE REBATE SHOW ON THE CUSTOMER'S ACCOUNT?

The rebate will appear on the front of the bill in the Adjustments or Credits section. It will show as a Pension Rebate (representing one concession) and Other (representing all additional concessions).

CAN THE CONCESSION REBATE BE BACKDATED?

Multiple concession rebates for retirement villages are effective from 1 July 2016. Rebates cannot be backdated prior to this date. Hunter Water can review applications for rebates back to this date, pending eligible supporting documents.

WILL THERE BE A CENTRAL PERSON / GROUP THAT THE RETIREMENT VILLAGE CAN LIAISE WITH REGARDING THESE MATTERS?

Yes. Hunter Water will provide contact details of at least two (2) Customer Service officers which will be the main liaison contacts for them. Currently these Customer Services officers are Peter Sutton and Ian McKensey.