

<b>Policy title</b>	Water Saving Incentives
<b>Responsible manager(s)</b>	Division Manager Water and Sewer
<b>Contact officer(s)</b>	Sustainability Coordinator
<b>Directorate</b>	Infrastructure Services
<b>Approval date</b>	22 November 2022
<b>Outcome area</b>	1. Sustainable
<b>Strategy</b>	1.4 Work together in the management and use of our valuable sources
<b>Delivery Program</b>	1.4.3 Provide opportunities and incentives to encourage responsible use of resources by the community and at council
<b>Operational Plan</b>	1.4.3.1 Promote and issue rebates and incentives to help conserve water and energy

### Purpose

Council promotes water conservation and demand management as essential for ensuring efficient use of our valuable water resources and to improve environmental outcomes.

Best Practice Management requires active intervention by supporting appropriate demand management measures such as retrofit programs and rebates for water efficient appliances.

### Policy aims

The use of water-efficient fixtures and water-efficient appliances in urban areas with reticulated water supply can have significant environmental, social and financial benefits for both Council and the community.

These benefits include noticeable reductions in:

- water bills for consumers
- water extractions from rivers
- stormwater and treated sewage effluent discharged to local waterways
- demand on existing water supplies, reducing the likelihood of water restrictions
- demand on existing water, sewer and stormwater infrastructure, delaying the requirement for expensive infrastructure upgrades.

### Policy details

<b>1</b>	<b>Application</b> This policy applies to customers within the Eurobodalla Local Government Area (LGA) who are connected to the reticulated water supply.
----------	--

### Implementation

Requirements		Responsibility
<b>1</b>	<b>Incentives</b> Incentives for the purchase and installation of water-saving devices, appliances and systems include eligible: <ul style="list-style-type: none"> <li>• Dual flush toilets</li> <li>• Washing machines</li> </ul>	Council officers

	Detailed information about current incentives including application forms, Terms and Conditions and Frequently Asked Questions, can be found at Council's website <a href="http://www.esc.gov.au">www.esc.gov.au</a>	
<b>2</b>	<b>Incentives cap</b> The maximum amount of water saving incentive rebates under this policy is \$2000 per customer.	Council officers
<b>3</b>	<b>Staff</b> Under supervision, relevant Council staff will be responsible for ensuring that this policy is implemented appropriately within their work area, after they have received appropriate training to do so.	Council officers
<b>4</b>	<b>Concerns</b> Public concerns communicated to Council in relation to this policy will be recorded on Council's records system and handled in accordance with Council's Customer Service or Complaints policy. These records will be used to determine any follow-up actions and analyse the history of reported public concerns.	Council officers
<b>5</b>	<b>Consultation</b> Any consultation deemed necessary will occur as required with key stakeholders, which may include (but not be limited to) the community, other agencies, statutory and industry bodies. Public submissions regarding this policy are invited for consideration during the exhibition period.	Council officers

### Review

This policy will be reviewed every 4 years. It may also be reviewed and updated as necessary if legislation requires it; or when Council's related policies, functions, structure or activities change; or when technological advances or new systems change the way that Council manages water saving incentives.

The policy may be revoked at the expiration of twelve months after the declaration of the poll for the next general NSW local government election, unless Council updates or revokes it sooner.

**Note:** *The next general local government election is expected to be held in September 2024.*

Reviews of the effectiveness of this policy could include the following:

Performance indicator	Data source(s)
Internal or external audit	Audit
Delivery Program outcomes achieved	Council reporting
Concerns or complaints registered	Council records
Number of applications received	Council records

### Governance

This policy should be read in conjunction with any related legislation, codes of practice, relevant internal policies, and guidelines.

*Related legislation and policies*

Name	Link
Related Council Policy	<a href="https://www.esc.nsw.gov.au/council/governance/council-policies">https://www.esc.nsw.gov.au/council/governance/council-policies</a>
Local Government Act 1993	<a href="https://legislation.nsw.gov.au/view/html/inforce/current/act-1993-030">https://legislation.nsw.gov.au/view/html/inforce/current/act-1993-030</a>
Information on Council website	<a href="http://www.esc.nsw.gov.au">www.esc.nsw.gov.au</a>
Application for Washing Machine rebate	<a href="http://www.esc.nsw.gov.au">www.esc.nsw.gov.au</a>
Application for Toilet rebate	<a href="http://www.esc.nsw.gov.au">www.esc.nsw.gov.au</a>

*Related external references*

Name	Link
Office of Local Government	<a href="http://www.olg.nsw.gov.au">www.olg.nsw.gov.au</a>

*Change history*

Version	Approval date	Approved by	Min No	File No	Change
1	22 Sep 2009	Council	09/291	E09.3418	Policy commenced
2	10 Sep 2013	Council	13/272	E13.7095	Reviewed and updated (start of new Council term)
3	11 Apr 2017	Council	17/99	E16.0297 E06.0113	Reviewed and updated (start of new Council term) GMR17/011
4	22 November 2022	Council	22/313	S004-T00060	Reviewed and updated (start of new Council term) Report

*Internal use*

Responsible officer	Director Infrastructure Services		Approved by	Council
Minute	22/313	Report	GMR22/111	Effective date 22 November 2022
File	S004-T00060	Review date	22 November 2022	Pages 3