

# Residential Rainwater Tank Rebate Program

## Frequently asked questions

### What area is the rebate available in?

Residential properties in the Ballina, Byron, Lismore and Richmond Valley local government areas that have existing connections to town water.

### Is a customer eligible for a rebate if they have previously claimed a rebate for their property?

Yes, a resident may be eligible for:

- An internal connection rebate where they have previously installed a tank and only claimed a rebate for external use, i.e. outdoor watering.
- A tank rebate where they have since installed an additional tank at the same property. In this case, any rebate paid will be up to the current maximum rebate available based on the total capacity of all tanks. For example, if the resident has previously received a \$200 rebate for installing a 2,000-litre tank for external use and now decides to install a 10,000-litre tank for external use, they will be eligible for a rebate of \$800. The maximum rebate available is \$1,000 and the previous rebate claimed is \$200 (\$1,000 minus \$200 equals \$800).

### Is a rebate payable for new homes, i.e. where the tank is a requirement of BASIX?

Customers are eligible for a rebate for any portion of the tank volume that exceeds the compulsory BASIX requirements. Residents are also eligible for a rebate on internal connections that are beyond what is required in the BASIX certificate.

#### Example 1:

If a resident has a BASIX requirement to install a 3,000-litre tank and chooses to install a 10,000-litre tank, they will receive a rebate for the volume over and above the compulsory requirement, i.e. 10,000 litres minus 3,000 litres equals 7,000 litres. The customer is eligible to claim a rebate for a 7,000-litre rainwater tank. This falls into the 4,499 litres to 8,999 litres category and attracts a rebate of \$800.

#### Example 2:

If a customer has a BASIX requirement to install a 10,000-litre tank and connect it internally to their toilets but not the washing machine and voluntarily chooses to connect their tank to the washing machine, the resident will receive the washing machine rebate of \$550.

### When does the customer require a certificate of compliance or a Development Application approval?

When the tank is internally connected to the toilet and/or washing machine (Certificate of Compliance).  
When the tank is 10,000 litres or greater (Development Application approval).

### When will the customer receive the rebate?

Within 14 days of Rous County Council approving the application form. Application forms will be approved upon receipt if all eligibility requirements are met and all requested documentation on the application checklist is provided.

### Who should I contact if I need more information?

Please contact Rous County Council on (02) 6623 3800 or email to: [council@rous.nsw.gov.au](mailto:council@rous.nsw.gov.au)