# Water Corporation Waterwise Toilet Rebate

## Terms and Conditions 2026/27 Program

The **Waterwise Toilet Rebate** is available to residential property owners in Western Australia who are scheme water customers of Water Corporation. A Rebate of $400 is available on the purchase and install of a new WELS (Water Efficiency Labelling Standards) 4-Star or 5-Star Rating toilet to replace a single flush or old dual flush toilet. A Rebate of $500 is available on the purchase and install of a WELS 5-star toilet with integrated hand basin to replace a single flush or old dual flush toilet. A maximum of 2 Rebates of $500 each are available for residential property owners with two eligible toilets.

The Corporation is offering the Rebate to improve water efficiency and reduce water waste. Single flush and early dual flush toilets use up to 12 litres of water per flush compared to WELS 4-Star Rating toilets, which use 4.5 litres of water for a full flush and 3 litres of water for a half flush. A total of 650 Rebates are available. Applications to apply for a Rebate will be open from 1 July 2026 to 31 May 2027 (inclusive), or when the limit of 650 Rebates is reached, whichever occurs first. The rebate is open to all customers state-wide who are connected to scheme water.

To be eligible for a Rebate, the toilet and installation must have been purchased and completed within the Rebate Period. The product must be a WELS 4-Star Rating (or higher) dual flush toilet or WELS 5-Star toilet with integrated hand basin and be purchased to replace an eligible toilet. The installation works must be completed by a Licensed Plumber.

It is important that you read and understand the terms and conditions below before you engage a Licensed Plumber to complete the works and apply for the Rebate.

**The Corporation offers the Rebate in accordance with the following terms and conditions. By participating in and registering for the Rebate, you are taken to have accepted these terms and conditions.**

### Definitions

The terms in these conditions have the following meaning:

a. **Corporation** means Water Corporation (ABN 28 003 434 917);
b. **Eligible Area** means the state of WA;
c. **Licensed Plumber** means a person qualified to carry out water supply, sanitary or drainage plumbing work in Western Australia who hold a current licence issued by the Plumbers Licensing Board;
d. **Rebate** means this Waterwise Toilet Rebate 2026/27;
e. **Rebate Allocation** means a total of 650 Rebates;
f. **Rebate Period** means the period from 1 July 2026 to 31 May 2027 (inclusive), or when the Rebate Allocation is reached, whichever occurs first;
g. **WELS Star Rating** means the product rating determined in accordance with the WELS standard (Australian Standard 6400:2016 Water efficient products - Rating and labelling).

### Eligibility for the Rebate

The following conditions apply to be eligible for this Rebate:

1. The toilet must be installed at a residential property connected to the Corporation's scheme water system.
2. The toilet must be installed by a Licensed Plumber. It is preferrable (but not mandatory) that the Licensed Plumber also be a waterwise plumber endorsed by the Corporation.
3. The new toilet must have a WELS 4-Star Rating or higher.

4. The toilet must replace an existing single flush toilet or an existing eligible dual flush toilet. In determining whether an existing dual flush toilet is eligible for replacement, the Corporation will consider the photographs submitted as part of the application under condition 8.
5. The toilet must have been purchased and installed 1 July 2026 and 31 May 2027 (inclusive).
6. A tax invoice or receipt for the purchase and installation of the toilet must be issued by the Licensed Plumber and provided to the Corporation detailing:
    a. the residential property address where the toilet was replaced and installed;
    b. the installed WELS 4 or 5-Star Rating toilet make and model; and
    c. the total amount paid for the purchase of the toilet and installation works.
7. The registered proprietor(s) of the property or a property manager must apply for the Rebate.
8. The application must include the tax invoice/receipt in accordance with condition 6 above and 3 photographs including:
    a. *Before Photographs (2 Required)*
        i. one side view photograph of the old toilet; and
        ii. one front view photograph of the old toilet.
        iii. Both photographs must show:
            - the full length of the toilet (including the bolts securing the pan to the floor);
            - the area surrounding the toilet; and
            - be taken before the old toilet is uninstalled.
    b. *After Photograph (1 Required)*
        i. one photograph showing the new toilet installed.
            - the photograph must clearly demonstrate that the new toilet has been installed in the same toilet/bathroom from which the old toilet was removed.
9. The Rebate can only be claimed if a toilet has been both purchased and installed. The Rebate cannot be claimed for an individual toilet purchase or toilet install.
10. Customers can apply for the Rebate in accordance with conditions 11 to 18 below.

**Claiming the Rebate**

11. The Rebate can only be claimed by completing and submitting the application form found on the Corporation's website and must include the information set out in conditions 6 and 8 above.
12. The Rebate can only be claimed once per toilet with a maximum of 2 toilets per residential property/Water Corporation account number. A customer can claim multiple Rebates if they own more than one residential property which are subject to different Water Corporation account numbers.
13. For registered proprietors or property managers who own or manage multiple homes within a strata complex with a common account number, the Corporation will assess their eligibility to claim multiple Rebates within that complex on a case-by-case basis. The registered proprietor or property manager are required to email rebates@watercorporation.com.au in relation to their individual claims.
14. For rental properties, the registered proprietor or property manager (not the tenant) must submit an application for a Rebate as any credit will be applied to the registered proprietor's account not the tenants.
15. The Rebate is non-transferable and can only be claimed during the Rebate Period.
16. In determining whether customers are eligible for the Rebate, the Corporation will review the information contained in the application. The Corporation may approve or deny an application in its absolute discretion. The Corporation's decisions are final.
17. If the Corporation approves an application, then payment will be made by credit to the Corporation account number provided by the customer in the application.

18. Work undertaken in accordance with the Rebate may be audited by a Licensed Plumber or the Corporation.

**Liability and Warranty**

19. The Corporation does not warrant or represent:
    a. that the toilet is suitable for a particular property;
    b. that the toilet is fit for purpose or will function in accordance with the specifications; or
    c. any matter as to the performance or quality of the Licensed Plumber.
20. The Corporation will not be liable for any damages, claims or loss whatsoever suffered as a result of the installation of the toilet or the performance of a Licensed Plumber.
21. You acknowledge and agree that the relevant businesses that supplied the products and services will be responsible for managing all aspects of customer service associated with the products and services, including but not limited to scheduling, installations, warranty claims and complaints.

**Privacy Statement**

Personal information provided for the purposes of this Rebate/Program will be collected and used by the Corporation to assess, administer and deliver the Rebate/Program. The Corporation may disclose your personal information to third parties engaged to assist in administering the Rebate/Program, delivering related services and supporting water efficiency programs. Personal information will otherwise be collected, used and disclosed in accordance with the Corporation's Privacy Policy.