

Rebates and Incentives

Council offers a number of rebates and incentives to encourage residents to be more water efficient. These include the new for old showerhead exchange, showerhead replacement rebate and dual flush toilet rebate.

New for Old Showerhead Exchange

Coffs Harbour City Council will give you a brand new water efficient showerhead for FREE as a replacement when you bring in your old inefficient showerhead. It's that easy! Take your new showerhead home, install it and start saving on your water AND energy bills immediately.

How to Participate

Bring the items listed below to the Council's Customer Service Centre on the corner of Coff and Castle Streets, Coffs Harbour:

- Your old inefficient showerhead; and
- A current Coffs Harbour City Council Water Account; and
- Another form of identification e.g. Driver's License; and
- Tenants also need written permission from the property owner to replace the existing shower in the property with a water efficient shower from Council's New for Old Replacement program.

Terms and Conditions:

- The property must be connected to the Coffs Harbour Water Supply System.
- New showerheads will only be issued to replace inefficient showersheads.
- The New for Old Replacement Program is only available to residential premises (a house or unit). No commercial operators are eligible for the free showerheads.
- Limited to two (2) shower packs per property.

N.B. Some low-flow showerheads are not compatible with some instantaneous hot water systems as they can restrict the flow of water to the extent that the hot water system turns off or the water temperature will be unstable. If you have an instantaneous system, look for showerheads that will operate down to 150kPa pressure.

Rebate for Showerhead Replacement

If your bathroom decor doesn't match Coffs Harbour Water's free 'New for Old' showerhead, you may instead choose to replace your inefficient showerhead with a water efficient showerhead of your choice and apply for a rebate. The rebate for the first showerhead is \$25.00 and the rebate for a second showerhead is \$15.00.

How to Participate:

When you have installed the new water efficient showerheads that you have purchased, you will need to take the items listed below to Council's Customer Service Centre on the corner of Coff and Castle Streets, Coffs Harbour:

- the old inefficient showerheads; and
- the packaging of the new showerheads, clearly showing the water efficiency rating and rate of water flow; and
- the Tax Invoice for the new showerheads, clearly showing your name, address and telephone number; and
- a current Coffs Harbour City Council Water Account; and

Another form of identification e.g. Driver's License.

A cheque will then be mailed to you (maximum of \$40 for 2 showers).

Terms and Conditions:

- New water efficient showerheads must be 9 litres/minute flow or less.
- The property must be connected to the Coffs Harbour Water Supply System.
- Rebates will only be paid when replacing inefficient showers.
- The Residential Showerhead Rebate Program is only available to residential premises (a house or unit). No commercial operators are eligible for the rebate.
- The rebate paid will not exceed the purchase price of the showerhead.
- Limited to two (2) shower rebates or maximum of \$40.00 per property.

Dual Flush Toilet Rebate

Replace your old single flush toilet with a dual flush toilet and Coffs Harbour Water will give you \$30 towards the replacement costs.

How to Participate:

Have your licensed plumber replace your existing single flush toilet with a new dual flush toilet. When the new toilet has been installed, you will need to take the items listed below to Council's Customer Service Centre at the corner of Coff and Castle Streets, Coffs Harbour:

- A completed Dual Flush Toilet Rebate Application Form;
- Itemised Tax Invoice from the licensed plumber, which should clearly show your name and address;

- Tax Invoice for the purchase of the dual flush toilet if the licensed plumber did not supply and install. This is only required if you purchased the toilet separately and just paid the licensed plumber to retrofit the dual flush toilet you had purchased elsewhere;

- A current Coffs Harbour City Council Water Account; and

- Another form of identification e.g. Driver's License.

A cheque to the value of \$30 per toilet will then be mailed to you (maximum of \$60 per property).

Terms and Conditions:

- Rebates will only be paid for replacement of an existing single flush toilet. No dual flush toilets are eligible for the rebate.

- Rebates will only be paid for dual flush retrofits undertaken by a licenced plumber.

- The property must be connected to the Coffs Harbour Water Supply System.

- The dual flush toilet installation must be in residential premises (a house or unit). No commercial operators are eligible for the rebate.

- Limited to two (2) dual flush rebates per property.

- Dual Flush Toilet Rebate Applications must be submitted to Coffs Harbour City Council within 6 months of the single flush toilet being replaced.

- Rebates will only be paid to property owners.

- Coffs Harbour City Council may wish to verify that the item has been installed at the premises, and a representative will arrange a time by agreement with the householder. The inspection may occur at the time the subsidy is paid.

Important - please note:

If you would like to apply for the Council rebate, you must get a licenced plumber to do this work for you because:

- Under the NSW Plumbing Code, changing a toilet cistern involves plumbing works which are legally required to be carried out by a licenced plumber.

- Only a licenced plumber can provide the correct advice on whether you will need to change the toilet pan as well as the cistern for correct and healthy operation of your new toilet.