



**Central
Tablelands
Water**

Water Allowance for Home Dialysis Patients

DOCUMENT CONTROL

| Document Title | | Water Allowance for Home Dialysis Patients | | | |
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| Reviewed by | | | | | |
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Objective

To establish the circumstances under which an allowance can be applied to water charges for residents of properties who require the use of dialysis machines in the home.

Introduction

CTW recognises that water is a vital aspect of kidney dialysis. Dialysis machines use large volumes of water and rely on an uninterrupted supply of quality water for continuous operation. As a result, customers may incur water accounts higher than normal because of the additional water usage.

In this regard, CTW will provide an allowance for dialysis patients in order to provide financial relief.

Requirements

To be eligible for CTW's allowance, customers must use a kidney dialysis machine at home. Written evidence will be requested at time of application.

Policy

CTW will provide a quarterly water usage rebate of 20kl where it is confirmed that a dialysis machine is being used by a resident of the property. Written confirmation must contain the name of the resident using the dialysis, the property address and the date of commencement of dialysis.

Applications are to be made as follows:

- 1) applications must be made each financial year; and
- 2) applications must be received in writing, and include:
 - Written evidence from a registered medical practitioner or hospital that they are required to undertake home dialysis treatment, which requires substantial water use.

The property must have used a minimum of 50 kilolitres of water for the quarter to qualify for the allowance. Once water usage has been confirmed, the revenue officer is to apply a 20kl allowance prior to the issuing of the quarterly account, showing as a credit brought forward.

Under no circumstances will the allowance be granted on a retrospective basis. Only one concession will be permitted for each property.

Should water no longer be required for dialysis, the customer must inform CTW and the allowance will be ceased. Failure to notify CTW will result in the concession being cancelled and revocation of all prior concessions provided.

References

- Central Tablelands Water Dialysis Rebate Policy

Variation

Council reserves the right to review, vary or revoke this policy.