

POLICY



CENTRAL TABLELANDS WATER

DIALYSIS REBATE POLICY

DOCUMENT CONTROL

Document Title		Dialysis Rebate Policy			
Policy Number		CTW-PR033			
Responsible Officer		Corporate Services Manager			
Reviewed by		Corporate Services Manager			
Date Adopted		18 June 2025			
Adopted by		Council			
Review Due Date		June 2029			
Revision Number		2			
Previous Versions	Date	Description of Amendments	Author	Review/ Sign Off	Minute No: (if relevant)
1	Sep 2019				
2	18/06/2025	Nil changes	GESO	CSM	25/041

Introduction

Central Tablelands Water (CTW) residential customers using a home dialysis machine with a free allowance of water per annum.

Policy Details

CTW will provide customers using Dialysis machines at home with a free allowance of 20 kilolitres of water per annum, applied equally across billing periods. This allowance is provided directly on the CTW account sent to the property owner. It is assumed that if the property is a rental, and the tenant is compliant with this policy, that the allowance is passed on to the tenant, where this is relevant.

Residents may apply for the allowance by writing to CTW and enclosing a medical certificate or letter from NSW Health, detailing the person on dialysis and the property address of the dialysis machine.

CTW will apply the allowance directly to the property's account and the rebate will be applied in the same period in which the water consumption to which it applies is being billed.

Customers who cease to use Home Dialysis must notify CTW as soon as practicable to ensure the allowance is removed from the property. Customers will also be contacted annually to confirm their use of dialysis at that property address.

If there is to be a planned interruption to the water supply, CTW will contact the customer in addition to the same way as it informs all its customers of an interruption to supply.

In emergency or fault situations CTW has systems in place to identify customers in that area who need immediate notification and crews will endeavour to provide assistance to dialysis customers to minimise disruptions to their treatment. CTW will ensure that the necessary repairs are carried out as a high priority.

Dialysis patients need to ensure that they have been suitably trained by their dialysis care provider on how to manage interruptions to their water supply.

Purpose and Objectives

The purpose of this Policy is to provide a free water allowance to residential customers on home-based dialysis.

People who have kidneys that have partially or completely lost their ability to filter the harmful chemicals produced through the normal metabolic process, become candidates for dialysis. A dialysis machine functions for the kidneys and filters the blood to remove toxins. This machine uses both water and power to function. The quality and supply of water to customers with this need is critical.

Policy Scope and Coverage

This Policy applies where:

- The dialysis patient resides permanently at an address within the CTW water supply area.
- The dialysis patient receives their regular treatment on a dialysis machine at home and not through a hospital or other dialysis centre.
- The doctor, renal specialist or a NSW Health Dialysis centre manager provides a supporting letter confirming the patient as receiving dialysis treatment at home.

Definitions

Term	Meaning
Dialysis	The use of a machine by people with chronic kidney disease which performs the function of pumping the patient's blood through a dialyser. The machine uses considerable volumes of water in this process.
Home Dialysis	The use of a machine at home by people with chronic kidney disease which performs the function of pumping the patient's blood through a dialyser. The machine uses considerable volumes of water in this process.
CTW water supply area	Properties within the water supply area of Blayney, Weddin and Cabonne Shires.
Home Dialysis machine	Dialysis machines fitted with a continuous flow with a reverse osmosis unit.