

Pensioner Concession Rebates Policy

Purpose

The intent of this policy is to allow Riverina Water to backdate pensioner concession rebates for eligible customers.

Policy Statement

Riverina Water wishes to provide additional support to customers beyond the minimum provisions of the Local Government Act, including backdating or extending the rebate.

Scope

This policy applies to all eligible customers of Riverina Water.

Principles

Riverina Water will grant the current full rebate available to any pensioner that is eligible for any pension rebate.

Backdating of Pensioner Concession Rebates

Riverina Water will, where a property owner has been an eligible pensioner for longer than two years, backdate pensioner concession rebates claims for a period of up to two years from the date of application.

Backdating in the Case of Financial Hardship

Riverina Water may give special consideration to extend the rebate period based on pension start date in a case of genuine financial hardship, and in reference to the Debt Management and Hardship Policy.

Life Tenancy

For the purpose of this policy, life tenants are deemed as owners. Life Tenants are defined in Office of Local Government Council Rating and Revenue Raising Manual 2007.

Non Compliance

Non-compliance (by staff) with the adopted policy may be considered a breach under the Code of Conduct. As such, any suspected or known non-compliance will be reported to the CEO

Policy number	4.07S
Responsible area	Corporate Services
Approved by	Riverina Water Board – Res 26/058
Approval date	23 April 2026
Legislation or related strategy	Local Government Act 1993 Local Government (General) Regulation 2021
Documents associated with this policy	Office of Local Government Council Rating and Revenue Raising Manual 2007
Policy history	Adopted 2007: 07/89 Name change Nov 2013 Review 11 Dec 2015: 15/186 Review 26 Oct 2016: 16/182 Review 22 June 2022: 22/094
Review schedule	This document is to be reviewed once every Council term

Policy details may change prior to review date due to legislative or other changes, therefore this document is uncontrolled when printed.

END OF POLICY STATEMENT