



ToiletSmart Terms and Conditions

- 1) The ToiletSmart – Residential Program is only available to ACT home owners for residential properties connected to ACTEW Corporation's water supply network.
- 2) The ToiletSmart – Residential program and rebate is applicable for the replacement of single flush toilet suites and old dual flush toilet suites with a cistern capacity greater than 6/3 litres per flush. This program replaces the complete toilet suite (combined cistern and pan); there is no option to replace the cistern only.
- 3) The ToiletSmart – Residential offer is based on the following 4.5/3 litre dual flush Caroma Smartflush* options only. No other toilet suites or brands will apply. Suites are available in white only in either S or P trap models.
 - Slimline Connector Suite
 - Profile 4 Connector Suite
 - Profile 4 Deluxe Close Coupled Suite
 - Metro Wall Faced Close Coupled Suite
- 4) For program pricing refer to the current ToiletSmart brochure. Prices are based on a fully installed price after the ACT Government ToiletSmart – Residential rebate of \$100 per toilet suite has been applied.
- 5) A limited number of Caroma Smartflush* Slimline toilet suites are available at no charge for holders of a Pensioner Concession Card. There is a limit of one free toilet suite per eligible household. Offer applies to supply and standard installation. Any additional costs associated with a non-standard installation of this toilet suite must be paid for by the applicant. A second toilet suite, if required, can be supplied as per the advertised prices of the ToiletSmart – Residential Program. At the time of installation Pensioner Concession Card holders must supply either a recent ActewAGL Water & Sewerage Account or ACT Rates Notice with the same name and address as that shown on the Pensioner Concession Card.
- 6) Non-standard installations may incur additional charges. Installation does not include tile repair, painting, plastering, altering or replacing cast iron collars and replacement or repair of waste or water pipes. Replacement of toilet suites with a skew pan or vented S or P pan will incur an additional cost. New cistern and pan may not cover the foot print of the old system so any repairs and maintenance to the floor or wall are not included in the installation price. The floor and wall must be in good condition prior to installation. We reserve the right to quote upon full site inspection.
- 7) The price includes one visit for toilet installations only. No additional site visit for quotation or inspection purposes has been allowed in the pricing.
- 8) The second toilet suite will be installed at a reduced price when installed at the same time as the first toilet suite. Note that holders of a Pensioner Concession Card, who received the first toilet suite for no charge, will need to pay the full advertised price less the same installation discount provided to all other householders.
- 9) The drainage set-out and isolation valve positions are to be provided by the customer at the time of booking.
- 10) ToiletSmart – Residential applicants must notify Prime Industries Pty Ltd on 1300 749 794 if they are unable to keep their appointment with the plumber. Failure to keep an appointment may incur a service call out fee and repeated failure to keep appointments may result in ineligibility to participate in the ToiletSmart – Residential Program.
- 11) All ToiletSmart – Residential installations in rental properties must be arranged by the property owner or their managing agent. Property owners or their managing agents must be present at the time of the toilet suite installation and payment must be made directly to the plumber at that time.
- 12) The ToiletSmart – Residential contracted plumber must remove and dispose of the old cistern, pan and components as agreed with the Australian Capital Territory (the Territory).
- 13) Payment in full will be required on completion of installation. Cash, cheque or credit cards are accepted (note a credit card surcharge may apply).
- 14) A maximum of two rebates may be claimed per metered premises.
- 15) To be eligible for this rebate the new toilet suite must be installed by a fully licensed Master Plumbers Association ACT plumber contracted to deliver the ToiletSmart – Residential Program.
- 16) The water saving calculations of 36,600 litres are based on the annual water consumption savings of a Caroma Smartflush* toilet suite when compared with the annual water usage of an 11 litre single flush toilet suite. The calculation is based on an average occupancy rate of 2.6 residents per household and on current Australian Standards AS1172 and AS/NZS6004:2003 for calculating average flushing volumes per person.
- 17) The Territory reserves the right to inspect the toilet(s) at the address of installation.
- 18) ToiletSmart – Residential Program participants consent to and recognise that the Territory and its servants and agents may contact them to conduct research related to the Program and may use details of the property's water consumption for research related to the Program.
- 19) In accordance with privacy legislation we advise you that the information collected on the ToiletSmart – Residential rebate form will be used by the Territory and its servants and agents to process rebate applications. The information may be used by the Territory for research and other matters relating to the rebate and to provide you with the information about water efficiency programs.
- 20) The ToiletSmart – Residential Program is available for a limited time only. Notification of closure of the Program shall be via the Public Notices section of The Canberra Times.

Advice on the ToiletSmart Plus program and associated rebates can be obtained by calling Canberra Connect on 13 22 81 (9.00am to 5.00pm Monday to Friday)

Printed on recycled paper

ToiletSmart Plus Terms and Conditions

ToiletSmart Plus Terms and Conditions

The ToiletSmart Plus Program Terms and Conditions are to be read in conjunction with the ToiletSmart – Residential Program Terms and Conditions.

- 1) ToiletSmart Plus is only available to ACT home owners who participate in the ToiletSmart – Residential Program.
- 2) The ToiletSmart Plus service is only available at the time of the installation of a toilet through the ToiletSmart – Residential Program. No additional site visit for quotation or inspection purposes has been allowed in the pricing.
- 3) The ToiletSmart Plus offer is based on the following products and services.
 - One free, home water audit, 15 minute (maximum)And access to the following products and services on request by the customer and where suitable:
 - Irwell Stayfast Showerhead
 - Irwell Invigra Fixed Showerhead
 - Irwell Invigra Hand Shower
 - Leaking tap repairs
 - End-of-line aerator flow controllers
 - Brass garden taps
- 4) For program pricing refer to the current ToiletSmart and ToiletSmart Plus brochure.
- 5) A limited number of Irwell Stayfast WELS 3 Star Showerheads are available at no charge for holders of a Pensioner Concession Card. There is a limit of one free showerhead per eligible household. All other ToiletSmart Plus products and services are available to Pensioner Concession Card holders at the advertised price.
- 6) Leaking tap repairs will only be performed on spindle tap sets. Repairs to leaking ceramic disc and mixer style taps are not included in the Program. All tap repairs will be carried out at the discretion of the plumber. Where the plumber deems that a tap is unable to be serviced, replacement of the tap in question is the owners' responsibility.
- 7) End-of-line aerator flow controllers can only be fitted to suitable existing tapware and will not be installed unless deemed suitable by the attending plumber.
- 8) The installation of all products included in the ToiletSmart Plus Program is at the discretion of the Program plumber.
- 9) The ToiletSmart Plus Program includes the advertised services and products only. No additional works will be undertaken as part of this Program, including (but not limited to) repair or replacement of leaking or damaged hot water systems, washing machines, dishwashers, grey water systems, irrigation systems or any other device on the premises.
- 10) The Australian Capital Territory (the Territory) makes no guarantee that the provided water efficient showerheads will be suitable for installation on all properties. For example, water efficient showerheads may not be able to be fitted in homes with a gravity or instantaneous hot water system.
- 11) The ToiletSmart Plus Program is available for a limited time only. Notification of closure of the Program shall be via the Public Notices section of The Canberra Times.

Advice on the ToiletSmart Plus program and associated rebates can be obtained by calling Canberra Connect on 13 22 81 (9.00am to 5.00pm Monday to Friday)

Printed on recycled paper

TSF005 11/1403