



With a tank, the choice is yours!

Creating sustainable
solutions to suit your lifestyle

**SOUTH EAST
WATER**



Each year the average Melbourne household uses approximately 135,000 litres of drinking water for activities such as flushing toilets and watering gardens. However, as demand for our mains water supply continues to increase, so does the need for adopting more sustainable solutions that suit our lifestyle needs today and secure water for the future.

Exempt from water restrictions, the water captured by a rainwater tank empowers homeowners with an alternate water supply that can be used to suit their lifestyle needs. From supplementing garden watering or washing cars to economical indoor usages such as flushing toilets and filling washing machines, rainwater tanks provide a multitude of choice and a valuable investment in securing water for future use.

However, to make a real difference to our water supplies, more households need to install a rainwater tank. To make this possible, South East Water is pleased to offer residential customers an exclusive range of complete rainwater tank solutions to suit their lifestyle needs.

Now, with a choice of interest free payment plans, guaranteed products and services, accredited installation options and reliable onsite advice, purchasing a rainwater tank has never been easier!

Why install a rainwater tank?

A better question is why not? Aside from allowing you to contribute to more effective use of our precious water resources, a rainwater tank provides an excellent supplement to your mains water supply. This supplementary supply means choice, and as the rainwater you capture is not subject to current water restrictions, this means using your rainwater supply when you want, to suit your own lifestyle needs.

Best of all, by capturing rainwater which would otherwise disappear into our stormwater system, you can make every drop count, the benefits of which are endless.

Protect your garden

Gardens add value to a home, and in terms of plants and maintenance they prove a substantial investment for many homeowners. Rainwater tanks are a valuable and cost effective way of protecting this investment, especially during water restriction periods. Whether it's ornamental flowers or fruit and vegetable crops, by using the water captured in a rainwater tank you can keep your garden watered, when it needs it most.*

Use drinking water more effectively

You can add further value to your home and save precious drinking quality water by connecting your rainwater tank for indoor usage. The water captured in your rainwater tank can be used efficiently in your bathroom to flush toilets, or in the laundry for your washing machine. Using your rainwater tank indoors is a great way to create an environmentally friendly home and ensure you enjoy the benefits of your rainwater tank all year round.

Experience the difference

As the rainwater captured in your tank is not subject to water restrictions, it provides a useful resource for common tasks such as topping up your swimming pool, washing your car, or even your pets. For young children, grandchildren or simply those young at heart, a rainwater tank could mean the return of a wading pool or garden sprinkler on a hot summer day.*

Finding a tank solution is easier than ever

With South East Water, residential customers can choose from a range of interest free payment plans and accredited installation options on a range of rainwater tanks. Plus, with reliable onsite advice right from the start, finding a tank solution to suit your lifestyle needs has never been easier.

* Usage applies to captured rainwater only. Restrictions still apply to mains water.



Using tank water wisely

Although exempt from water restrictions, the water captured in your rainwater tank is a valuable resource. It is important to make every drop count. Whether used to water your garden or to top up your swimming pool, make sure you maximise the value of your rainwater tank solution and use the water you capture wisely and responsibly.*

Watering your garden

A rainwater tank is an excellent resource for supplementing your garden watering or filling ornamental pools or ponds. It is also the best alternative to mains and grey water.

When using tank water on your garden, remember to use it in conjunction with other water saving measures such as mulch, drip systems and soil additives, which will help sustain your garden during periods of hot, dry weather.*

And remember, be responsible with your garden watering, don't water your garden unnecessarily.

Washing your car or pets

The water captured in your tank is also useful for activities such as washing your car or even your pets. However, whatever the use make sure you make every drop count and are water wise at all times. When using tank water to wash your car or pets, avoid the driveway and use your lawn. This is a resourceful way to use your captured rainwater plus, while stopping soapy detergents running into the storm water system, your lawn will benefit just as much as your car or pets.*

Using rainwater indoors

The best way to maximise the value of your rainwater tank is to connect it for indoor usage, such as flushing toilets and filling your washing machine. Aside from reducing the amount of mains water you consume, connecting your tank for indoor use means you can enjoy the benefits of your rainwater tank all year round.

If you are going to use your tank for indoor usage, be water wise and have a licensed plumber connect it for you. If not properly connected to your washing machine or toilet, you could be losing precious water through poorly fitted pipes and taps.

Topping up your swimming pool

Rainwater tanks provide a great source for topping up your swimming pool or spa. To get the most out of the rainwater you use in your pool, make sure you minimise water evaporation by using a pool cover.*

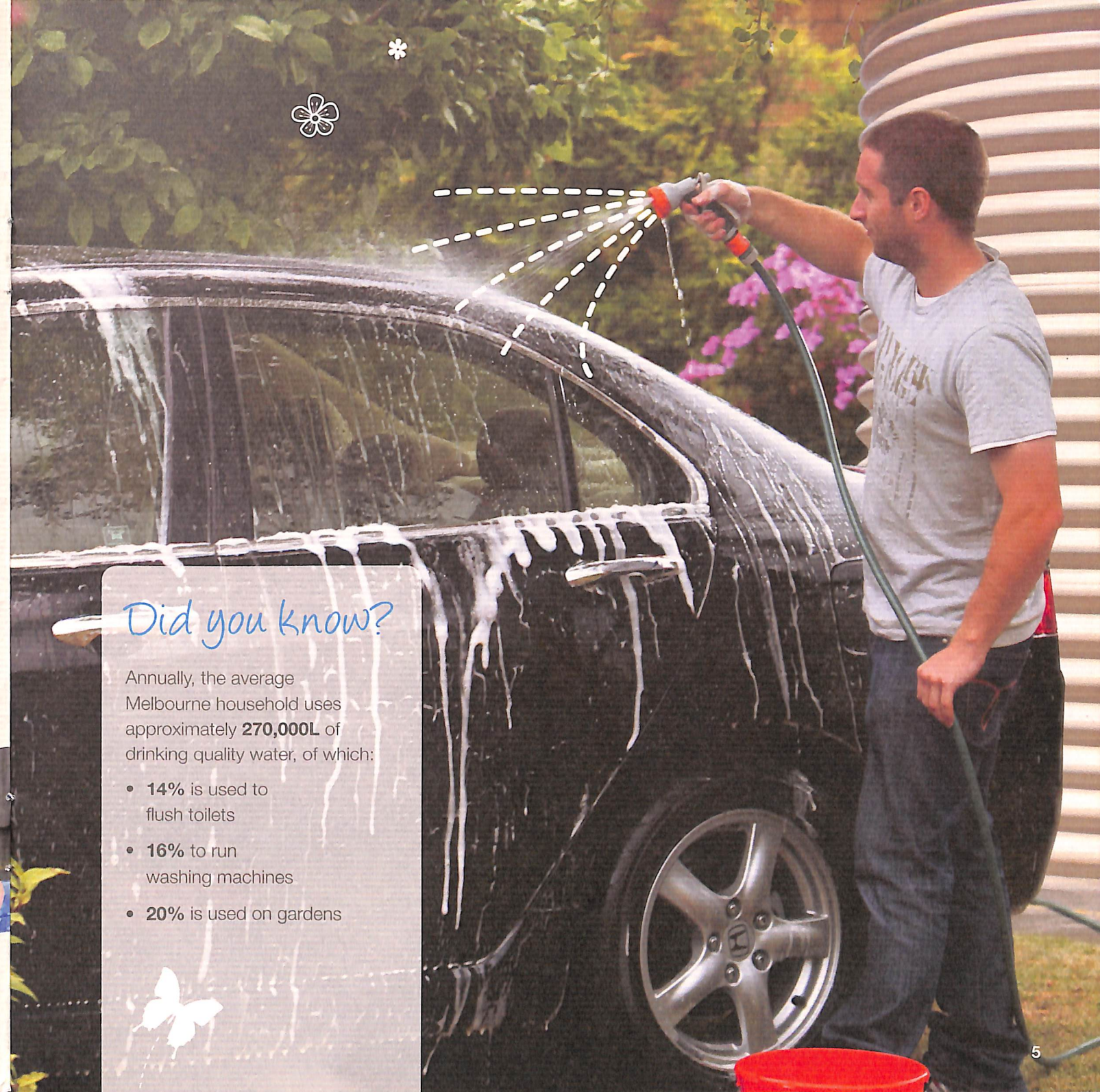
You can also help maintain your pool's water levels by discouraging rough play in the water. Activities such as bombing can wash water onto your pool deck and increase evaporation.



Did you know?

Annually, the average Melbourne household uses approximately **270,000L** of drinking quality water, of which:

- **14%** is used to flush toilets
- **16%** to run washing machines
- **20%** is used on gardens



* Usage refers to captured rainwater only. Restrictions still apply to mains water.

Your tank solution

Purchasing a rainwater tank is a significant investment for any homeowner, and with South East Water finding the right solution is easier than ever.

With an exclusive range of interest free payment plans, guaranteed products and services, accredited installation options and reliable onsite advice, residential customers can now choose a rainwater tank solution to suit their lifestyle needs.

Your tank options

Steel or poly, round or slimline, South East Water has an extensive range of rainwater tanks and accessories for you to choose from. All South East Water tanks are available in a range of colours, shapes and sizes and come complete with a 10-year guarantee.

Steel tanks

A true Aussie icon, steel tanks are not just a feature of rural country towns they are a popular choice for urban dwellings. Manufactured with BlueScope Steel and built to last, Aquaplate®

steel tanks are available in a range of colours, shapes and sizes, including a choice of more contemporary slimline designs. Constructed with non-combustible parts, steel tanks are also an excellent choice for bushfire prone areas.

Poly tanks

Manufactured using high quality UV-stabilised polyethylene, poly tanks are strong, durable and designed to withstand Australia's harsh conditions. Round or slimline, poly tanks come in a range of colours and sizes to suit your water needs and complement the look of your home.

Rainwater tank accessories

South East Water also offers a range of rainwater tank products and accessories to ensure you maximise the value of your rainwater tank solution.

For information on the full range rainwater tanks and accessories available through South East Water simply call **(03) 8788 4186** or visit **www.southeastwater.com.au**.



For a variety of colour
and style options see
www.southeastwater.com.au

Reliable onsite advice

With a variety of tanks to choose from, selecting the right tank to suit your needs can be difficult. With a site inspection, a South East Water registered plumber will visit your home to discuss your tank options.

A site inspection will provide you with all the information you need to make an informed decision and is a great way to ensure your tank solution is the right one to suit your lifestyle needs.

Choose a payment plan

To assist with the upfront financial costs of your rainwater tank solution, residential customers can enjoy the convenience of a 12 or 24-month interest free payment plan. Alternatively, if you prefer to pay for your rainwater tank solution upfront you can enjoy a 10% discount off your total package price.

Terms and conditions apply, visit **www.southeastwater.com.au** for details.

Installation options

While you can just purchase a rainwater tank from South East Water, we recommend having a licensed plumber install it for you. This is particularly important if you are considering

connecting your tank for indoor uses such as flushing toilets or filling your washing machine. Plus, by arranging a licensed plumber through South East Water you can avoid upfront installation costs and include them as part of your interest free payment plan.

If the total cost of your tank and installation work is valued over \$750 and performed by a licensed plumber, you will be issued with an official Plumbing Industry Commission (PIC) certificate of compliance guaranteeing workmanship for seven years. Aside from a service assurance, a PIC certificate is required for the Government's Water Smart Gardens and Homes rebate.

Claim your rebate

Under the Victorian Government's Water Smart Gardens and Home Rebate Scheme, your rainwater tank could be eligible for a rebate of up to \$1000. The amount of your rebate is dependent on the usage and size of your rainwater tank. A 600L tank used for outdoor usage is eligible for a \$150 rebate while a large tank of 5000L or more that is connected to your laundry and toilet is eligible for the maximum rebate of \$1000.

Further information on your tank solution rebate can be found at **www.southeastwater.com**.



Your questions answered

Can I use tank water inside my home?

Definitely! You can save a lot of water by having your rainwater tank connected to your toilet and/or washing machine provided adequate backflow prevention is installed.

What is backflow prevention?

Backflow occurs when a sudden change in water pressure causes water to flow backwards. If your rainwater tank shares pipes or connections with your mains water supply, non-potable water could accidentally flow from your tank into the mains system. To avoid this, an appropriate backflow prevention device is a standard feature of all tanks supplied, installed and fitted for indoor usage by a licensed plumber.

Do I need a permit for my tank?

In Victoria, permits are not required for tanks up to 1.8m in diameter and 2.1m high. However, as local planning laws vary, you will need to contact your local Council to ascertain if a permit is required and if there are any associated fees.

Is tank water safe to drink?

Drinking tank water is NOT recommended. Even if the water smells or looks fine it may be contaminated – a risk that is often greatest in urban and residential areas. Atmospheric pollution and other potential contaminants such as bird and animal faeces, detergents, paints and other chemicals on your roof can dissolve in the water run off and contaminate your tank water. Contaminated water may also contain harmful micro-organisms such as bacteria, viruses and gastrointestinal parasites which pose potential health risks to humans when ingested. South East Water recommends using your mains water for drinking and tank water for alternative purposes.

Why should I get a tank through South East Water?

With South East Water you'll receive reliable, expert advice right from the start to ensure you get a complete tank solution to suit your lifestyle needs. Plus, you can also enjoy a choice of interest free payment plans, upfront payment discounts and a range of accredited installation options.

Are there regulations or taxes for the water in my tank?

There are no specific regulations governing your use or collection of rainwater, as both the State and Federal government are opposed to the introduction of taxes or charges for rainwater collected in tanks. However, South East Water recommends you use your rainwater responsibly at all times.

Will my rainwater tank save me money?

Possibly – but over a long period of time. Your rainwater tank is more likely to supplement your water needs rather than replace them. By installing a rainwater tank you have the choice to use the water in a way that best suits your lifestyle needs while making a valuable contribution to a more effective use of our limited potable water supplies.

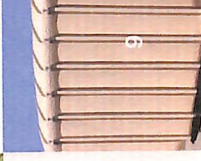
How do I claim a tank rebate?

If you choose to have your tank installed by South East Water, you will receive a post-installation pack with all the necessary documentation to claim the Government's Water Smart Gardens and Homes rebate. For further information on rainwater tank rebates, contact **(03) 8788 4186** or visit www.southeastwater.com.au.

Did you know?

When it comes to our precious drinking water, on average a:

- leaking toilet wastes up to **308L per week**
- washing machine uses up to **120L per load**
- leaking tap wastes up to **200L per day**
- single flush toilet uses approximately **11L per flush**



The next step

With reliable onsite advice, accredited installation options and a choice of interest free payment plans, finding a complete rainwater tank solution to suit your lifestyle needs has never been easier. Simply call South East Water and make the first step toward securing your water needs.

1 Contact us

Call South East Water on (03) 8788 4186 and speak with one of our tank solution consultants who will arrange a licensed plumber to visit your home and discuss the factors you need to consider. A Tank Solutions pack, including useful information on rainwater tanks, their features, benefits and the many options available, will also be mailed to you.

2 Your site inspection

On the day of your site inspection, a licensed plumber will visit your home to discuss your water needs, work through possible options and recommend the best rainwater tank solution to suit your lifestyle. The cost of your site inspection is included in your total tank solution package and payable via your selected payment plan.

3 Your choice

The comprehensive quote for your tank solution is valid for one month. It is then up to you to decide whether you want to purchase your tank solution and what payment option best suits your needs. If you choose to purchase your recommended tank solution simply call South East Water on (03) 8788 4186 and quote your site inspection reference number.

4 Installation options

While you can purchase just a rainwater tank through South East Water, we recommend having a licensed plumber install it for you, particularly, if you are having the tank connected for indoor use. You can arrange installation of your tank through South East Water by calling (03) 8788 4186.

South East Water's installation process is simple and reliable. On the evening before your installation your tank and all fittings will be delivered to your home. On the day of installation a licensed plumber will then install your tank. They will also walk you through the tank's operation to ensure you understand how it works and how it is best maintained.

If the total cost of your tank and installation is valued over \$750 you will be issued a Plumbing Industry Commission (PIC) certificate of compliance guaranteeing all workmanship for seven years. This certificate is also required for claiming the Government's tank rebate.

5 Post-installation

Shortly after the installation of your tank, you will receive a post-installation pack in the mail. This pack includes valuable tips and advice on tank maintenance and water usage, a rainwater tank sign for your letter box or fence plus, all the information you need to claim the government rebate.



Did you know?

South East Water tank solutions offer:

- **interest free** payment plans
- reliable onsite **advice**
- **accredited** installation options
- up to a **\$1000 tank rebate**
- **guaranteed** products & services

Terms and conditions apply.

Need help? Don't know who to contact?

Am I eligible for a tank solution?

All current owner/occupier residential customers of South East Water are eligible. Payment plan options are subject to approval and terms and conditions do apply. To check your eligibility call (03) 8788 4186.

Need a copy of the tank solution terms and conditions?

A full copy of the South East Water tank solution terms and conditions are available online at www.southeastwater.com.au or by calling (03) 8788 4186.

Want to book a site visit?

You can arrange for a licensed plumber to visit your property and discuss the tank options best suited to your needs. To book a site visit call South East Water on (03) 8788 4186.

Need a permit for your tank?

As local planning laws vary, you will need to contact your local Council to ascertain if a permit is required. Check your local Council website for further information and contact details.

Have problems with your water supply?

For enquiries not related to your tank solution, such as mains water or sewerage faults dial 13 Water or call 13 92837.

For your tank solution visit us online
www.southeastwater.com.au
or call (03) 8788 4186

