

Water and Sewer Concessions and Rebate Policy Engagement Summary



Between 28 May 2025 and 23 July 2025 Central Coast Council sought community feedback on the draft Water and Sewer Concessions and Rebate Policy.

The policy aims to establish a framework for financial relief and rebates to eligible residential customers who are experiencing financial hardship due to home dialysis, concealed leaks or sewer connection costs.

During the public exhibition period, the community were invited to review the draft policy and provide their feedback. The information was available to view on the Your Voice Our Coast page. The exhibition was promoted through social media, stakeholder emails, eNews and Coast Connect print.

The options for providing feedback included:

- Your Voice Our Coast online submission form
- Emailing: engageme@centralcoast.nsw.gov.au or
- Post: PO Box 20, Wyong NSW 2259

Engagement Results

A total of 10 submissions were made via Your Voice Our Coast.

Feedback from the submissions included:

- Agreement with the policy and support for further financial assistance, including for those who do not receive concession benefits.
- Current \$1000 cap for concealed leaks is insufficient. Suggestion for a sliding scale discount. Policy should provide clear complaint lines and opportunity for independent reviews.
- Other feedback outside of the scope of this policy related to sewerage stations, questions around charges and connection assistance requests. These were forwarded to the appropriate team for response.

How you connected



A total of **10** submissions received



Your Voice Our Coast
360 views



The policy was downloaded
86 times



2,222 people were reached on Facebook, generating **13** reactions



835 people were reached on Instagram, generating **8** reactions



A targeted stakeholder email was delivered to **1580** recipients



Coast Connect Print readership of 60,000

What's next?

Following the feedback received during public exhibition, Council staff will review all submissions, finalise the Water and Sewer Concessions and Rebate Policy and prepare a report on the outcome of the public exhibition process for Council's consideration. As this project progresses, any relevant updates will be published on Your Voice Our Coast.

Find out more and stay up to date at

yourvoiceourcoast.com

August 2025