

ActewAGL Retail and Icon Water support for eligible customers affected by loose fill asbestos insulation

The information contained in this document is intended to provide guidance to homeowners and tenants on the range of concessions ActewAGL Retail and Icon Water are providing to support eligible customers affected by loose fill asbestos insulation.

Eligibility

Homeowners or tenants of an Affected Property can be identified by checking that their residence is on the [Affected Properties List](#) published on the ACT Government's website.

For homeowners or tenants of an Impacted Property, access to the concessions will require ActewAGL Retail and/or Icon Water to confirm with the ACT Government that the property is identified as an Eligible Impacted Property under the Loose Fill Asbestos Insulation Eradication Scheme.

Eligible Impacted homeowners or tenants will need to provide ActewAGL Retail and/or Icon Water with permission to seek this information from the ACT Government.

ActewAGL Retail – electricity and gas concessions¹

ActewAGL Retail will provide the following concessions to eligible customers:

- Waive meter reading fees required to facilitate the closure of electricity and/or gas billing accounts at an affected or eligible impacted property.
- Waive fees associated with establishing a new electricity billing account, including any meter reading or reconnection fees.

For homeowners returning to their block following demolition and rebuild, ActewAGL Retail will also:

- Waive meter reading fees required to facilitate the closure of electricity and/or gas billing accounts at their temporary residence.
- Waive fees associated with establishing a new electricity billing

¹ A [regulation](#) to prevent new gas network connections to buildings in the ACT commenced on 8 December 2023.

account at the rebuilt property, including any reconnection fees.

Where the customer has already paid fees related to closing of an electricity or gas account and/or the opening of a new electricity account, a credit will be applied to their account.

Icon Water concessions

Icon Water will provide the following concessions to their customers who meet the eligibility criteria:

- Waive water and sewerage supply charges while the home remains vacant
- Waive water usage charges while the home remains vacant.

These concessions will be applied as at the date the Affected or Eligible Impacted Property is permanently vacated.

Customers need to advise Icon Water in a timely manner of their vacation of the property to allow the concessions to be applied.

Where the customer has already paid the service rates or usage charge, a credit will be applied to their account.

How this works during the surrender/sale process

Where water and sewerage supply charges and/or water usage charges are in credit, no adjustments will be made as part of the surrender process. Homeowners may seek a refund from Icon Water directly to ensure they receive the full benefit of the waiver from the vacation date. If the search obtained by the ACT Government reveals water usage charges are owing, a cheque will be drawn in favour of Icon Water from the money to be paid to the homeowner on settlement.

Where water and sewer supply charges and/or water usage charges are in arrears, a cheque will be drawn in favour of Icon Water from the money to be paid to the eligible

homeowner to pay the amount owing up to the surrender date or the vacate date (whichever is earlier). If the search obtained by the ACT Government reveals water usage charges are owing, the amount owing will be added to the cheque payable to Icon Water drawn from the money to be paid to the homeowner on settlement.

If the homeowner has vacated prior to the surrender date but has not advised Icon Water in sufficient time to have the notification reflected on the search provided to the ACT Government, the amount of the arrears cheque drawn in favour of Icon Water will be calculated to pay the water supply charges up to the surrender date.

How to access the concessions

To access these concessions eligible customers can call ActewAGL Retail on 02 5110 2514 or email to resolutions@actewagl.com.au and/or Icon Water on 6248 3111 (Option 2) and advise they are a customer affected by loose fill asbestos insulation.

Note: Eligible Impacted homeowners or tenants will need to provide ActewAGL Retail and Icon Water with permission to confirm eligibility with the ACT Government to access the various support concessions.

Further information

Call Access Canberra on 13 22 81 and ask to speak with the Loose Fill Asbestos Coordination Team, or email loosefillasbestos@act.gov.au.

