

# ACTEWAGL AND ICON WATER SUPPORT FOR MR FLUFFY AFFECTED AND ELIGIBLE IMPACTED HOMEOWNERS AND TENANTS

July 2022

## OVERVIEW

The information contained in this document is intended to provide guidance to homeowners on the range of concessions ActewAGL and Icon Water are providing to support Mr Fluffy affected and eligible impacted homeowners and tenants.

## ELIGIBILITY

- Access to the concessions will require ActewAGL and/or Icon Water to confirm with the Loose Fill Asbestos Coordination Team (Coordination Team) that the property is identified as an Eligible Impacted Property under the Loose Fill Asbestos Insulation Eradication Scheme. Affected Properties can be identified from the [Affected Properties List](#) available on the Loose Fill Asbestos Coordination website.
- Eligible Impacted homeowners will need to provide ActewAGL and /or Icon Water with permission to seek this information from the Coordination Team.

## ACTEWAGL – ELECTRICITY AND GAS CONCESSIONS

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

- Waive fees associated with the disconnection of electricity and/or gas from the affected or eligible impacted property
- Waive fees associated with the reconnection to the new residence
- Waive fees associated with the establishment of the new electricity and/or gas accounts.

For those homeowners who return to their block (after demolition and rebuild):

- Waive fees associated with the disconnection of electricity and/or gas from the 'temporary' residence

- Waive fees associated with the connection of electricity and/or gas back to the previously owned block
- Waive fees associated with the establishment of the new electricity and/or gas accounts.

Where the affected or eligible impacted homeowner or tenant has already paid the disconnection/ reconnection or account establishment fees, 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:

- Waiver of water and sewerage supply charges whilst the home remains vacant
- Waiver of water usage charges whilst the home remains vacant.

These concessions will be applied as at the date the affected or eligible impacted property is permanently vacated.

Affected and eligible impacted homeowners need to advise Icon Water in a timely manner of their vacation of the property to allow the concessions to be applied.

Where the affected or eligible impacted homeowner or tenant 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 in this instance. 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 Territory 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.
- **Where water and sewerage 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 impacted homeowner to pay the amount owing up to the surrender date or the vacate date (whichever is earlier). If the search obtained by the Territory 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.

If the homeowner has vacated prior to the surrender date but have not advised Icon Water in sufficient time to have the notification reflected on the search provided to the Territory, 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 affected and eligible impacted homeowners and tenants can call ActewAGL and/or Icon Water on 6248 3448 and advise they are a customer affected by Mr Fluffy.

**Note:** Eligible impacted homeowners will need to provide ActewAGL and Icon Water with permission to confirm eligibility with the Coordination Team in order to receive 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](mailto:loosefillasbestos@act.gov.au).

## ACCESSIBILITY

The ACT Government is committed to making its information, services, events and venues as accessible as possible. If you have difficulty reading a standard printed publication and would like to receive this publication in an alternative format, such as large print, please phone 13 22 81 or email [loosefillasbestos@act.gov.au](mailto:loosefillasbestos@act.gov.au).



If English is not your first language and you require a translating and interpreting service, please phone 13 14 50 and ask for 13 22 81.

If you are deaf, or have a speech or hearing impairment, and need the teletypewriter service, please phone 13 36 77 and ask for 13 22 81.

For speak and listen users, please phone 1300 555 727 and ask for 13 22 81. For more information on this service visit [www.relayservice.com.au](http://www.relayservice.com.au).