

## OP8128 - Dialysis Rebate Policy

Policy Owner	Executive Manager Customer and Community
Policy Author	Finance Manager & Council Program Coordinator
References	

### 1. Policy Statement

This Policy provides all applicable Unitywater residential customers using a home dialysis machine with a free allowance of water per annum.

### 2. Policy Details

Unitywater will provide customers using Dialysis machines at home with a free allowance of 200 kilolitres of water per annum, applied equally across billing periods. This allowance is provided directly on the Unitywater account sent to the property owner. It is assumed that if the property is a rental, and the tenant is compliant with this policy, that the allowance is passed on to the tenant, where this is relevant.

Residents may apply for the allowance by writing to Unitywater and enclosing a medical certificate or letter from Queensland Health, detailing the person on dialysis and the property address of the Dialysis machine.

Unitywater will apply the allowance directly to the property's account and the rebate will be applied in the same period in which the water consumption to which it applies is being billed.

Customers who cease to use Home Dialysis must notify Unitywater as soon as practicable to ensure the allowance is removed from the property. Customers will also be contacted annually to confirm their use of Dialysis at that property address.

If there is to be a planned interruption to the water supply, Unitywater will contact the customer in addition to the same way as it informs all its customers of an interruption to supply.

In emergency or fault situations Unitywater has systems in place to identify customers in that area who need immediate notification and crews will endeavour to provide assistance to Dialysis customers to minimise disruptions to their treatment. Unitywater will ensure that the necessary repairs are carried out as a high priority.

Dialysis patients need to ensure that they have been suitably trained by their dialysis care provider on how to manage interruptions to their water supply.

### 3. Purpose and Objectives

The purpose of this Policy is to provide a free water allowance to residential customers on home-based Dialysis.

People who have kidneys that have partially or completely lost their ability to filter the harmful chemicals produced through the normal metabolic process, become candidates for dialysis. A dialysis machine functions for the kidneys and filters the blood to remove toxins. The machine uses both water and power to function. The quality and supply of water to customers with this need is critical.

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### 4. Policy Scope/Coverage

This Policy applies where:

- The Dialysis patient resides permanently at an address within the Unitywater water supply area.
- The Dialysis patient receives their regular treatment on a Dialysis machine at home and not through a hospital or other Dialysis centre.
- The doctor, renal specialist or a Queensland Health Dialysis centre manager provides a supporting letter confirming the patient as receiving Dialysis treatment at home.

### 5. Definitions

Term	Meaning
Dialysis	The use of a machine by people with chronic kidney disease which performs the function of pumping the patient's blood through a dialyser. The machine uses considerable volumes of water in this process.
Home Dialysis	The use of a machine at home by people with chronic kidney disease which performs the function of pumping the patient's blood through a dialyser. The machine uses considerable volumes of water in this process.
Unitywater water supply area	Properties within the water supply area including the Moreton Bay Regional Council and Sunshine Coast Council areas.
Home dialysis machine	Dialysis machines fitted with a continuous flow with a reverse osmosis unit.