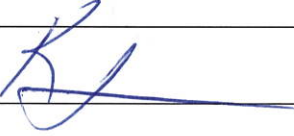


## TO TATOU VAI

### POLICY

<b>SUBJECT:</b> Government Subsidy for the Free Water Allocation	<b>No.</b> APO 01
<b>AUTHORITY:</b> Chairman of the Board 	<b>ISSUE:</b> 1.0
<b>APPROVED FOR ISSUE:</b>	<b>EFFECTIVE DATE:</b> 1 November 2024

#### 1. PURPOSE

The purpose of this document is to specify and clearly articulate the eligibility to the Government subsidy for the free water allocation.

#### 2. SCOPE

This policy applies to water connections to the To Tatou Vai (TTV) water network.

#### 3. DEFINITIONS

##### **Commercial use**

Means the consumption and use of water for business purposes, that include not-for-profit organisations or other institutions that sell goods and services to others.

##### **Domestic use**

Means the non-commercial consumption and use of water in any occupied dwelling by the occupants of the dwelling.

##### **Eligible connection**

Means the registered connection that a person uses for the person's own domestic use.

##### **Eligible Customers**

Means a person who has a registered connection with TTV for that person's own domestic use.

##### **Free Allocation**

Volume of water, as specified in the regulations, that is supplied to all eligible customers with an eligible connection for their domestic use.

##### **Government Subsidy**

The money paid by Government to TTV, on behalf of the customers, for the cost of water.

##### **Occupier**

Is the person who is residing in the dwelling that is connected to the TTV water network.

## 4. DISCUSSION

- 4.1. Section 31 of the TTV Act 2021 states that 'TTV must supply to all eligible customers with eligible connections a free allocation of water up to a maximum amount specified in regulations for domestic use'.

Commencing on 1 October 2024 Cabinet determined this allocation to be 50,000 litres per month per eligible connection for the period 1 October 2024 to 30 September 2025.

- 4.2. The money that would have been payable to TTV by the customer becomes a debt due by the Crown, and payable to TTV on the date that charge would have been payable by the customers. This is referred to in this document as Government Subsidy.
- 4.3. TTV is responsible for assessing and ensuring the eligibility of customers for the Government subsidy.
- 4.4. The process of assessing the eligibility will involve:
- 4.4.1. Requiring that the customer declares, by signing a form of registration, that he/she resides at the dwelling permanently and that the water will be used for domestic purposes only.
- 4.4.2. Valid identifications (ID), Passport or Drivers Licence, must be provided at the time of registration. TTV will keep a copy of the ID for its record.
- 4.5. TTV must submit to MFEM all necessary documents required by MFEM to substantiate the claim for the payment of the subsidy to TTV.

## 5. POLICY

- 5.1. To be eligible for the free allocation, and hence qualify for the Government subsidy, first, the customer must have a domestic connection and this requires that the customer is:
- 5.1.1. Registered with TTV and the dwelling has a registered connection to the TTV water network, under the name of the person who is applying for that water connection.
- 5.1.2. The water is consumed by the owner and the occupants of that dwelling for own domestic use.
- 5.2. A customer is not eligible:
- 5.2.1. If the registered owner does not reside in the dwelling which the connection is registered for. Example is a second or another dwelling that is registered under the same name as the dwelling the owner is usually a resident at.
- 5.2.2. If the registered owner is a body corporate or an organisation and where there are no permanent residents or occupants in the dwelling. Example is a community hall, church and school.
- 5.3. In the case where there are multiple dwellings sharing a single connection only one dwelling will be eligible, the dwelling at which the registered owner of the connection resides.



- 5.4. A long-term rental property may be eligible providing that the connection is registered under the name of the occupant of that dwelling, and the use of water at that property is for domestic use.
- 5.5. A rental property that has multi-tenants but has a single water connection is a commercial customer.
- 5.6. A short-term rental property where the connection is registered under the owner, and the property is rented out, permanent or temporary, is a commercial customer. Example is an AirBnB, Booking.com or Expedia.
- 5.7. A person registered for VAT in respect of a property with water connection will be presumed to have that connection for a commercial use.

## **6. RESPONSIBILITIES**

### **6.1 Implementation**

Finance and Customer Services are responsible for the implementation of this policy.

### **6.2 Maintenance and Review**

TTV Executive Management Team is responsible for the maintenance and review of this policy.

## **7. REFERENCES**

To Tatou Vai Act 2021  
Customer Agreement

