

# CREDIT REQUEST FOR PRIVATE WATER LEAK

## STATEMENT OF EXPLANATION

Your explanation will be submitted to Council's finance staff for consideration. Only requests meeting Council criteria (See Pages 3 and 4) will be considered. Please supply any supporting evidence of repair (e.g. plumber's invoice/s and brief report).

Please note that these requests can take up to a month to process. We will write to you at the postal address provided on this form and let you know the outcome of your request once we have made a decision.

**ONLY THE OWNER OF THE PROPERTY MAY APPLY FOR A CREDIT REQUEST FOR PRIVATE LEAKS.**

**PLEASE COMPLETE IN BLOCK LETTERS**

First Name                      Middle Name                      Surname

Mr/Mrs/Miss/Ms .....

Residential Address: .....

.....

Postal Address: .....

.....

Telephone: Home: ..... Work: .....

Mobile Phone: .....

Email Address: .....

Plumber's Name: .....

Date leak repaired: .....

Do you qualify for a rates rebate? **Yes/ No**

If the calculated credit is less than \$50, do you want us to proceed? **Yes/ No**

*(Note: only one leak per property, and a maximum of two consecutive water supply invoices for each 5 year rolling timeframe will be credited)*

**Please attach a copy of the plumber's invoice/s.**

**PROPERTY DETAILS (Staff only)**

**CSO Name**

Customer Billing No: .....

\_\_\_\_\_  
Received Stamp

Invoice Date  
Contesting: .....

Plumbers invoice attached:      Yes / No



## **Criteria for Credit Request for Water Leak from 1 July 2015**

**Credits for excess water charges arising from the following reasons numbered 1-4 will always be processed:**

1. Misreading of the meter or faulty meter
2. Errors in data processing
3. The meter was assigned to the wrong account
4. Leak on a Council fitting adversely impacting on the metered usage

**A credit will be considered on a case by case basis according to certain criteria under the following circumstances:**

- Where the leak is a previously unknown underground leak on the main lateral between the water meter and a residential dwelling or under the concrete floor of a residential dwelling (see detail on separate page) and;
  - The leak must be repaired by a Licensed or certifying plumber who provides a brief report on the leak, where on the line the leak was found, dates and an opinion as to how long the leak had been occurring and;
  - The leak has been repaired with due diligence, being within two weeks of the earliest of the following: The date of the first invoice to identify a higher than usual usage **or** the date of discovery **or** when it could have reasonably been discovered and;
  - **Only one leak per property, and maximum two consecutive water supply invoices, per 5 year rolling timeframe will be credited.**
  - Credit will be based on council's assessment of the property owner's usual usage for the period, with usual being the amount used in the same period as last year; these amounts are shown on every water account.
- Extraordinary circumstances outside of the above, which could lead to cases of genuine financial hardship for owner/occupier, or where timely detection of a leak could not have reasonably occurred, could be granted at the discretion of the Council's Chief Financial Officer.

**No credit will be given under the following circumstances:**

- Leaks from pipes that are or should be visible, such as header tanks, overflows from toilets, above ground pipes or fittings and those attached to raised flooring or in walls or ceilings.
- Leaks from reserves, irrigation, swimming pools, ponds, landscaping or similar systems on domestic properties or where the property is un-occupied (regardless of temporary or long term). Un-occupied is taken to mean where there is no permanent building on the property or where the building is not occupied for more than seven days.
- Leaks from pipes or fittings on farms\*, commercial, industrial properties and un-occupied properties (regardless of temporary or long term) or reserves or from irrigation, stock water, swimming pools, ponds, landscaping, or similar systems on occupied properties.

*\* For the purpose of assessing credits for excess water arising from leaks "farm" is defined as any property that is or can be used for the growing of crops, including trees or rearing of livestock, with a land area greater than 5000 square metres.*

- In extraordinary circumstances which fall outside the criteria above, a remission may be granted at the sole discretion of Council's Group Manager Corporate Services. This may apply where a water credit remission application has been declined, and where this could lead to cases of genuine financial hardship for the owner/occupier, or where timely detection of a leak could not have reasonably occurred.

**Please see diagram on reverse**

