



Concealed water leakage allowance application

Owner Details:

Owners Surname/s:	
Owners full Given Names:	
Phone Number - Business Hours:	Home:

Property Details:

Customer Account Number:
Property Address:

Leakage Details:

Where did the leak occur? (provide an explanation; underground, was it visible?)		
What caused the leakage? (corrosion, faulty installation, tree roots etc.)		
Date leakage detected:		
How was the leakage detected? (notified by CTW, found it when driving past etc.)		
Please attach any further information that will assist us with the application (application for hardship etc.)		
Information Attached?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you applied for a leakage allowance previously?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Repair Details:

Date repaired:		
Did a licensed plumber repair the leak?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please attach a copy of the plumbers invoice, along with an explanation from the plumber regarding the concealed leakage and return with your application

Declaration

By signing this application, I declare that the information is true and correct. I confirm that I have read the criteria for applying for a concealed leakage concession.

Signature:

Date:

Criteria for Financial Relief Due to Concealed Water Leaks

1. CTW has no obligation to adjust water accounts affected by leakage in private plumbing. It will consider applications for water leakage allowances due to undetected water leaks in the following circumstances:
 - i. The undetected water leak was in a location that was not readily visible or apparent (e.g. below ground, under a concrete slab, in a wall cavity etc.)
 - ii. The undetected leak was repaired by a licenced plumber in a timely and effective manner to minimise water loss. Repairs must be completed within 7 days of a water account being issued or the customer becoming aware of a possible leak via notification by CTW or otherwise.

A customer is deemed to be notified by CTW of a possible water leak:

- On the day a customer receives a "Higher Than Normal Usage" card via mail or similar notification by a CTW representative
- On the day a CTW staff member telephones the property owner (or managing agent).

2. This policy applies to concealed leaks only and does not apply to water loss from:
 - Leaking taps, toilet cisterns, hot water systems or other water appliances;
 - Faulty plumbing or human error resulting in the filling of a rainwater tank;
 - Property sprinkler or other irrigation systems; or
 - Swimming pools, spas, ponds and other outdoor water features, or their related fittings.
3. All requests for undetected water leakage allowance must be in writing and provide the following information:
 - i. A statement from the property owner clearly outlining:
 - the date and circumstances leading to the leak being detected;
 - the date the leakage was repaired by a licenced plumber;
 - the cause of the leakage;
 - the reason why the leakage was not readily visible or apparent; and
 - ii. A statement signed by the licenced plumber who repaired the leak, clearly explaining why the leak was undetected by the customer and certifying that the repairs comply with AS/NZS 3500
4. An application for undetected water leakage allowance may be declined if it is found that:
 - i. the customer failed or neglected any visible or obvious defects in their private water service;
 - ii. the customer ignored or failed to investigate any visible signs of leakage including soaking or dampness in walls, consistently wet grass or damp patches in lawns or running toilets;

- iii. the customer failed to repair and or renew the faulty pipework, fittings and fixtures for which they are responsible;
 - iv. any documentation or statements received are found to be misleading or false;
 - v. the undetected leakage was caused by wilful, accidental or negligent damage to the customers internal plumbing
5. If an application for water leakage allowance is not approved, the customer will be advised in writing and granted a further 28 days from the date of the advice to either pay the account in full or enter into a suitable payment arrangement.
6. If an application for a leakage allowance is approved, the customer will be advised in writing that payment of the adjusted account will be due 28 days from the date of the advice.
7. A water leakage allowance will be granted on a “one off” basis. However, the allowance can be applied over two consecutive billing periods where there is evidence that the leak may have affected the consumption charges over more than one billing cycle. Requests for reduction in water charges for subsequent water leaks will not be considered.
8. Where a leakage allowance is granted, the following will apply:
- i. the water account for the period will be adjusted based on the average consumption for the period that the undetected leakage occurred
 - ii. the average consumption will be calculated by averaging three (3) previous corresponding billing periods (i.e. if the water account in question was issued in May, the three (3) previous corresponding May water accounts will be averaged)
 - iii. the leakage allowance is applied to the billing period/s in which the undetected leakage occurred up to a maximum of two (2) consecutive billing periods.

Office Use Only

Date received -

Account Number:		Letter received from Plumber:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Pensioner:	Yes <input type="checkbox"/> No <input type="checkbox"/>			
Approved:	Yes <input type="checkbox"/> No <input type="checkbox"/>	Signed General Manager:		
Total Credit:		Journal Number:		
Customer Notified:	Yes <input type="checkbox"/> No <input type="checkbox"/>	Date Journal Processed:		