

# Concealed Water Leakage Allowance Application Form

*Prior to completing this form, ensure you:*

- *Read CTW's Concealed Water Leakage Policy, and*
- *Meet the eligibility criteria.*

## Owner Details

Owners Surname/s:		
Owners <b>full</b> Given Name/s:		
Contact Number/s:      Business hours:      Home:		
Have you read the CTW policy and self-assessed your eligibility for this application?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

## Property Details

Customer account number:	
Property address:	

## Leakage Details

Where did the leak occur? <i>(provide an explanation, is it underground, was it visible)</i>	
What caused the leakage? <i>(corrosion, faulty installation, tree roots, etc.)</i>	
Date leakage detected:	
How was the leakage detected? <i>(notified by CTW, found it when driving/walking past, etc.)</i>	
Please attach any further information that will assist us with the application	
Have you applied for a leakage allowance previously	



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## Repair Details

Did a licensed plumber repair the leak?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes date repaired:		
<i>If yes, please attach a copy of the plumber's invoice, along with an explanation from the plumber regarding the concealed leakage and return with your application.</i>		

## Declaration

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

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*Signature*

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*Date*

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## Criteria for financial relief due to a concealed water leak

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 licensed 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. The Concealed Water Leakage 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,
  - Swimming pools, spas, ponds, 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 licensed plumber,
    - the cause of the leakage, and
    - the reason why the leakage was not readily visible or apparent.
  - ii. A statement signed by the licensed plumber who repaired the leak, clearly explaining why the leak was undetected by the customer and certifying that the repairs comply with AS/NZS3500.
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; or
  - v. the undetected leakage was caused by willful, accidental, or negligent damage to the customers internal plumbing.

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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. 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 in which the undetected leakage occurred.

## **Ineligibility Criteria and Definition:**

In accordance with the policy this assistance does not apply to properties that fall under the following categories:

- 1. Commercial properties**
  - Properties primarily used for business activities, including retail, office spaces, hospitality and other non-residential activities.
- 2. Industrial Properties**
  - Sites used for manufacturing, warehousing, factories and processing plants.
- 3. Rural Properties**
  - Properties located outside of the village and town areas and primarily used for agricultural, farming or pastoral purposes.
- 4. Properties with Livestock**
  - Any property, regardless of its location in a town or village, that houses or maintains livestock.
- 5. Account in Arrears**
  - If an account is in arrears for over 4 months, without an approved payment arrangement in place, no relief is available under this policy.
- 6. Vacant Property**
  - Applications will not be considered in respect of any property that has been vacant for more than 6 months.
- 7. Government Agencies**
  - Government agencies, being Local, State or Federal Governments are not eligible to apply under this policy.
- 8. Claim**
  - No claim for relief will be considered where property owned less than six (6) months.

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**Office Use Only**

**Date received:**

Account Number:		Letter received from Plumber:	Yes	No
Pensioner:	Yes      No			
Approved:	Yes      No	General Manager Approved:		
Total Credit:		Journal Number:		
Customer notified:		Date Journal Processed:		