

Concealed water leak & emergency use of water (fires) application

Property & owner details

Account number

Property address

Owner/liable person's name

Address

Telephone number

Mobile number

Email address

Leakage details - please complete either Section A or B

Section A

Concealed water leaks

1. Where did the leakage occur?

Underground

Other (please specify)

2. What caused the leakage? (eg corrosion, faulty installation, tree roots, ground movement, etc)

3. Date leakage detected

Approximate age of piping

Repair details

Date repair completed

Repair carried out by a licensed plumber? Yes No

Name of plumber

Licence number

If "YES" please attach a copy of the plumber's invoice which should include details of the repair undertaken OR attach a plumber's statement stating that the defect was not readily visible or apparent.

If "NO" a statutory declaration is required from the property owner (see *Criteria* for full details). Failure to provide either of these documents will result in a delay or rejection of your application.

Section B

Emergency use of water (fires)

1. Please specify what date(s) water was used for the purpose of defending property and/or where damage was sustained to internal water service.

Dates

2. If claiming for water usage due to damage to internal water service, were non-metallic components (ie polyethylene) involved. Yes No

Please refer to the criteria requirements and sign the declaration on the next page

Office use only

Property ID

Land ID

Entered by

Date

Notes

The following is an extract from the former MidCoast Water Services **Concealed Water Leaks Water Management Policy** - (This policy can be viewed on the website by clicking [here](#))

Criteria

Financial relief under this policy will only be available when all of the following criteria are met (except in the case of emergency use of water (fires) claim, exclude criterias 1, 2, 7 & 9):

1. The defect causing the high read must be such that it was not readily visible or apparent, and involved leakages which were undetected.
2. Undetected leakage is defined as occurring within pipeline breaks or connections in the ground or under slabs which are not clearly visible to the owner/occupier, (It does not include leaks from internal service lines or appliances)
3. Water consumption, excluding the quarter claimed, must be less than 500kls per annum, per equivalent tenement.
4. The quarterly consumption is more than double the average consumption for the corresponding period of the past two years,
5. The applicant must be the owner, part owner or the person liable for the water charges for which the application applies and must not have made a previous concealed leak claim (excluding fire related). If you have previously applied for concealed leak claim (excluding fire related) you are eligible to make an emergency use of water (fires) claim.
6. The application for adjustment of the affected account must be received within 90 days of the issue date of the water and sewerage account;
7. The leak must occur within the applicant's property boundary.
8. All outstanding charges, prior to the current account, must be paid in full.
9. Documentary evidence must be provided to confirm there has been immediate and effective action taken to make repairs. This includes a copy of a licensed plumber's invoice or, if the repairs were not undertaken by a licensed plumber, a statutory declaration stating:
 - The location and cause of the leak
 - Who has repaired the leak
 - The address where the work was carried out
 - The date, nature and location of the repairs
 - A statement that the leak was not readily visible or apparent
10. The amount claimed is greater than \$200.
11. Residential properties affected by a declared emergency situation are also eligible for a reduction in water charges under this policy for water use that was reasonably necessary to defend property or where damage to an internal water service (above or below ground) occurred, provided that non-metallic components (ie polyethylene) were not involved.

Financial relief

The financial relief available will be up to 50% of the difference between the usage on one quarterly affected invoice and the average consumption for the corresponding period for the past two years.

Applicants who are liable for sewer volumetric charges and conform to the coverage of this policy are entitled to have this charge reduced by the amount of the consumption deemed attributed to the leak.

Where the applicant has held the property for less than six months, MidCoast Water will withhold the application for the following two quarters to establish an average consumption amount for the purposes of criteria 3 and 4.

Declaration

I understand that for this application to be processed in a timely manner I must complete all sections and attach copies of the required documentary evidence.

I declare that the information contained in this application is, to the best of my knowledge, true and correct.

By signing this document, I acknowledge that I have read and understood the *Criteria for financial relief due to concealed water leaks/emergency use of water (fires)* (above).

Signature

Date

How to lodge this form

Completed form can be:

- saved and then emailed to council@midcoast.nsw.gov.au; or
- forwarded by post; or
- lodged at our Customer Service Counter - Monday to Friday (excluding Public Holidays).

Privacy: This information is required to assist with your application and will not be used for any other purpose without seeking your consent, or as required by law. Your application will be retained in our Records Management System and disposed of in accordance with current legislation. Your personal information can be accessed and corrected at any time by contacting us.