

## WATER CONSUMPTION AJUSTMENT APPLICATION FORM

### ELIGIBILITY CRITERIA

For a concealed water leak claim to be eligible for assistance, a claim must;

- Involve a significant leakage on the property. A leakage is determined to be significant if the water usage on the water usage account issued immediately prior to the repairs being completed is more than \$400 and/or 2 times greater than the same period in the previous five (5) years daily average consumption.
- Involve a leakage in pipelines, which are undetected. Undetected leakage is defined as occurring within pipeline breaks or connections in the ground, under slabs or within walls etc. and is clearly not visible to the owner.
- Be completed within 20 working days of the water usage account being issued and include;
  - the completion of the Water Consumption Adjustment Application, including a statutory declaration indicating that the abnormally high water usage resulted from an undetected water leak and acknowledgement that subsequent claims under this policy will not be accepted.
  - supporting documentation that the water leak was repaired immediately in the form of a paid statement or paid invoice from a licensed plumber indicating the cause and location of the water leak and that it has been repaired. In the case where a plumber was not employed, a statutory declaration by the owner with the equivalent details and receipts for any materials used.
- Where water usage charges are less than \$400 and/or 2 times greater than the same period in the previous five (5) years daily average consumption and financial hardship is being experienced; customers may seek relief under Council's Hardship Policy.

### 1. OWNER DETAILS

Name/s (individual/company/managing agent)				
Postal Address				
Suburb			State	Post Code
Contact Number			Mobile	
Email				

### 2. PROPERTY DETAILS

Number	Street	Suburb	Lot	Section	DP
Assessment Number					

### 3. APPLICATION DETAILS

Please tick the box for the type of adjustment requested and complete the details of request below. This application form will be returned to the applicant incomplete.

- Water Leak**  
*I acknowledge this form must be accompanied by a copy of the paid plumbers invoice or a details report from the plumber which includes the Plumbers Licence Number (Required).*
- When applying for a water leak adjustment, this form must be accompanied by a Statutory Declaration indicating the abnormally high-water usage was applicable to an undetected water leak and acknowledge that subsequent claims under POL/26030 will be refused (*Required*)
- I acknowledge if the leak was not fixed by a licenced plumber, I will need to extend my Statutory Declaration to detail when the leak occurred, when I became aware of the leak, date of repair, who it was repaired by and how the repair was made (*Required*)
- Dispute with the Meter Reading** *Provide details of the period of dispute, reason for dispute, current meter reading, and date.*

Current Water Meter Read	Date of Read
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#### 4. DETAILS OF REQUEST

When did you first notice the leak?

Where was the leak located?

Date the leak was repaired

Additional Comments

#### 5. DECLARATION

- The applicant is the owner of the property a nominated person of authority by the owner (i.e., Power of attorney – written advice required) or the body corporate where the dispute is in relation to common property.
- I declare that the information provided in this application and all supporting documentation and evidence is true and correct.

Name	Signature	Date

Please be aware it is a criminal offence to make a false declaration

**Click the below button to submit this form via email**

#### PRIVACY NOTIFICATION

Personal and private information supplied to Council is managed in compliance with the *Privacy and Personal Information Protection Act 1998*, *Government Information Public Access Act 2009* and Council's Privacy Management Plan. The supply of information on this form is voluntary but it is required to process your application/request. The [Privacy Management Plan](#) may be accessed on Council's website. If you have any further enquiries concerning Privacy matters, contact Council's Privacy Officer on 02 6578 7290.

