



You can apply for a water leak remission if you've identified a leak and have repaired it in a timely manner.

Full Name _____

Contact Phone No _____

Email _____

Street No. _____ Street name _____

Town _____ Post Code _____

Property ID _____

Water Bill Account Number _____

Invoice Date _____

Are you the ratepayer for this property?

Yes ☐ No ☐

3 DECLARATION

Please provide a detailed description of how the leak was identified and repaired and attach supporting evidence e.g. photographs, invoice from plumber:

Please read the water meter and enter the readings below. These are required for any adjustments to your account:

First reading (after leak repaired):	
Reading Date _____	Meter Reading _____
Second reading (maximum of 14 days and a minimum of 3 days after first reading):	
Reading Date _____	Meter Reading _____

Please read and tick as appropriate:

- ☐ I have supplied evidence to support my description of how the leak has been repaired
- ☐ The leak was repaired within one month of being identified (unless evidence is provided that the services of an appropriate repairer could not be obtained within this period).
- ☐ I have not received a leak remission for this property within the last 12 months
- ☐ I confirm that I have read and understood the information and conditions of the policy (below), and that the information I have provided is true and correct.

Signature: _____ **Date:** _____

Policy: Remission and postponement of rates and water charges

Part 5 - Remission of Water Charges

Water Charges Remission

Objective

The objective of this part of the policy is to assist people in situations where water usage is high and attributed to a water leak.

Conditions and criteria

The ratepayer (or authorised agent) must make an application to Council for consideration.

Council is satisfied a leak on the property has caused excessive consumption and is recorded on the water meter. The leak has been repaired within one month of being identified (unless evidence is provided that the services of an appropriate repairer could not be obtained within this period). Proof of the leak being repaired has been provided to Council promptly after repair of the leak.

The amount of the remission will be the difference between the average consumption of the property prior to the leak, as deemed reasonable by Council, and the consumption over and above that average.

Remission for any particular property will generally be granted only once every year within 6 months of the leak being repaired. Where a further remission is applied for within that year, the approval for that remission is to be made by the Finance Manager.