

Application for leak assessment

When you have a water leak

It is the property owner's responsibility to repair leaks on their property and pay for the cost of repair. Please contact us or visit our website for more information on checking for leaks and how to read your meter.

www.wdc.govt.nz/RatesandPayments/WaterRates/Pages/Water-Leaks.aspx

All leaks must be repaired as soon as possible to prevent further water loss. If you are eligible for a reduction in water charges (leak remission) this will only apply to the water loss up to the date you became aware of, or were notified of the leak by council.

Most leaks are located within the supply line running from your meter up to your dwelling and are usually a result of aging materials. We suggest you consider replacing the entire supply line.

If you wish to apply for a reduction of the water charges (leak remission) we will require:

1. A completed Leak Assessment Application on the back of this form.
2. Two meter readings: one when repairs are completed (to help us assess the water loss) or a reading now if one was not taken when repairs were done. And a further meter reading at least 14 days later (to show the leak is repaired and help us calculate your normal usage). You are welcome to supply a photo of the meter clearly showing the reading. Council reserves the right to charge a special reading fee for each reading not supplied.
3. Proof of repairs. If repaired by a plumber please supply:
 - a copy of the certified plumber's invoice OR report from a certified plumber stating a leak has been adequately repaired and the location/cause of the leak.If you have repaired the leak yourself please provide:
 - receipts for materials used
 - and/or photo/s of the repair (a site visit by our Water Services Technician may be required)
 - details of the location/cause of the leak and how it was repaired ie: split in alkathene pipe running under the front lawn, dug up and replaced section of pipe.

Please do not pay any outstanding water rates invoices for this property until we let you know the outcome of your application (you will not incur a penalty). If you have a direct debit and you would like this suspended, please contact us immediately otherwise the full invoice amount will be debited on the due date.

We require this application to be received within 30 days of the leak repairs. The application may take up to 30 days to be processed and you will be notified by mail of the outcome.

You may send your application by -
email: mailroom@wdc.govt.nz
post: Private Bag 9023, Whangarei 0148
Or drop into the counter at our Forum North office or Ruakaka Office

Please read before completing and signing this application

Conditions and criteria:

A remission will be considered where immediate action to repair or minimise water loss is taken and will only apply up to the date the ratepayer became aware of, or was notified of the leak.

A remission is only granted where the water usage during the period of the leak is at least 50% higher than the normal average usage for the property (the normal average usage is based on the previous three years water usage for the property. If you have not been at the property for a full year, then the typical average daily usage for the number of occupants will be used).

A remission is only considered for leaks on the main supply line (pipeline from the water meter to the dwelling). This does not include leaking toilets, ajax valve, water troughs and the like where the occupant should be aware of the problem and able to take remedial action.

One leak remission will be granted per property. However if the entire supply line between the meter and house is replaced, council will consider a further remission. You may not be eligible if a remission has been granted for the property in the past.

Excess consumption over and above 150% of the normal average usage for the property will be considered for a remission. If the credit is less than \$100 you will be given the option to decline the remission (as only one leak remission is granted per property).

This application must be completed by the **property owner or authorized agent** and will only be considered if all fields are completed.

Application for leak assessment - complete and sign below

Property address _____

Number of occupants _____ For how long _____ **Property ID** _____

Date you became aware/were notified of the leak? _____

Location/cause of the leak _____

Who repaired the leak?

Certified Plumber Name _____

Copy of invoice/report is attached

Someone else Name _____

Copy of receipts for materials is attached

Photos attached (or will be emailed/posted separately)

How was the leak repaired? _____

Has the full line been replaced? Yes No

Date repairs completed _____

Meter reading when repaired:
(or reading now if not taken when repaired)

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Date: _____

Reading 14 days later:
(or thereabouts after first reading above)

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Date: _____

Black/white numbers/m3

Red numbers/litres

Declaration:

- I confirm that I have read and understood the information and conditions of the policy (as detailed overleaf) and that the information I have provided is true and correct.
- I have supplied evidence that a leak existed and has been adequately repaired.
- I understand that if a remission is granted, it will disqualify me from being able to apply for a remission under this policy in the future (however if the full supply line is replaced, a second remission may be considered).

Name _____

Postal Address (if different to property address) _____

Contact phone _____ Email _____

Signature _____ Date _____