

Applying for a leak remission

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

Please provide

1. A meter reading taken when the leak was repaired **or take one now**. This helps us calculate the water loss.
2. A second meter reading **14 or so days after the first reading** to show the leak is repaired and help us calculate your normal use. You can supply a photo of the meter clearly showing the reading if you want to.
3. A copy of the plumber's invoice OR receipts for materials used and / or photos of the repair, if possible.
4. If a new water supply line was installed, we will need proof of this (plumber invoice and/or photos).

Your current water invoice will be put on hold when we receive this leak application. If you have a direct debit and you would like this suspended, please contact us immediately otherwise the full invoice amount may be deducted on the due date.

The application may take **up to 30 days** to be processed and you will be notified by email or mail of the outcome.

Submit your application

You can submit your application either:

In person: By visiting one of our Customer services centres at either:

- Te Iwitahi, 9 Rust Avenue, Whangārei
- Ruakākā Service Centre, Takutai Place, Ruakākā

By post: Whangarei District Council
Private Bag 9023
Te Mai
Whangārei 0143

By email: mailroom@wdc.govt.nz

Online: www.wdc.govt.nz/WaterLeak

Policy 24/102 Remission of Excess Water Supply Rates

Objectives of the policy

Consumers are liable for water supplied through the water meter and are responsible for the maintenance of the supply system on their property.

However, they may experience a leak or damage to the supply of which they cannot reasonably be expected to be aware. Council considers it is fair and reasonable to allow a reduction in charges in these circumstances.

The objective is to provide relief to ratepayers who have excessive water supply rates due to a fault (leak) in the internal reticulation serving their rating unit where they are unlikely to have known of the leak and it is unreasonable for them to pay those rates in the circumstances.

Criteria and conditions

Council may remit excess water supply rates where the application meets the following criteria:

1. The ratepayer has applied for rates remission under this policy and provided information in the prescribed form on how the relevant criteria are satisfied and has completed relevant statutory declarations as may be required by Council.

2. Immediate action to repair or minimise water loss is taken by the ratepayer on notification to it of a leak or damage by the Council.

Proof of repairs are required, e.g. plumber's report, plumber's invoice, receipt for materials and photo of repair, and meter readings before and after the repairs.

Any remission will only apply from the previous reading date to the date of repair and consequential meter reading.

3. A remission will not normally be granted where the leak is the result of incorrect installation. The fault must not be in the internal reticulation (above ground) and the like, where the ratepayer should be aware of the problem and able to take immediate remedial action.
4. That rating units used for residential purposes and rating units used for small businesses with usages equivalent to the average household be charged for consumption based on the daily average for the period in question for the given property, plus 50% (fifty percent) of the said average consumption.

At least two previous readings for the same period as the leak occurred are used to calculate the daily average for the property. Where that is more than the actual consumption recorded, any excess consumption over and above that charged is remitted.

5. That rating units used for business purposes with water usages more than the average household be charged for consumption based on the daily average for the period in question for the given property, plus 50% (fifty percent) of the said average consumption.

Where that is more than the actual consumption recorded, any excess consumption over and above that charged is remitted.

However, in extenuating circumstances, e.g. leak difficult to find, extremely high quantity leaked, any further remission will only be given at the discretion of the Water Services Manager and Revenue Manager.

6. Any remission under this policy is usually limited to one per current owner. Any further remissions for subsequent leaks on the same reticulation supply line may only be granted if the full reticulation system is replaced.

However, in extenuating circumstances, e.g. leak difficult to find, owner absent, multiple internal pipelines, any further remission will only be given at the discretion of the Water Services Manager and Revenue Manager.

Where appropriate the cost of water production (as determined by the Water Services Manager) may be used to calculate a remission.

Application for a leak remission

Property address _____

Property ID _____

How many people were living at the property over the last 12 months? _____

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

Location / cause of the leak _____

Who repaired the leak?

 Certified plumber Name _____ Copy of invoices / report is attached Someone else Name _____ Copy of receipts for material is attached Photos attached (or will be emailed / posted separately)

How was the leak repaired? _____

Was the full water line from meter to house replaced? Yes No

Date repairs completed _____

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

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Date read _____

Meter reading 14 days later
(or thereabouts after first reading above)

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Black / white numbers / m3

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Red numbers / litres

Date read _____

Declaration:

- I have read and understood the conditions of the policy (detailed overleaf) and the information I have provided is true and correct.
- I have supplied evidence that a leak existed and has been adequately repaired.
- I understand a remission is limited to one per current owner, I may be required to replace the full reticulation supply line to be eligible for a further remission for this property.

Name: _____

Postal Address (if different to property address) _____

Phone _____ Email _____

Signature _____ Date _____