

## Application for Reduction of Water Related Charges due to Undetectable Leakage

Property No.	<input type="text"/>	Owners Full Name	<input type="text"/>
Property Address	<input type="text"/>		
Home Phone no.	<input type="text"/>	Business Phone no.	<input type="text"/>
Mobile Phone no.	<input type="text"/>	Email	<input type="text"/>

### Relevant Policy: Reduction of Water Related Charges due to Undetectable Leakage (Version 3)

#### Definition:

An undetectable leak is one that meets all of the following conditions:

- it is not readily visible (e.g. wet areas, pooling of water, water flowing in gutter, split hoses, broken taps); and
- it is not readily audible (e.g. gurgling, hissing, dripping or other sounds suggesting a leak, fixtures or appliances refilling more frequently); and
- it cannot be readily identified and located without professional assistance.

#### Exclusions:

Once water has passed through Council's water meter it becomes the responsibility of the property owner.

An undetectable leak as defined in the relevant policy is not a leak resulting from the deterioration or failure of fittings, fixtures or appliances that convey or utilise water such as hoses, seals, toilets, showers, taps, valves, hot water services, washing machines, dishwashers, water tank top-up systems, swimming pools, pumps or irrigation systems. The ongoing maintenance and periodic replacement or upgrade of fittings, fixtures and appliances that convey or use water on the property are the responsibility of the person to whom the property is rated.

Council recommends that the hoses supplying water to any water-using fixtures and appliances (e.g. toilets, washing machines, dishwashers, garden watering systems) are checked regularly to avoid deterioration and sudden failure. Properties that are left unoccupied for extended periods should be inspected regularly to ensure that the failure of fittings, fixtures and appliances does not occur while the property is unattended. Owners should consider isolating the water supply provided at the meter if no usage is needed within the property.

For multi-residential properties including duplexes and triplexes that are not individually metered by Council, only the representative owner(s) of the property can apply for the reduction in charges and Council will not apportion any reduction it provides to sub-owners.

Misuse, illegal or accidental use of water by owners, rental tenants, residents or any other person will not be considered under the policy. Water that is believed to have been stolen will not be considered under the policy and should be directed to Police for investigation.

Where a leak on the property side of the water meter and/or damage to the property water service, fittings and fixtures has occurred due to excessive pressure in Council's water reticulation system, Council will consider such incidents on a case by case basis. Such incidents are considered to be outside the scope of this Policy and the property owner should contact Council's Water and Wastewater Unit so that the matter can be fully investigated.

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### Maximum reduction in water related charges:

Where an application meets the criteria specified below and the water usage for the affected billing period is in excess of the average consumption recorded at the subject property during the previous three (3) years, or since the current owner took ownership of the property, the consumption which is in excess of the average usage may be reduced by 75% for the affected billing period.

Sewer usage and liquid trade waste charges related to the excess water consumption may also be reduced by 75% for the affected billing period.

Council will not reimburse the applicant for the cost of locating leaks or repairs to an undetectable leak.

**In order for your application to be processed, ensure that all parts of the application have been completed and all required documentation is attached.**

### Conditions:

Council will only consider varying water consumption accounts where **all** of the following conditions are met.

- a) The applicant(s) is (are) the recorded owner(s) of the property with the undetectable leak.
- b) The leak was undetectable as defined in the relevant policy.
- c) The leak was not due to the deterioration or failure of fittings, fixtures or appliances that convey or utilise water such as hoses, seals, toilets, showers, taps, valves, hot water services, washing machines, dishwashers, water tank top-up systems, swimming pools, pumps or irrigation systems.
- d) A statement is provided with details of the problem, how and when it was discovered, how it was rectified and the date of repairs. The statement must demonstrate that the owner(s) was (were) proactive in attending to the leak.
- e) A copy is provided of the invoice for the repairs on the undetectable leak carried out by a licensed plumber, showing their license number, the nature of the repairs and confirming in their opinion the water loss was not readily visible or detectable in the privately owned service pipes.
- f) Metered water consumption is in excess of the average consumption recorded at the property during the previous three (3) years or since the current owner took ownership of the property if this is less than three (3) years;
- g) The application is received within sixty (60) days of the issue date of the affected water account.
- h) The adjustment of water related charges meets the Entitlement Conditions outlined in the relevant policy.

## **Application for Reduction of Water Related Charges due to Undetectable Leakage**

### **Statutory Declaration:**

To apply for a reduction of water charges under the relevant policy, complete the Statutory Declaration below.

The Statutory Declaration should describe:

- the undetectable leak and why it was undetectable
- where the leak occurred and how it was discovered
- how the leak was rectified or repaired and by whom
- the date of repairs
- the billing period/s affected by the water leak

Note that a person who intentionally makes a false statement in a Statutory Declaration is guilty of an offence under Section 11 of the *Statutory Declaration Act 1959*.



# Application for Reduction of Water Related Charges due to Undetectable Leakage

I understand that a person who intentionally makes a false statement in a statutory declaration is guilty of an offence under section 11 of the *Statutory Declaration Act 1959*, and I believe that the statement(s) in this declaration are true in every particular.

Signature:

Declared at:

Place

Day

Month

Year

Before me:


Full name,  
qualification,  
JP registration number if a JP  
and address of person before whom  
the declaration is made  
(in printed letters)

\* include only the text that applies

1. \* I saw the face of the declarant / deponent OR  
\* I did not see the face of the declarant / deponent because he / she was wearing a face covering, but I am satisfied that he / she had a special justification for not removing it, and
2. \* I have known the person for a least 12 months OR \* I confirmed the person's identify with:

Describe identification document relied on:

Signature:

Signature of person before whom  
the declaration is made