

APPLICATION FOR WATER ACCOUNT ADJUSTMENT (Concealed Leak)



Local Government Act 1993, Section 539

Local Government (General) Regulations 2005 (Part 6)

Locked Bag 155, Coffs Harbour 2450;

Customer Service Centre, 2 Castle Street, Coffs Harbour

Email: coffs.council@chcc.nsw.gov.au Phone: (02) 6648 4000

Website: www.coffsharbour.nsw.gov.au ABN 79 126 214 487

1. Applicant Details (being a Property Owner or Authorised Representative)

It is important that Council is able to contact you if more information is required. Please give as much detail as possible.

Mr Ms Mrs Dr Other:

Given name/s and/or Company/organisation

Surname

Postal address

Suburb or town

State

Postcode

Contact daytime telephone

Email Address

Property address for which a Water Account adjustment is requested

Water meter number

Date leak noticed/advised

Date plumber engaged

2. Terms and Conditions (Important Information)

This application will only be considered under the following Terms and Conditions:

- No water account adjustments will be considered for leaking fixtures or water using appliances.
- The Applicant must submit a copy of the Licenced Plumbers' Tax Invoice detailing the leak repair with this application.
- The property was occupied at the time the leak occurred.
- The property is not currently under water restriction for the non-payment of previous water accounts.
- An increase in water usage (on average) of at least 50% caused by a concealed water leak in a plumbed water pipe.
- The concealed leak was repaired by a **fully licensed plumber within 14 days** of an occupant / property owner or authorised representative becoming aware of the leak including, but not limited to, being notified by Council of an increase in water usage. Notification may include, but is not limited to, the delivery of a 'High Water Usage Advice Card' to the property address or verbal notification from Council Officers.
- This application must be completed and lodged to Council **within 21 days of the repair being completed.**
- If this application is approved no further water account adjustments due to concealed water leaks will be considered for the property for a minimum period of:
 - 5 years for a residential property, or
 - 10 years for a non-residential property.
- If this application is approved the water account credit adjustment will be calculated as follows:
 - 50% of the total water usage charge (of the affected water account) above the average water use for the property.

- 100% of the total sewer and trade waste usage charges (where applicable) above the average use of these services for the property if the water loss was deemed NOT to have entered Council's sewerage system.
- 50% of the total sewer and trade waste usage charges (where applicable) above the average use of these services for the property if the water loss was deemed to have entered Council's sewerage system.
- If this Application is not approved, the property owner (or authorised representative) will be advised in writing and granted 30 days from the date of this advice to either pay the Water Account in full or enter into a suitable payment arrangement with Council.
- If this Application is approved, the property owner (or authorised representative) will be advised (in writing) that payment of the adjusted water account is required in full within 30 days of the date of this advice.

OFFICE USE ONLY

Property ID

Signed by both Owner and Plumber

Meter Reading after Leak Repaired

Copy of Plumbers Tax Invoice Attached

All Leak Repair Details Complete (Section 5)

3. Privacy and Personal Information Protection Notice

- This information is voluntarily required to process your request and will not be used for any other purpose without seeking your consent, or as required by law;
- Your information may comprise part of a public register related to this purpose;
- Your application will be retained in Council's Records Management System and disposed of in accordance with the Local Government Disposal Authority;
- Your personal information can be accessed and corrected at any time by contacting this Council.

4. Applicant's Declaration

I declare that I have **read and accept the Terms and Conditions** (see Section 2 on the previous page) of this application and confirm all particulars supplied in this application are correct. I understand that inaccurate or false statements may cause my application to be delayed or rescinded and I give consent for Council to conduct an inspection of the above mentioned property to verify the details of this application should Council request such an inspection.

I have attached a copy of the Licenced Plumbers' Tax Invoice detailing the leak repair to this application Yes

Signature/s: **Date:** / /

5. Leak Repair Details

This Section to be completed by Licensed Plumber repairing concealed water pipe leak

Date Leak Repaired:...../...../..... Did plumbing comply with AS 3500 prior to leak? Yes No

Photographic evidence of leak PRIOR to repair may be required.

Service leak from: Pipe Valve Fitting Other (e.g. appliance) _____

Leak location: _____

Leaking water drained to: Ground Sewer Stormwater Other: _____

Was the leak readily visible or apparent to the occupant? Yes No

Cause of leak: Wear Break Tree Root Other (e.g. faulty) _____

Water meter reading immediately after repairs complete (for all properties):

(KL) (BLACK NUMBERS ONLY)

What repairs did you make?: Cut out & install new pipe Install / Repair fitting type: _____

Other repairs (provide details – attach additional paperwork if additional space required) _____

Do you certify that the repairs you have made comply with Australian Standard 3500.1? Yes No

Do you certify that you have inspected and pressure tested the entire water service at this property as per Australian Standard 3500.1 requirements? Yes No

6. Licensed Plumber Declaration

I understand that the repairs made to the water service may be subject to verification by Coffs Harbour Water. I certify that the information provided in this application is complete, truthful and correct.

Licensed Plumber Name

Current License Number

Plumbing Business Name

ABN

Signature/s:

Date:/...../.....

For further information in regards to this application please see Council's 'Water Account Adjustment (Concealed Leaks) Policy' found on Council's website www.coffsharbour.nsw.gov.au/policies or contact Council on 02 6648 4000 during business hours.