

1. Ratepayer's name: _____
2. Property Address where leak occurred: _____
3. Is the property where the leak occurred rented: Yes ☐ No ☐
4. Ratepayer's postal address (if different from above): _____

5. Ratepayer's email address: _____
6. Ratepayer's contact telephone number: _____
7. Date advised by Council of potential leak (if applicable): _____
8. Date on which ratepayer first became aware of the leak: _____
9. Date on which the leak was repaired: _____
10. Any additional relevant information: _____

CHECK LIST TO CONFIRM THAT YOU MAY QUALIFY FOR RELIEF:

Please tick the following boxes if they apply to your application. If these boxes are not ticked or are not applicable to your application, it will not comply with Council's Policy and will be rejected.

- ☐ The water leak was repaired within 14 working days of the ratepayer becoming aware of it.
- ☐ The application is being submitted to Council within 30 days of the leak being repaired.
- ☐ The water leak was repaired, or the repair was sighted and confirmed, by a registered plumber.
- ☐ A copy of the Plumbers Invoice/Letter is attached, showing the date and details of the repair.
- ☐ You have not received Water Leak Relief in the past 3 years.

I certify that I have read Council's Policy/Procedure for granting Water Leak Relief, detailed on the back of this application form, and affirmed that all information provided is true and correct.

Date of Application

Ratepayer's Signature

COUNCIL PROCEDURE FOR GRANTING WATER LEAK RELIEF

1. Criteria for granting relief as a result of a water leak

The eligibility of a ratepayer, as defined in Council's Water Leak Relief Policy, to receive water leak relief from Council, will be determined in terms of the following criteria:

- 1.1 The ratepayer applying for relief from water consumption charges must be responsible for the payment of the water consumption charges.
- 1.2 Ratepayers must apply to Council for water leak relief on the prescribed application form, which must be accompanied by an account or letter from a registered Plumber, providing details of the water leak that was repaired.
- 1.3 The water leak that was repaired must have resulted from a break or other fault in a fixture, fitting, pipe or other plumbing within a property that was not reasonably foreseeable or detectable resulting in unintentional loss of water within the property.
- 1.4 Relief excludes water leaks in buildings.
- 1.5 A Water Leak Relief Application Form must be completed by the ratepayer and returned to Council within **thirty (30) days** from the date on which the ratepayer becomes aware of the leak, or from the date they are advised by Council of a potential water leak, whichever occurs sooner, together with an account or letter from a registered plumber, confirming that a water leak did occur and has been repaired and giving details of the leak.

2. The quantum of water leak relief to be provided if criteria are met:

The Ratepayer needs to take **prompt action** and have the water leak repaired within **fourteen (14) working days** of becoming aware of it or of being advised of a potential leak by Council, whichever occurs sooner. The ratepayer must then apply to Council on the prescribed application form within 30 days of having the leak repaired or being advised by Council of a potential leak. Council may write-off 50%, or 100% in the case of eligible pensioners/Not-For-Profit Organisation, of the difference between the water consumption charges for the applicable billing period and the water consumed during the same billing period in the immediately preceding financial year, which is indicative of the ratepayer's normal consumption, multiplied by the current water tariff.

Leak consumption for the half-year ended 31 st December 2016 =	500 KL
Less normal consumption for half-year 31 st December 2015 =	<u>200 KL</u>
	<u>300 KL</u>
50% of Increase in Water Consumption as a result of water leak =	150 KL
Relief to be provided = 150 Kilolitres x \$0.99 per Kilolitre =	\$148.50