



What to do if you have a concealed leak

A concealed leak is a leak from a broken or cracked water pipe that is hidden from view, such as underground, within walls or underneath a building or driveway on your property. They can be caused by invasive tree roots, ageing pipes, soil movement or other disturbances.

If you have had a concealed leak on your property, **please use this fact sheet to see if you are eligible for assistance with your water bill.**

Who is responsible for fixing the leak?

Homeowners are responsible for investigating and repairing concealed water leaks on their own property. This includes leaks from the water pipe that runs from the water meter to the house, and repairs to any water pipes and plumbing underneath and inside the house.

Unitywater is responsible for repairing leaks on public property, such as roads and footpaths.

Can I receive some assistance for a concealed leak?

We understand that concealed leaks can go undetected for long periods of time, resulting in high water usage and very large bills for our customers. To help, we offer a Concealed Leak Allowance under Unitywater's Concealed Leaks Policy.

This allowance helps eligible customers recover some of the unusually-high usage charges associated with a concealed leak by refunding **70% of the excess water charges that results from a concealed leak and 100% of the excess volumetric sewerage charges (if applicable).**

The allowance can be:

- claimed only once by the property owner in the lifetime that they own the property for excess water usage
- applied to a maximum of two billing quarters
- applied as credit on your next bill (it is not paid in cash nor as a refund into your bank account).

What doesn't the Concealed Leak Allowance cover?

Any plumbing repairs or associated property damage caused by your concealed leak are not covered by the Concealed Leak Allowance.

The allowance also does not cover any water loss or plumbing repairs from:

- leaking taps, toilet cisterns, hot water systems or other water appliances
- faulty plumbing or human error resulting in the filling of a rainwater tank
- sprinklers, irrigation systems, pools, spas, ponds, water features and their related fittings
- leaking Pressure Limiting Valves (PLV).





Unitywater

Serving you today, investing in tomorrow.

CONCEALED LEAK ALLOWANCE

Am I eligible?

You are eligible to apply if you can tick YES for all the boxes on this checklist

- YES I am the owner or authorised person on a residential or body corporate account.**
While large business customers and organisations with liquor and/or gaming licences are not eligible for a Concealed Leak Allowance, you may be able to apply for a sewerage usage allowance. Please visit: unitywater.com/sewerage-usage-allowance
- YES I can confirm the leak was concealed.**
Our policy defines a concealed leak as: Water escaping on the customer's side of the water meter, which is hidden from view, be it underground or within concrete, or underneath a building, where an owner or occupant could not reasonably be expected to know of its existence, as determined by Unitywater.
- YES I have had the leak permanently repaired and I have the plumber's invoice (or I have provided a Statutory Declaration if not repaired by a licensed plumber) detailing the repairs and repair date.**
Leaks must be permanently repaired within 30 days of becoming aware of the leak.
- YES I can confirm the leak has been repaired within the past 12 months.**
This application must be received within 12 months of the leak repair date.
- YES This is the first and only time I have applied for a Concealed Leak Allowance for excess water usage on this property.**
You can only apply once. If you've received an allowance for excess water usage on the same property before, you are not eligible to apply again, even if you experience a larger leak in the future. Only in exceptional circumstances, concession customers (pension) may be able to apply for a second concealed leak allowance, and this is assessed on a case-by-case basis.

How do I apply for a concealed leak allowance?

1. Please take a reading of your water meter. If you do not provide a meter reading on your application your request may be delayed.
2. Please complete the Concealed Leak Allowance [Request Form](#) and submit this form along with a copy of the plumber's invoice (or statutory declaration if not repaired by a licensed plumber). If your property is:
 - a unit complex that is individually sub-metered - the property owner must submit the required documentation
 - a unit complex with one main meter - the body corporate, acting on behalf of all property owners, must submit the application
 - owned by a not-for-profit organisation (NFP) – you must provide evidence of NFP status when applying for the allowance
3. We will review your application and advise of the outcome in writing. If your request is approved, we will advise you of the credit amount, along with an extended due date for payment of your bill.
4. If eligible, a credit will be applied to your next Unitywater bill.

For more information, please read Unitywater's Concealed Leaks Policy on our website at unitywater.com/concealed-leak-allowance

Need more help?



call us on 1300 086 489
7am - 6pm weekdays



visit us at
unitywater.com



email us at
unitywater.com/contact