




Concealed Leak Allowance Request

 1300 086 489

 unitywater.com
 Unitywater
PO Box 953,
Caboolture QLD 4510

 customer.service@unitywater.com

What is this form for?

This form is for Unitywater's residential customers who have had a concealed leak on their property and wish to apply for a partial allowance for the excess usage charges, calculated by Unitywater according to its Concealed Leaks Policy.

What is a concealed leak?

A concealed leak is a hidden leak that occurs when pipework servicing a customer's property cracks or breaks. Concealed leaks can occur within walls, underground, or underneath a building or driveway. They are hidden from view and difficult to detect or locate. Unitywater's Concealed Leaks Policy helps eligible residential customers to recoup some of the unusually-high usage charges associated with a proven concealed leak on their property.

The Concealed Leaks Policy does not apply to water loss 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
- property sprinkler or other irrigation systems
- swimming pools, spas, ponds and other outdoor water features, or their related fittings.

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

Am I eligible?

If you are unable to tick all the boxes on this checklist, you are not eligible to apply.

- 1** I am the owner of the property or the authorised person on the account.
- 2** I can confirm the leak was a **concealed leak** on my property.
- 3** I have had the leak permanently repaired, preferably by a licensed plumber.
- 4** I have enclosed the plumber's invoice (or Statutory Declaration if not repaired by a licensed plumber) detailing the particulars of the repair.

If you have further questions, please contact us online at unitywater.com/contact-us or call us on **1300 086 489**

How does Unitywater calculate the allowance?

Unitywater examines your billing history to calculate your daily average usage, looking at the same billing period no further than 12 months prior to the leak. We then look at the bill/s that recorded the leak to calculate the amount of excess water usage. We then calculate the allowance as being half (50%) of the excess water usage charges and /all (100%) of the excess sewerage usage charges. This is applied as a credit on your account.

FOR EXAMPLE:

Your Unitywater bill water usage charges are normally \$200
 Now (with a concealed leak) the charges are \$600
 $\$600 \text{ minus } \$200 = \$400$
 $50\% \text{ of } \$400 = \200

The allowance you'll get back = \$200 (plus 100% excess sewerage usage charges if applicable)

IMPORTANT NOTE

YOU CAN ONLY REQUEST THIS CONCEALED LEAK ALLOWANCE FOR EXCESS WATER USAGE ONCE PER PROPERTY, PER OWNER, EVEN IF YOU GET A BIGGER LEAK IN THE FUTURE.

Please select the excess usage charges you wish to apply for in this application.

Excess Water Charges (ONCE-OFF)

Excess Sewerage Charges

If applying for excess water charges, do you still want to proceed with this request if the allowance you get back is less than \$100?

Yes

No

Concealed Leak Allowance Request

Your details

Name

Postal address

Suburb State Postcode

Best contact number

Email

Are you a Pensioner? Yes No Do you represent a not-for-profit organisation? Yes No

Details of the property where the concealed leak occurred

Unitywater Account Number

Street address

Suburb State Postcode

Real property description (if known) Lot Plan

Repair details

Plumber's Name

Plumber's Licence Number Date of repairs

Specific location of leak

If the leak was NOT repaired by a licensed plumber, please attach to this form a Statutory Declaration detailing where the leak occurred, when you became aware of the leak, when the leak was repaired, who it was repaired by and how the repair was made.

Read your meter

Please take a reading of your water meter. Watch our 'How to read your meter' video at unitywater.com/reading-your-meter

Read number (kilolitres only) kL Date of read Meter ID number

(Also printed on your bill)

If you do not provide a meter reading, we will need to send someone out to take the reading and this may delay your request.

Declaration

I declare that the information I have provided is true and correct.

If my request is approved, I acknowledge a leak allowance will be applied to my property once only, while I am the owner of that property.

By submitting this application, I acknowledge that Unitywater may not cover me if I claim my loss or damage from anyone else.

Owner/authorised person's name

Owner/authorised person's signature Date

What happens next?

Please return this completed form via email to customer.service@unitywater.com or post to **PO Box 953 Caboolture QLD 4510**.

- We will send you an acknowledgement letter or email confirming that we have received your request.
- Your request will be forwarded to the Metering Team for review.
- If your request is approved, we will send you a letter advising you of the credit amount, along with an extended due date for payment of your bill.
- If your application is not approved, we will advise you in writing