

Sewerage Volumetric Charge Adjustment Application

1300 0 UNITY (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 commercial customers who have had a concealed leak on their property and wish to apply for an adjustment to their excess sewerage usage charges.

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. This will 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.

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 0 UNITY (1300 086 489)

Your details

Name

Postal address

Suburb State Postcode

Best contact number

Email

Details of the property where the concealed leak occurred

Unitywater Account Number

Street address

Suburb State Postcode

Real property description (if known) Lot Plan

Please turn over ►

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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. If the leak WAS repaired by a licensed plumber, please attach to this form a plumbers invoice.

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) KI 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.

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