## Sewerage Volumetric Charge Adjustment Application



( 1300 0 UNITY (1300 086 489)

**Q** unitywater.com

customer.service@unitywater.com

Unitywater
PO Box 953,
Caboolture QLD 4510

## 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 Unitywater Account Number Street address Suburb State Postcode Peal property description (if known) Lot Plan Plan		
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Suburb State Postcode	Account Number	
	Street address	
Real property description (if known) Lot Plan	Suburb	State Postcode
	Real property description	ı (if known) Lot Plan
Please turn over ▶	Please turn over ▶	

Document No. F8635 Revision No. 16 Last Review Date: 26/06/2025 Next Review Date: 26/06/2026 Page 1 | 2

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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 <u>Statutory Declaration</u> 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  (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
Owner/authorised person's signature  I declare that the information I have provided is true and correct.  Owner/authorised person's name  Date
What happens next?
Please return this completed form via email to <a href="mailto:customer.service@unitywater.com">customer.service@unitywater.com</a> 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

Privacy statement: Unitywater is collecting your personal information for the purpose of providing the requested service. The collection of this information is authorised under the *Water Act 2000*. Your information will not be given to any other person or agency unless required by law or we have your permission in writing.

Document No. F8635 Revision No.16 Last Review Date: 26/06/2025 Next Review Date: 26/06/2026 Page 2 | 2