



PLEASE USE PRINTED BLOCK LETTERS

APPLICANT NAME: _____

Owner's Name: _____
Address: _____

Telephone: _____

Property Address: _____
WBZ No: _____
Val No: _____

- PLEASE READ CAREFULLY:**
- I am applying for a discount of water usage billed.
- I have not received a previous discount due to a water leak.
- I have had a plumber check the water system and it is not leaking now.
- I have supplied evidence from a registered plumber that a leak existed and has been repaired.
- I understand that this discount will disqualify me from any future discount because of a water leak.

Reason for application:

I confirm that the I have read and understood the Information and Conditions of Policy R04/08 (overleaf), and that the information I have provided is true and correct:

Signed: _____ **Date:** _____

Receiving Officer's Notes: _____ **RO Initials:** _____

Branch Manager _____ **Approved:** _____ **Declined:** _____

Actions:			
1. Check that all high water reading checks completed.		5. Water Account Officer Initials	
2. Put notes on file.		6. Water Account Officer actioned: (New invoice / credit note)	
3. Attach account and meter details.		7. Water Account Officer: Send letter and update account notes.	
4. Attach plumber's statement.		8. Water Account Officer: Put on property file.	

INFORMATION AND CONDITIONS - POLICY R04/08

Council Policy **R04/08 remission of excess water charges.**

Background

From time to time water consumers experience a loss as a result of leaks or damage to their water supply system. It is the normal practice for the consumer to be responsible for the maintenance of the reticulation from the water meter to the property, and to account for any consumption of water supplied through the meter.

Council has taken the view that some consumers may experience an occasional water leak without them being aware of the problem. They have therefore decided that it would be reasonable to allow for a reduction in charges to these consumers in certain circumstances. This policy statement addresses that decision.

Policy Objectives

To standardise procedures to assist ratepayers who have excessive water rates due to a fault (leak) in the internal reticulation serving their rating unit. Whilst at the same time ensuring that consumers retain responsibility for the maintenance of their private reticulation.

To qualify for a water remission under this policy, all of the following conditions and criteria must be met:

1. The ratepayer must not previously have made application for relief under this policy.
2. All applications must be made in writing and signed by the owners of the property.
3. A report from a registered plumber must be supplied stating that the property has experienced a water loss as a result of a leak.
4. Proof of the repairs to the internal reticulation is submitted for verification.

The maximum relief that will be provided is 50% of the difference between the normal consumption and the actual water consumption for that period. This is generally calculated as follows:

<p><u>High water bill + any further consumption until leak was fixed</u></p> <p><i>MINUS -</i></p> <p><u>Normal consumption (the average of the last four, six monthly consumption amounts on the account)</u></p> <p>=</p> <p>The difference</p> <p><i>DIVIDE / by 2 (The Difference)</i></p> <p>=</p> <p>Allowable Discount amount</p>
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We recommend you treat this event as an opportunity to upgrade any part of your water system causing concern or at the end of its service life as the discount cannot be repeated and the cost of water leaks can be high.

For further information please contact us on 0800 920 029 or 09 405 2750