

Please read the Concealed Leak Policy prior to completing your application. This application is to be used in conjunction with Concealed Leak Policy dated effective from 1 May 2019.

General information

Property owners are responsible for the installation, repair, maintenance and replacement of all the private fittings, mains connected water tanks and pipes on their property up to the water meter. To reduce the likelihood of leaks going undetected, property owners are encouraged to actively monitor their water usage by taking regular readings of their water meter.

Urban Utilities recognises that property owners may request assistance to reduce the water consumption costs incurred due to a concealed leak.

What is a concealed leak?

An underground leak that is hidden from view, with no visible signs of dampness or soaking where an occupant could not reasonably know of its existence as determined by Urban Utilities.

Who is eligible for financial assistance?

The assistance outlined in this policy applies in circumstances of concealed leaks of potable water only. The following property owners may be eligible for some assistance towards the cost of water lost due to a concealed leak:

- owners of residential owner-occupied properties
- registered genuine charities & not-for-profit organisations
- sporting clubs

The following property owners are **not** eligible for financial assistance towards water charges, but may be eligible for financial assistance where a concealed leak has impacted the Sewerage Disposal Charge or Trade Waste Charges, and the leak has NOT discharged to the sewer:

- owners of non-residential properties (excluding registered charities, not-for-profit community organisations)

Are all leaks covered under this policy?

No. Urban Utilities will **not** provide assistance for leaks that occur in:

- internal water fittings and appliances including taps, toilets, hot water systems and other water appliances
- water tanks that are plumbed to the potable water supply
- sprinklers and irrigation systems
- swimming pools, spas and other water features and fittings or the pipe work supplying them
- hoses, hose pipes, external taps and fittings
- solar panels or the pipe work supplying them
- private Off Line Mains (OLM)

Assistance will also **not** be provided for:

- leaks that could have reasonably been caused due to construction, excavation, building, landscaping, renovation or other similar activity on the property within the last six months
- water lost due to vandalism, theft or carelessness (e.g. hose left running).

How long do I have to repair the leak and apply for assistance?

To be eligible for financial assistance, the concealed leak must be permanently repaired within 1 (one) month; and an application for financial assistance made within 6 (six months) of:

- being notified of higher than usual water consumption by us;
- identification of a concealed leak at the property;
- being notified of a possible leak.

How much assistance will I receive?

Customers who meet all of the eligibility criteria will receive some financial assistance towards the cost of a concealed leak for up to 2 billing periods – the period in which the leak occurred, and the period prior.

An adjustment will be applied to the Water and Sewerage Account equivalent to waiving the Urban Utilities Tiered Charges component of the leak cost. These charges appear on your bill as the Distributor-Retailer Charges. Urban Utilities do not provide financial assistance for the State Bulk Water Charge, which is passed on to customers. Additional assistance will be provided for Eligible Pensioners who receive the Queensland State Government Pensioner Subsidy on their account.

Trade Waste customers who are billed for trade waste discharge will receive an adjustment to the trade waste component of their bill only where the water lost due to the leak did not discharge to the sewer.

You may be eligible for a flexible interest-free payment plan to assist pay off the cost of your leak.

Body Corporate requirements

The Body Corporate must apply on behalf of all unit owners for properties that are part of a Community Title Scheme where water consumption is divided between each unit using the Contribution Schedule Lot Entitlement (CSLE).

Privacy statement

The way in which Urban Utilities manages personal information is governed by the *Information Privacy Act 2009* (QLD). The personal information provided by you in this form will be used for Urban Utilities' internal purposes, in assessing your concealed leak application. By signing this form, you are agreeing to allow Urban Utilities to use your personal information in this manner.

1 Applicant's details

Full name of applicant

Postal address

Postcode

Phone

Email

2 What is your customer account number?

You will find your customer account number in the top right hand corner of your Urban Utilities bill.

3 Property owner's details

Property owner's name (as shown on your Urban Utilities bill)

Phone

Email

Postal address (if different from Question 1)

Postcode

4 Are you a Body Corporate applying on behalf of all unit owners?

 No

 Yes

5 Is the property owner a charity organisation?

 No

 Yes ABN or Registration number

6 Is the property owner a not-for-profit organisation?

 No

 Yes ABN or Registration number

7 Is the property a registered Sporting Club?

 No

 Yes ABN or Registration number

8 Is the property tenanted?

 No

 Yes

9 Who will pay for the water consumption associated with the leak?

 Property owner

 Tenant

Note: If the tenant is charged by you for water consumption, any credit received for the concealed leak must be passed on to the tenant.

10 Are you receiving a pensioner subsidy on your Urban Utilities bill?

 No

 Yes

11 Where at the property did the leak occur?

Note: A copy of the plumber's report or invoice must be provided with your application.

 Underground pipe work servicing the property

Has the leak been in a:

 Toilet

 Sink

 Discharged to the sewer (for non-residential customers)

 Other (please specify)

12 What caused the leak?

13 What repair work was carried out?

14 Leak repair details

Date leak detected

Date leak repaired

 / /
 / /

15 Current water meter reading

Meter reading

Date reading obtained

 / /

16 Checklist (please check you have attached all required documents)

 Plumber's report or invoice

 Evidence of not-for-profit or registered charity status (if applicable)

 Authority from Body Corporate (if applicable)

 Authority to act on behalf of Body Corporate (if applicable)

17 Declaration

I declare that the above information is, to the best of my knowledge, true and correct. I also understand that this application will not be processed until ALL sections are completed and a copy of the relevant plumber's report/invoice has been provided.

In relation to Question 9, if you have selected tenant, you agree to pass on the tenant any credit applied to my water and sewerage account due to the concealed leak. (**Note:** This is applicable to property owners only, not a Body Corporate applying on behalf of unit owners).

Name

Signature

Date

BODY CORPORATE STAMP
(if applicable)

Where to send your application

Please post or scan and email your application to Urban Utilities' office or email address below:

GPO Box 2765
Brisbane QLD 4001

Email: customerservice@urbanutilities.com.au

Ph: 13 26 57 (8am-6pm Monday to Friday)

Additional information

Please place any additional information in the space provided that you would like to share with us.