

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 October 2021.

### 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?

A customer **who may be eligible** for financial assistance towards the cost of water lost due to a concealed leak under this policy includes the following property owners:

- a residential owner-occupier;
- a residential owner-occupier who is also an eligible pensioner;
- a residential property owner who does not occupy the property (ie. landlords);
- a not-for-profit organisation or registered charity; and
- a sporting club or association
- a body corporate for a residential community title scheme where charges are billed to a body corporate account.

Where a non-residential customer is billed by Urban Utilities for sewage disposal charges or trade waste charges and these charges have increased due to a concealed leak, the following customers **may be eligible** for financial assistance towards trade waste charges (where applicable) and sewage disposal charges:

- a trade waste customer (subject to the exclusions in this policy);
- a non-residential customer;
- a body corporate containing non-residential customers that is billed by Urban Utilities for sewage disposal charges or trade waste charges.

All other property owners are not eligible to receive financial assistance towards the cost of water lost due to a concealed leak

### 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 and the fittings or pipework supplying them
- 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 (including underground)
- leaking solar panels or the pipe work supplying them
- Leaks (including a concealed leak) in a private drinking water main.

Assistance will also not be provided for:

- If the leak (including a concealed leak) is caused by or could have reasonably deemed to have been caused by, construction, excavation, building, landscaping, concreting, development, renovation or other similar activity on the property within the previous six (6) months.
- If the water lost is 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 whichever occurs first:

- the customer finding/identifying a concealed leak at the property; or
- being notified by Urban Utilities of higher than usual water usage at the property; or
- being notified by Urban Utilities (or a representative of Urban Utilities) of the possibility of leak at the property.

### 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, in addition to a portion of the State Bulk Water Charge. These charges appear on your bill as the Distributor-Retailer Charges. Additional assistance will be provided for Eligible Pensioners who receive the Queensland State Government Pensioner Subsidy on their account.

Urban Utilities may also provide financial assistance to Non-residential, commercial and trade waste customers by adjusting sewage disposal charges and trade waste charges (if applicable) where:

- the sewage disposal charge is calculated based on a percentage of water measured through the property's water meter; and
- sewage disposal charges increased as a result of increased water usage as a result of a concealed leak; and
- the trade waste charge is calculated based on a percentage of water measured through the property's water meter; and
- trade waste charges increased because water consumption volumes used to calculate the trade waste charge increased as a result of the concealed leak; and
- the water lost due to the concealed leak has not been discharged to the sewer (such as a leak that has occurred in the pipework between the water meter and the trade waste producing premises).

Urban Utilities will review applications on a case-by-case basis.

Applications for financial assistance towards increased trade waste charges and sewer disposal charges as a result of a concealed leak are not subject to limitations on how often a customer may apply providing the eligibility criteria under this policy have been met.

### 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).

## 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

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: [concealedleaks@urbanutilities.com.au](mailto:concealedleaks@urbanutilities.com.au)

Ph: 13 26 57 (8am-5pm Monday to Friday)

## Additional information

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

**Privacy and why we collect your information:** Your privacy is important to us. Urban Utilities is collecting your personal information as a distributor-retailer under the South-East Queensland Water (Distribution and Retail Restructuring) Act 2009 (Qld) for the purpose of processing and responding to your concealed leak application and updating our customer and billing records. The personal information we collect may also be used to manage and make contact with you about accounts and to verify your identity in future; to contact you about network faults and emergencies and manage the water and sewerage services we provide; and to conduct customer research. Urban Utilities may use and/or disclose your personal information to its employees, agents or contractors for these purposes and other third parties as otherwise required or authorised by law. For more on how we protect the personal information we collect, and to find out how to make a privacy complaint, access our Privacy Policy at [www.urbanutilities.com.au/privacy](http://www.urbanutilities.com.au/privacy)