Concealed Water Leak Application

Redland CITY COUNCIL

Eligibility Criteria

To be eligible for a remission, the below criteria must be met and ticked as confirmation of your understanding of the policy (incomplete applications will not be accepted):

- ☐ You are a residential or small customer
- ☐ You have attached proof of a plumbers invoice or verified plumbers report stating there was a concealed leak.
- ☐ You have recorded two meter readings taken two weeks apart after the leak has been repaired.
- ☐ You must lodge this application less than five (5) months from the leak repair date.
- ☐ Unless this application is to supersede a previous remission, you have not received a financial adjustment on this property due to a concealed water leak within the last three (3) years (taken from leak repair date to leak repair date).
- ☐ The leak has been repaired within 30 days of identification or notification of higher than usual water use.

Declaration

I have read and understand the Council's Concealed Leak Policy FIN-018-P available on the Council website.
I understand that, if eligible, I will receive 80% of Councils Distribution and Retail water consumption charge on the amount of water loss (100% for eligible pensioners) and 70% of the State Bulk water consumption charge on the amount of water loss (100% for eligible pensioners).
I understand that when the remission is calculated and is less than $35.00 no remission will be applied (excluding eligible pensioners, where the minimum cap is $25.00).

I understand that any eligible remission that I receive will be applied as a credit on my next rates notice.

Signature _____ Date _____

Applicant Details

Title: ☐ Mr ☐ Mrs ☐ Ms ☐ Miss

Given name(s) _____

Surname _____

Postal address _____

Suburb _____ Postcode _____

Phone ☐ (W) ☐ (H) _____ Mobile _____

Email address _____

☐ I would like all correspondence in relation to this matter to be sent via email.

☐ I would like all future rates notices to be sent via email.

Are you the owner of the property? ☐ Owner ☐ Agent

Does the owner of the property receive a Council Pensioner Rebate on the Property? ☐ Yes ☐ No

Plumber Details

BSA/QBCC Licence No _____ Name _____

Phone _____ Email *(if known)* _____

Property Where Leak Occurred

Property number _____

Property address _____

Suburb _____ Postcode _____

Contact details of property owner (if not applicant):

Phone ☐ (W) ☐ (H) _____ Mobile _____

Email address _____

Details of Leak

Date leak **detected** _____ Date leak **repaired** _____

Brief description of the location of the leak and repair work carried out (attach additional pages and photos if required).

_____

*Plumber's Signature _____ Date _____

***NB**: If plumber's invoice attached, plumber's signature not required.

Meter Readings After Leak is Repaired Taken Two Weeks Apart

Record all numbers appearing on the meter dial

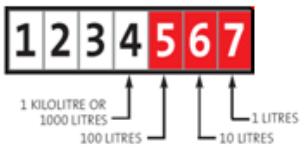
Meter number *(if known)* _____

Read date _____ First Read _____

Read date _____ Second Read _____

How to Read your Water Meter

The water meter is generally located at the front of your property. As shown in the diagram, the black numbers represent kilolitres and the red numbers litres. The black numbers are used for billing purposes.



Office Use Only

CRWS number _____ Date _____

CSC Initials _____ ☐ Acknowledgement issued

CSFS013 – 14/11/2024

Information Privacy Act 2009 - Redland City Council is collecting your personal information in order to process this application. The information will only be used by authorised Council Officers for the purpose of the concealed water leak remission and ensuring our records are accurate. Your information will not be given to any other person or agency unless you have given us permission or we are required by law to do so.