CITY OF GOLDCOAST.

Concealed water leak remission application

Council of the City of Gold Coast
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W cityofgoldcoast.com.au

Water notice number:		**Property number: (office use only)**	

This is an application to reduce the water usage charges resulting from a concealed leak. The City may, at its absolute discretion, provide a financial adjustment to the water and sewerage rate notice in accordance with the City of Gold Coast's Concealed Water Leak Policy.

The leak must have been repaired by a Queensland licensed plumber within one (1) month of detection or receipt of notification from the City that a leak may exist, whichever is sooner. The application must be made within three (3) months from the last issue date of the water and sewerage rate notice for which a remission is being sought. For a full list of conditions please refer to the policy visit cityofgoldcoast.com.au/waterleaks.

Applicant details

Title	☐ Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Body Corporate ☐ Other		
Name			
Postal address			
		Postcode	
Phone (h)		**Phone (w)**	
Mobile		**Email**	

Are you in receipt of a pensioner water subsidy?	☐ Yes ☐ No		
If applicant is not registered owner of property – relationship to owner			
If the property is in a Body Corporate arrangement, is the applicant authorised to apply on behalf of all owners? If yes, provide details	☐ Yes ☐ No		
Is this property owner occupied?	☐ Yes ☐ No		
If no, how long have current tenants been in the property	**Years**	**Months**	

Details of property where leak occurred (if same as postal address write 'as above')

Property address			
		Postcode	

Leak details (a copy of the relevant licensed plumber's tax invoice/report must be attached))

Date leak suspected	/ /	**Date leak repaired**	/ /
Please provide brief description and specific location of leak within the property			

Two meter readings

After leak is repaired, take two meter readings one week apart in order to confirm your leak has been repaired successfully.
Refer to reverse page for instructions on how to locate and read your water meter.

Meter number										
First reading (write down all numbers on meter)									**Date**	/ /
Second reading (write down all numbers on meter)									**Date**	/ /

I/we,		**believe that the above information is correct**	
Signature of applicant		**Date**	/ /

Important information regarding your concealed water leak remission application

A concealed leak is water escaping on the customer's side of the water meter from the property's main underground internal water pipe supplying water to the property.

Relief WILL NOT be considered for water loss or leakage that occurred within a dwelling or building on the property or leaks occurring in a water fitting or appliance including toilets, taps, hot water systems, pools, irrigation, tanks, jetties and pontoons.

Applications MUST be accompanied by a Queensland licensed plumber's invoice as proof that the leak has been detected and repaired. Leaks not repaired by a Queensland licensed plumber will not be eligible.

This application will be assessed in accordance with the City of Gold Coast's Concealed Water Leak Policy (further conditions apply). This policy is available on our website at cityofgoldcoast.com.au/waterleaks

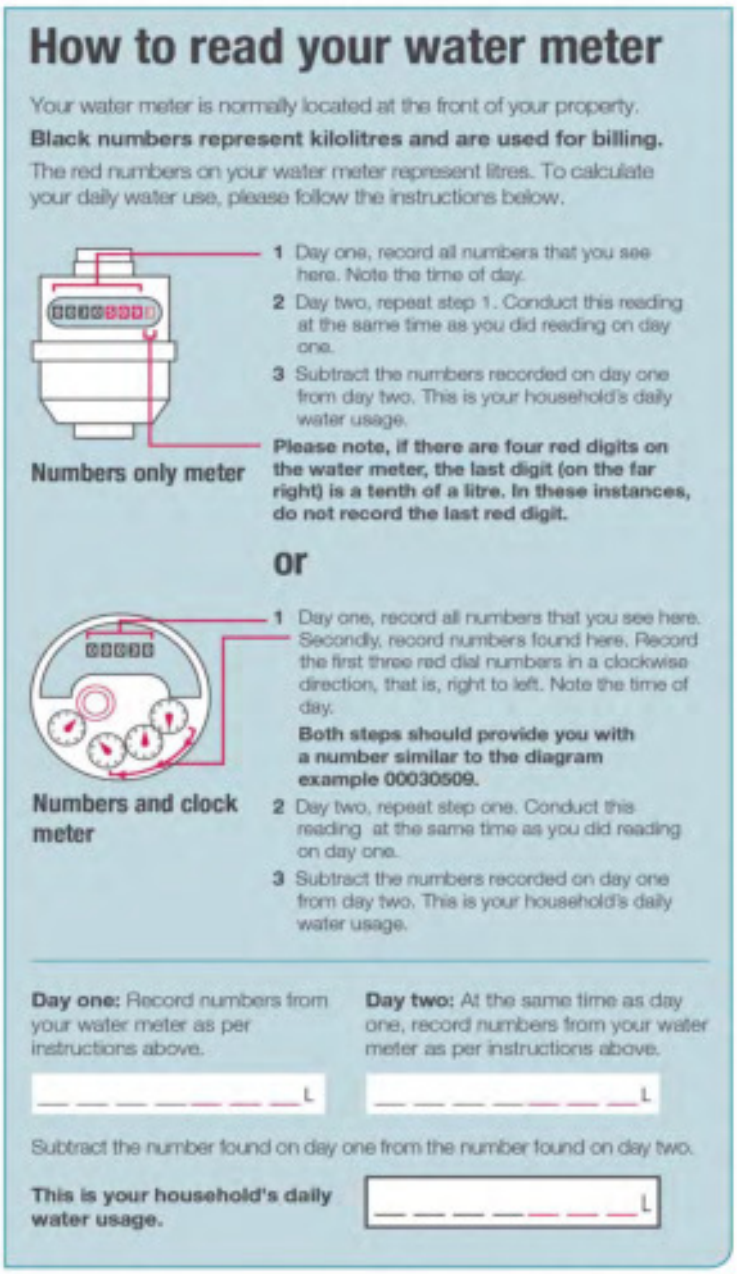
You may wish to note that the leaks repaired in the main internal water pipe may be an indication that the age of the pipe and/or the material, or work practice, used during installation are such that further leaks are likely to occur.

How to check for leaks

The best way to check to pick up on potential water issues quickly, especially a concealed leak, is to regularly read your meter to detect any unusual variation in usage between readings. See information below on how to locate your water meter.

How to locate your water meter

The location and type of water meter differs across the city. Most water meters are above, at, or below ground level with a plastic or metal lid marked 'water meter'. Your water meter is usually located towards the front of your property, near either the left or right boundary.



Collection Notice

Council of the City of Gold Coast (Council) is collecting your personal information in order to provide the services requested, perform associated Council functions and services, and to update and maintain Council's customer information records. Your information is handled in accordance with the Information Privacy Act (Qld) 2009 and may only be accessed by Councillors, Council employees and authorised contractors. Unless authorised or required by law, we will not provide your personal information to any other person or agency. For further information go to http://www.goldcoast.qld.gov.au/privacy-81.html.
Council may also use your personal information in order to contact you to provide you with information regarding Council functions and services. If you do not wish to receive such information please opt out using the unsubscribe link in the communication material sent to you.