

# Concealed leak water remission 2011/2012



## Checklist – are you eligible?

**Important – if all requirements below are not met, you are not eligible for a concealed leak remission**

- The leak is concealed (a burst pipe either underground, under or within concrete or underneath a building – where the occupier could not reasonably expect to know it exists)
- More than 50kl of water was lost in the reading period (refer to the consumption on your water and wastewater accounts/ rates notice – it should be significantly higher than previous notices)
- Form 4 - Notifiable Minor Works completed by a licensed plumber (available from [www.dip.qld.gov.au](http://www.dip.qld.gov.au) )
- A remission for the property has not been given in the last 3 years
- The application has been made within two years of the leak being repaired by a licensed plumber
- All sections of this application form have been completed

## Applicant details

Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Dr			
Surname			Given name	
Postal address				Postcode
Phone (h)		Phone (w)		Phone (m)
Email				
Are you the owner or tenant of the property?			<input type="checkbox"/> Owner	<input type="checkbox"/> Tenant
Are you in receipt of a pension?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, what type of pension				
Pension card number				
Property/account number			Is this property part of a Community Title Scheme	<input type="checkbox"/> Yes <input type="checkbox"/> No
Address				Postcode

## Leak and plumber details

Date leak suspected	/ /	Date leak repaired	/ /
Business/Plumber name			Contact phone number

## Two meter readings

After the leak is repaired by a licensed plumber, take two meter readings one (1) week apart in order to confirm your leak has been repaired successfully.  
Refer to reverse for instruction on how to locate and read your water meter.  
**Please make sure that the first reading is taken immediately after the leak is repaired.**

Meter number														
First reading (write down all numbers on meter)							Second reading (write down all numbers on meter)							
Date of first reading	/	/										Date of second reading	/	/

I/We, \_\_\_\_\_, believe that the above information is correct.

Signature of applicant		Date	
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Office use only			
(CS) Property number		(CS) Received on	
(CS) DW		(WB) Processed on	
(CS) CRWS		(WB) Processed by:	

## Important information regarding your concealed water leak application

- Concealed leak definition: Considered as water escaping from a private water service that is hidden from view, either underground, under or within concrete or underneath a building where an occupant could not reasonably be expected to know of its existence, as determined by the authorised officer.
- Applications should be accompanied with a Form 4 – Notifiable Minor Works to be completed by a licensed plumber. The form is available from [www.dip.qld.gov.au](http://www.dip.qld.gov.au)
- If you are unable to obtain a completed Form 4 from the licensed plumber who carried out the repairs, a Statutory Declaration must be provided and must include date of repair, location of the water leak and reason why a Form 4 was unable to be obtained from the licensed plumber.
- A remission of the water consumption charge, if granted, is for 50% of the estimated water loss attributed to the concealed leak at the current water consumption charge, to a maximum of 500kL.
- Where the customer receives a pension rebate, a remission of the water consumption charge is for 85% of the estimated water loss attributed to the concealed leak at the current water consumption charge, to a maximum of 500kL.
- Only one (1) remission every three (3) years will be allowed for any property.

**If you have any enquiries in relation to your Concealed leak remission application, please contact us on 1300 000 928**

**Privacy statement:** Allconnex Water is collecting your personal information in accordance with the Water Supply (Safety and Reliability) Act 2008 in order to process the required documentation. This information will only be used by authorised Allconnex Water staff and their Council partners to ensure our records are accurate. Your information will not be given to any other person or agency without your permission, or as required by law.



## How to locate your water meter

The location and type of water meter differs across the Allconnex Water region. 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.

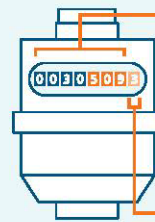
## How to read your water meter

### How to read your water meter

Your water meter is normally located at the front of your property.

**Black numbers represent kilolitres and are used for billing.**

The red numbers on your water meter represent litres. To calculate your daily water use, please follow the instructions below.



Numbers only meter

- 1 Day one, record all numbers that you see here. Note the time of day.
- 2 Day two, repeat step 1. Conduct this reading at the same time as you did reading on day one.
- 3 Subtract the numbers recorded on day one from day two. This is your household's daily water usage.

Please note, if there are four red digits on the water meter, the last digit (on the far right) is a tenth of a litre. In these instances, do not record the last red digit.

**or**



Numbers and clock meter

- 1 Day one, record all numbers that you see here.  
Secondly, record numbers found here. Record the first three red dial numbers in a clockwise direction, that is, right to left. Note the time of day.  
Both steps should provide you with a number similar to the diagram example 00030509.
- 2 Day two, repeat step one. Conduct this reading at the same time as you did reading on day one.
- 3 Subtract the numbers recorded on day one from day two. This is your household's daily water usage.