

### Definition of an Undetected Leak

An undetected leak is where there is no visible sign of water loss and therefore the fault could not have been reasonably detected by the ratepayer prior to Council issuing an account.

Narrandera Shire Council offers an Undetected Leak Rebate to eligible customers to provide some relief for significantly higher water and sewerage usage accounts emanating from undetected water leaks. This rebate, an act of good faith and in the interest of good public relations, will offer:

- A 50% reduction (to the maximum of \$2,000) calculated according to the difference between the averaged water consumption for the previous corresponding three readings and the consumption recorded on the water usage account issued immediately prior to the repairs being completed, multiplied by the water consumption unit rate per kilolitre as adopted in Council's Annual Fees and Charges.
- A 100% reduction (to the maximum of \$2,000) for Sewer and Trade Waste Charges where water has not entered the sewerage system, calculated according to the difference between the averaged water consumption for the previous corresponding three readings and the consumption recorded on the water usage account issued immediately prior to the repairs being completed, multiplied by the Sewer Discharge or Trade Waste Discharge Factor (whichever is applicable) and then multiplied by the sewer treatment rate per kilolitre or trade waste unit rate per kilolitre (whichever is applicable) as per Council's Annual Fees and Charges
- A 50% reduction (to the maximum of \$2,000) for Sewer and Trade Waste Charges where water has entered the sewerage system, calculated according to the difference between the averaged water consumption for the previous corresponding three readings and the consumption recorded on the water usage account issued immediately prior to the repairs being completed, multiplied by the Sewer Discharge or Trade Waste Discharge Factor (whichever is applicable) and then multiplied by the sewer treatment rate per kilolitre or trade waste unit rate per kilolitre (whichever is applicable) as per Council's Annual Fees and Charges
- The maximum reduction that can be offered is \$2,000 for water consumption and \$2,000 for Sewer and Trade Waste charges.

Council will not waive interest charges accrued on unpaid water usage accounts that are subject to a claim under this policy.

Your application will be considered if:

- It involves significant leakage on property. A leak is determined to be significant if the water usage on the account issued immediately prior to the repairs being completed is 1.5 times greater than the previous 12 months daily consumption.
- Involve a leakage in pipelines, which are undetected.
- The application form is fully completed and supporting documentation attached.
- An application is received within 30 days of an account being issued.

Your application may be denied if:

- The result of a second occurrence at the same property and by the same owner, regardless of whether it is a related event or separate undetected leak.
- Involves a leak from an appliance, pump, hot water system, etc.
- Is due to a change in usage pattern by the occupants, including change of tenants, installation of water system and/or new plantings.
- Does not contain the documentation or meet the terms of a complying claim.

### Supporting Documentation from Licensed Plumber

In addition to this signed application form, Council requires a written statement and invoice from a licensed plumber including the following information:

- The plumber's name, company/business name, licence number, phone number and email address.
- The date the leak was identified and subsequently repaired.
- The meter reading as at the date of the repairs.
- The nature and location of the leak.
- A description of how the leak was detected.
- A description of where the water was going.

### Privacy information

Privacy Notification (Privacy and Personal Information Protection Act 1998 – Section 10) The personal information that Council is collecting from you on this application form is personal information for the purposes of the Privacy and Personal Information Protection Act 1998 ('the Act'). The intended recipients of the personal information are officers within the Council and any person wishing to inspect the application in accordance with the Local Government Act 1993 or the Government Information (Public Access) Act 2009. The supply of the information by you is not voluntary and if you cannot provide or do not wish to provide the information sought, the Council will be unable to process your application. You may make application for access or amendment to information held by Council. You may also make a request that Council suppress your personal information from a public register. Council will consider any such application in accordance with the legislation. Council is to be regarded as the agency that holds the information. Enquiries concerning this matter can be addressed to Council by telephoning 02 6959 5510.

1. Applicant		
Name	<input type="checkbox"/> Property Owner	<input type="checkbox"/> Agent of Owner
Postal Address		
Town/Locality	State	Postcode
Email	Telephone	Mobile

2. Property Information (This information is noted on Council Rates Notices)		
Assessment No		
Street/Rural Address No	Street/Road Name	
Town/Locality	State	Postcode

3. Occupancy of Property		
Is the land vacant?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Does anyone reside on the property?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

4. Undetected Leak Criteria		
The fault and water loss were both unable to be detected by visible inspection.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
A licenced plumber has completed all repairs.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Application submitted within 30 days of the due date shown on the account.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
A rebate has previously been granted to the current owner/s within the last five years.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
The property is connected via a non-standard water service.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

5. Customer Acknowledgement	
I have read and understand that my application must address and meet all Undetected Leak Criteria to be assessed for a rebate.	<input type="checkbox"/>
I have attached supporting documentation from my licenced plumber as required.	<input type="checkbox"/>
I acknowledge that the rebate will apply to one billing period only, ie: the billing period for which the undetected leak commenced.	<input type="checkbox"/>
I have/will pay the undisputed component of my account by the due date shown on the account.	<input type="checkbox"/>
I understand that Council may inspect the site of the undetected leak to verify that the application and repairs meet the Undetected Leak Criteria and relevant plumbing standards.	<input type="checkbox"/>
I acknowledge that, if eligible for a rebate, it is a reduction based on high read less average of last three corresponding reads. This rebate will only be offered once.	<input type="checkbox"/>
I understand that this application will be assessed fairly and consistently by the authorised officer in accordance with Narrandera Shire Council's Undetected Leak Policy	<input type="checkbox"/>

6. Site Visit and Information Declaration	
I hereby consent to Council, or any person(s) authorised by Council, to enter onto the above property for the purpose of carrying out an inspection in connection with this application.	
<input type="checkbox"/> I require to be present during the inspection.	
<input type="checkbox"/> I do not require to be present during the inspection.	
I hereby declare that the information contained in this application is true and correct and I have provided copies of all relevant documents as required.	
Applicant Signature	Date

9. Office Use Only		
MagiQ #		Date
<b>Initial assessment:</b> Assessed by		Date
Further information required	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Inspection required	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Inspection report MagiQ #		Date
Read Data		
High Read		
Read Date		
Average of last three corresponding reads		
Read Date		kL
Read Date		kL
Read Date		kL
Calculation		
High Read – Average Read		kL
Amended Read x 50% (if applicable)		kL
<b>New Read for Undetected Leak Period</b>		<b>kL</b>
Adjustment Required		
Original High Read – New Read		kL
<b>New Consumption Read</b>		<b>kL</b>
New Value Adjustment		
<b>New Consumption Read x Current Rate</b>		<b>\$</b>
Write Off Required		
<b>High Consumption – New Consumption</b>		<b>\$</b>
<b>Assessment comments</b>		
<b>Decision</b>	<input type="checkbox"/> Approved	<input type="checkbox"/> Refused
<b>Reason for refusal</b>		
<input type="checkbox"/> <b>Decision response sent to applicant</b>		
Officer name	Date	MagiQ #
<input type="checkbox"/> <b>Practical record updated</b>		
Officer name	Date	