



APPLICATION FOR CONCEALED LEAK REVIEW

HUNTER WATER CORPORATION
PO BOX 5171 HRMC NSW 2310
36 HONEYSUCKLE DRIVE NEWCASTLE
TEL: 1300 657 657 ABN: 46 228 513 446
www.hunterwater.com.au

Thank you for your recent enquiry regarding a review of your account based on a leak that was concealed from view. Prior to undertaking this review, we need a statement from your Licensed Plumber with the following information:

- the date you discovered a possible leak
- how the leak was detected
- the date the leak was repaired
- the exact nature and location of the leak
- where the water was escaping to
- address of the property where the leak was repaired.

Please return the statement (which must be on the plumbing company's letter head or invoice) together with this application to:

Hunter Water
Concealed Leak Concession Application
PO Box 5171
HRMC 2310

Once we have this information we can review your account.

If you have any questions, please do not hesitate to contact Hunter Water by telephoning 1300 657 657.

Applicant: _____

Property Address: _____

Customer Number: _____

Plumbing Company: _____ Licence No.: _____

Signature _____ Date: _____

Note: This application for the Concealed Leak Concession must meet the criteria provided below. Please refer to this information and clarify eligibility prior to sending application.

CONCEALED LEAK CONCESSION CRITERIA

- The water leak is concealed/hidden from view - water leaks in paddocks, yards or in gardens are not considered concealed as the leak can generally be detected by visible inspection (eg green patch of grass, boggy ground). Private water services are the responsibility of the property owner to maintain and this means they assume responsibility for any water loss. This is the case regardless of the property size.
- The concealed leak was identified and repaired by a licensed plumber and that plumber submitted a notice of repair or a copy of receipt for repairs. This notice/receipt must describe or list the nature of the leak and repair and the exact location of the leak on the property.
- No previous Concealed Leak Concession has been granted to the current owner/s of the property.
- The customer has a good payment record.
- The application is received in a reasonable time frame eg. within one month of meter reading or one month of repairs.
- The service is not a "Non-Standard Water Services" (i.e. the customer does not have a connection to the watermain at the front of their property) = non-standard services do not receive concealed leak concessions.
- The the loss of water was not the result of faulty plumbing fixtures or fittings, eg tap, toilet cistern.
- Unoccupied properties are to be assessed under the same guidelines as occupied properties.
- The concession will apply to one bill period only.
- Hunter Water may inspect the site of the concealed leak to verify the application meets the criteria for concession.