



Hunter Water Corporation
ABN 46 228 513 446

PO Box 5171
HRMC NSW 2310
36 Honeysuckle Drive
NEWCASTLE NSW 2300
1300 657 657 (T)
enquiries@hunterwater.com.au
hunterwater.com.au

APPLICATION FOR UNDETECTED LEAK REBATE

Hunter Water offers an Undetected Leak Rebate to eligible customers as a customer relations gesture, providing support above Hunter Water's Customer Contract obligations. As a goodwill gesture, we may give you an allowance of 50% of the increase in water usage, as determined by the authorised officer.

In order to be eligible for an Undetected Leak Rebate, applications must meet and address all the criteria as outlined on the reverse side of this application form. The Undetected Leak Criteria further directs our customers to confirm their eligibility prior to forwarding the application.

Definition of an Undetected Leak & Criteria

An Undetected Leak is where there is no visible sign of water loss. Both the fault and/or the water loss could not have been reasonably detected by visible inspection prior to Hunter Water issuing an account.

- The fault must be repaired by a licensed plumber
- The Undetected Leak Application must be submitted within 30 days of the due date shown on the Hunter Water account
- No previous rebate has been granted to the owner/s of the property within the last 5 years
- The property must not be connected via a non-standard water service

Important Information

Your application will be **denied** in instances where:

- water is found seeping, spraying, pooling, bubbling, running, flowing, gushing etc.
- there is dampness on the surface, in walls or floors
- there is additional or unusual growth of grass or vegetation
- the loss of water was the result of faulty plumbing fixtures (i.e. taps, toilet cisterns, hot water services, cattle troughs, sprinkler or irrigation systems)
- the property is connected via a non-standard water service
- the fault was repaired by someone other than a licenced plumber
- a rebate has previously been granted to the current owner/s within the last 5 years

Please note: special allowances are not given to unoccupied properties or leaks located in unused areas

Hunter Water's Customer Contract

The Customer Contract outlines your rights and obligations as a user of Hunter Water services and sets out the minimum standards of customer service that you can expect.

In accordance with Clauses 12.3 and 15.3 respectively, "as the owner of the property, you own and are responsible for maintaining and repairing your water system" and, "you will be charged for the quantity of water measured by the water meter, unless the water meter is faulty and we are required to adjust what we charge you".

Supporting Documentation Required

In order to assess your application you are required to provide a written statement and/ or invoice from your licenced plumber including the following information:

- the plumbers 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 repair
- the nature and location of the leak
- a description of how the leak was detected
- a description of where the water was escaping to

Customer Acknowledgement	Please Tick
I have read and understand that my application must address the <i>Definition of an Undetected Leak</i> and meet all <i>Undetected Leak Criteria</i> to be assessed for a rebate	
I have read and understand the <i>Important Information</i> and the instances in which my application may be <i>denied</i>	
I have attached my supporting documentation from my licenced plumber as required	
I acknowledge that the rebate will apply to one billing period only. i.e.: the billing period for which the undetected leak commenced	
I have/ will pay the undisputed component of my account by the due date shown on the account (in accordance with Clause 9.8 of the Customer Contract)	
I understand that Hunter Water may inspect the site of the Undetected Leak to verify that the application and repair meets the Undetected Leak Criteria and relevant Plumbing Standards	
I acknowledge that if eligible for a rebate, the customer relations gesture is equal to 50% of the increase in water usage	
I understand that this application will be assessed fairly and consistently by the authorised officer, in accordance with Hunter Water's Undetected Leak Rebate policy	

Applicant/ Owner Details

Name: _____

Property Address: _____

Account ID: _____ Phone: _____

Email Address: _____

Signature: _____ Date: _____

Submitting Your Application

Please return the plumbers statement and/ or invoice together with this signed application to Hunter Water via email: customer.care@hunterwater.com.au or mail: Hunter Water, Undetected Leak Rebate, PO Box 5171, HRMC, 2310

Should you have any questions regarding your application or if you are unsure about the configuration of your water service, please contact us on 1300 657 657, available 8am to 5pm Monday to Friday.