

Leak Allowance / Unexplained High Water Usage request:

Prior to completing the application form attached, please read the terms and conditions for eligibility for either a leak allowance or unexplained high water usage adjustment on your Gippsland Water account.

Terms and Conditions:

For a leak allowance or unexplained high water usage adjustment to be granted it will need to meet the following guidelines:

- One allowance for either an undetected leak or unexplained high usage will be provided per eligible customer, per property every 5 years.
- The water leak must be repaired by a plumber that is licensed / registered with the Plumbing Industry Commission and plumber's invoice to be included with the application to substantiate that appropriate repairs of any leaks has been undertaken.
- The undetected leak must be repaired within two weeks of the customer becoming aware of the leak.
- The leak must be undetectable and excludes leaking and/or malfunctioning appliances, including toilet cisterns, evaporative air conditioners and solar hot water heaters.
- Where eligible, customers receiving concession entitlements are encouraged to investigate a Utility Relief Grant (URG) application and repayment program. Please contact Gippsland Water on 1800 050 500 to discuss the benefits and to determine if you meet the criteria. You may receive a greater leak allowance through a URG compared to Gippsland Water's leak allowance/unexplained high water usage request
- In regards to an unexplained high water usage request (excluding an undetected leak), Gippsland Water may require an independent meter calibration test to be completed at your cost prior to consideration being given for an unexplained high water usage allowance. The cost will be refunded to your account **only** if the independent meter calibration report reveals that the meter is faulty by an error measurement greater than 5%. Please contact Gippsland Water if you require more information on a calibration test.
- Gippsland Water may at its discretion request that ongoing water meter reads are submitted on a periodic basis.
- Gippsland Water may consider a leak allowance / unexplained high water usage adjustment for a property supplied with water by a Private Water Service and/or a Water by Agreement arrangement. Prior to Gippsland Water considering such a request, the customer must undertake some additional tasks to assist in identifying potential leaks in the future (refer to application enclosed).

If your application is approved, the following conditions apply:

- The allowance will be granted on the Gippsland Water account that includes the higher than normal water usage.
- The application must be made within 90 days from the due date of the billing period which substantiates the high water usage.
- Any allowance will be based on the volume of water usage metered for the same period as last year or the average water usage metered for up to 12 months of historic water usage. The calculation method will be determined at Gippsland Water's discretion. The calculation of any allowances is based on the difference between the high water usage read and the estimated average use over an equivalent period.
- If there is no comparison period, the allowance will either be based on your average daily usage before/after the leak occurred or at Gippsland Water's notional water charge of 70 kilolitres per billing period, with the decision to be determined by Gippsland Water at its discretion.
- The allowance will be calculated on 50% of the difference in water usage between the high water usage account and your previous account(s) as determined by Gippsland Water.
- For non residential properties where a Wastewater Volumetric Charge (sewerage) is applied, Gippsland Water may adjust the Wastewater Volumetric Charge based on the volume of water metered for the same period as last year or the average water usage metered up to 12 months of historic water usage.
- The total allowance will be capped at a maximum of \$2,000 except where a Wastewater Volumetric Charge has been applied.
- Gippsland Water will issue you a letter within 10 working days upon receipt of your application advising you of the outcome of your application.