

Credit Request for a Private Water Leak

Statement of Explanation

Your explanation will be submitted to Council’s finance staff for consideration. Only requests meeting Council criteria (See Pages 3 and 4) will be considered.

Please supply supporting evidence of repair (e.g. plumber’s invoice/s and brief report).

Please note that these requests can take up to a month to process. We will inform you the outcome of your request once we have made a decision. If your application is declined, you may still be eligible for a credit under **Extraordinary Circumstances** or **Financial Hardship**.

Only the owner of the property or an approved Property Manager may apply for a credit request for private leaks.

	First Name	Middle Name	Surname
Mr/Mrs/Miss/Ms		
Property Address:		
		
Postal Address:		
		
Telephone: Home:	Work:
Mobile Phone:		
Email Address:		
Plumber’s Name:	Date leak repaired:
Water Account Number:		

If the calculated credit is less than \$50, do you want us to proceed? **Yes / No**
(Note: only one leak per property, and a maximum of two consecutive water supply invoices for each 5 year rolling timeframe will be credited)

Please attach a copy of the plumber’s invoice/s.

Privacy Act

The information provided on this form will be used by Council to ensure that accounts, correspondence and other notices are sent to the correct address. Under the Privacy Act 2020, you have the right of access to your personal information held by the Nelson City Council and you are entitled to request that your personal information be correct.

PROPERTY DETAILS (Staff only)

CSO Name

Customer Billing No:

Received Stamp

Invoice Date
Contesting:

Plumbers invoice attached: Yes / No

Please Continue to Next Page.

Please Provide Detailed Answers to the Following Questions

Using specific details, describe where on your property the leak occurred? (E.g. driveway, under the house etc.)

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.....

When and **how** did you find out you had a water leak? (E.g. surface water, leak notice, high water invoice etc.)

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Was the property occupied during the discovery of the leak? (If unoccupied, please advise how many days no one was at the affected property for)

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Has the affected property been granted a water leak credit from Council within the last 5 years? ..

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Is there anything else you'd like to add about the leak?

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Please Note: Missing information may cause delays in processing.

Signature

Date

Please return this form to: Customer Service Centre
Telephone: 03 546 0200
Email: customer.service@ncc.govt.nz
Post: Nelson City Council
110 Trafalgar St
Freepost 76919,
PO Box 645,
Nelson 7040

NB: The attached information to assist your application

Remission of charges for excess water arising from leaks

Credits for excess water charges arising from the following will always be processed:

- Misreading of the meter or faulty meter
- Errors in data processing
- The meter was assigned to the wrong account
- Leak on a Council fitting adversely impacting on the metered usage

Other Conditions and Criteria Include:

- Leaks from pipes or fittings on farms¹, public service, educational, social service properties and unoccupied² properties (regardless of temporary or long term) or reserves or from irrigation, stock water, swimming pools, ponds, landscaping, or similar systems on occupied properties. **No credit.**
- Leaks from pipes that are, or should be visible, such as header tanks, overflows from toilets, above ground pipes or fittings and those attached to raised flooring or in walls or ceilings. **No credit.**
- Where the leak is a previously unknown underground leak on the main lateral between the water meter and a building or under the concrete floor. The lost water is credited where the leak has been repaired with due diligence. Only one leak per property, and maximum two consecutive water supply invoices covering the leak, per five year rolling timeframe, will be credited.
- Approved residential water leak credits will be based on Council's assessment of the property owner's usual usage for the period.
- Approved **commercial/industrial** water leak credits will be based on **50%** of Council's assessment of the property owner's usual usage for the period. If the water has not entered the wastewater network, Trade Waste will also be credited.
- Due diligence is defined as within two weeks of the earliest of the following:
 - The date of the first invoice to identify a higher than usual³ usage; or
 - The date of discovery or when it could have reasonably been discovered.
- The leak must be repaired by a Licensed or Certifying plumber who provides a brief report on the leak, where on the line the leak was found, dates and an opinion, as to how long the leak had been occurring.
- In extraordinary circumstances which fall outside the criteria above, a remission may be granted at the sole discretion of the Council's Group Manager Corporate Services. This may apply where a water credit remission application has been declined, and where this could lead to cases of genuine financial hardship for the ratepayer (owner/occupier), or where timely detection of a leak could not have reasonably occurred.

¹ For the purpose of assessing credits for excess water arising from leaks "farm" is defined as any property that is or can be used for the growing of crops, including trees or rearing of livestock, with a land area greater than 5000 square metres

² Unoccupied is taken to mean where there is no permanent building on the property or where the building is not occupied for more than seven days.

³ Usual being the amount used in the same period as last year. These amounts are shown on every water account.

Please see diagram on reverse

