

Leak allowance

Apply for a partial credit for a water leak

Please complete and return this form to
Post: Watercare, Private Bag 94010, Auckland 2241
Email: info@water.co.nz
Phone: (09) 442 2222 Website: www.watercare.co.nz

Important information

We offer a discretionary leak allowance to encourage everyone to fix a leak as soon as they can – ideally within a week or two. This form must be completed by the property owner or authorised tenant/agent once the leak has been repaired. Please send your application within one year of the leak.

You can email it to info@water.co.nz with the subject line 'leak allowance' or post it to the address above.

Please note, we approve allowances at our discretion. If we accept your application, you will receive a credit on your next bill.

1. Your relationship to the property

Owner Authorised tenant Authorised agent

2. Your details

First name Last name
 Company (if applicable)
 Email
 Phone () Mobile
 Property owner name (if different from above)

3. Property details

Address
 Watercare account number -
 Number of residents at the property at the time of the water loss Meter number affected by the leak

4. Water loss details

Was the leak repaired by: Registered plumber Other: Please give details:

Please attach documents showing details of the repair, e.g. plumber's invoice.

Date water loss started (if known): DD / MM / YYYY Date of repair or date water loss stopped: DD / MM / YYYY

Please provide details of water loss including the location:

5. How to take a meter reading

Current meter reading:

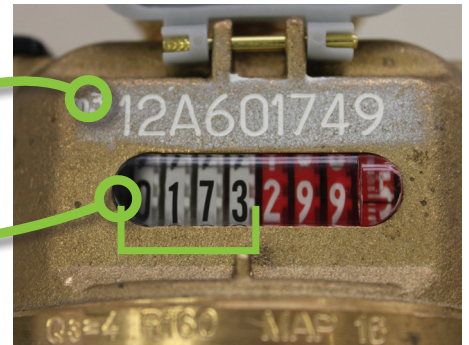
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Date the reading was taken:

DD	/	MM	/	YYYY
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The meter ID number is engraved on the meter housing, above the black and red dials.

Meter reading: From the black numbers only



Have you been granted a leak allowance in the past two years? Yes No

6. Leak allowance terms and conditions

1. For the purposes of these terms and conditions, a leak is a crack, opening, hole or puncture through which water or sewage is unintentionally or wrongly escaping from any pipes, fittings or devices on your side of the [point of supply](#).
2. We offer a leak allowance to encourage water efficiency and the timely repair of leaks. Leak allowances are granted at our discretion.
3. A leak allowance is not used to subsidise a leak left long-term or unrepaired.
4. You must pay any outstanding amount owing in full, within 21 days of the date on our response to your application.
5. If you have another leak within two years of receiving a leak allowance, you may apply for another allowance. You must include a plumber's invoice. *Note: this second allowance will be for excess wastewater only.*
6. Non-domestic customers will only receive an allowance for wastewater.

Declaration

- I declare the information on this form is true and accurate.
- I have the authority to act for this property.
- The leak or water loss was not caused as a result of a willful act and the leak has been repaired.
- I understand that my private plumbing is my responsibility.
- I understand the conditions of this declaration.

Signature

Date

Privacy

We may use this information to process your application, update our records or help improve our services. We will not disclose it unless required by law. You have the right to access your information, and you can ask us to correct any errors.