CENTRAL OTAGO DISTRICT COUNCIL
LEAK REMISSION APPLICATION

Please complete this form, attach your registered plumber's report and return to the Water Billing Officer.

- You must advise the Central Otago District Council of your water leak **before** the due date of the invoice in question. If the leak has been repaired by a registered plumber within 60 days of that notification, you may qualify for a remission.
- A remission for the same property must not have been given in the last 24 month period.
- This form must be accompanied by a registered plumber's invoice. This must verify that a significant leak was discovered (minimal amounts will not be considered), where the leak was located, and that it has been fully rectified.
- Meter reads must confirm that consumption has returned to expected usage for the property.
- The amount of the remission will be 50% of the difference between the average consumption of the property and the consumption over and above that average.

NOTE: CODC does not pay or reimburse the registered plumber's invoice/report.

We will not be able to process this application unless all details have been supplied.

APPLICATION DETAILS :		
First Name:	Last Name:	
Valuation Reference:	Location of Property:	
Water Acc Number:		
Postal Address:		
E-mail Address:		
Phone (h)	Phone (w)	Mobile
Are you the owner of the property?		
LEAK DETAILS:		
Date leak suspected:	Read taken:	
Date leak repaired:	Read taken:	
Where was the leak located?		
Business/Plumber Name: Contact number:		
OFFICE USE ONLY:		
Est Units Leaked:	Cost per unit:	
Ave Unit per day:		
50% units remitted:	Amount remitted:	
Approved:	Balance Owing:	

LEAK REMISSION POLICY

Background

From time to time consumers experience loss of water as a result of leaks or damage to their water supply system. It is usual practice for the consumer to be responsible for the maintenance of their private reticulation from the water meter to their property, and to account for any consumption of water supplied through their meter. Council has taken the view that some consumers may experience an occasional water leak without them being aware of the problem. They have therefore decided that it would be reasonable to allow for a reduction in charges to these consumers in certain circumstances.

Objective of the policy

To standardise procedures to assist ratepayers who have excessive water rates due to a fault (leak) in the internal reticulation serving their rating unit.

Whilst at the same time ensuring that consumers retain responsibility for the maintenance of their private reticulation, as required by the Water Supply Bylaw 9.15.

Conditions and criteria

The Council may remit the excess water rates where the application meets the following criteria:

- the policy will apply to applications from ratepayers who have excess water rates due to a fault(s) in the internal reticulation.
- that all applicants are requested to submit their application in writing before the due date of an invoice.
- that a report from a registered plumber be supplied stating that the property has experienced a significant water loss as a result of a leak.
- that proof of the repairs to the internal reticulation be submitted for verification (i.e. plumber's repair account) within 60 days of the due date of an invoice.
- that the ratepayer be charged the full charge for normal consumption.
- the maximum relief that will be provided will be 50% of the difference between the normal consumption and the actual water consumption for that period.
- any remission under this policy will be limited to one application within any two year period for any particular rating unit.
- the Corporate Services Manager be delegated authority to consider applications for remission of excess water rates and, if appropriate, approve or decline them.

Notes:

- “Internal reticulation” refers to the underground and indoor pipe work and specifically excludes irrigation and leaking toilets, taps etc.
- The “normal consumption” will be calculated at Council’s discretion from the information available.
- No adjustment shall be backdated beyond the current period invoiced.
- This is a financial remission only based on the volumetric charge and does not apply to any base charge or allocation.

For further enquiries contact CODC – (03)440 0056

For Water Billing enquiries contact – (03)440 0655 or (03)440 0607

Email: water@codc.govt.nz **www.codc.govt.nz**