



What to do if you have a concealed leak

A concealed leak is a leak from a broken or cracked water pipe that is hidden from view, such as underground, within walls or underneath a building or driveway on your property. They can be caused by invasive tree roots, ageing pipes, soil movement or other disturbances.

If you have had a concealed leak on your property, **please use this fact sheet to see if you are eligible for assistance with your water bill.**

Who is responsible for fixing the leak?

Homeowners are responsible for investigating and repairing concealed water leaks on their own property. This includes leaks from the water pipe that runs from the water meter to the house, and repairs to any water pipes and plumbing underneath and inside the house.

Unitywater is responsible for repairing leaks on public property, such as roads and footpaths.

Can I receive some assistance for a concealed leak?

We understand that concealed leaks can go undetected for long periods of time, resulting in high water usage and very large bills for our customers. To help, we offer a Concealed Leak Allowance under Unitywater's Concealed Leaks Policy.

This allowance helps eligible customers recover some of the unusually-high usage charges associated with a concealed leak by refunding **70% of the excess water charges that results from a concealed leak and 100% of the excess volumetric sewerage charges (if applicable).**

The allowance can be:

- claimed only once by the property owner in the lifetime that they own the property for excess water usage
- applied to a maximum of two billing quarters
- applied as credit on your next bill (it is not paid in cash nor as a refund into your bank account).

What doesn't the Concealed Leak Allowance cover?

Any plumbing repairs or associated property damage caused by your concealed leak are not covered by the Concealed Leak Allowance.

The allowance also does not cover any water loss or plumbing repairs from:

- leaking taps, toilet cisterns, hot water systems or other water appliances
- faulty plumbing or human error resulting in the filling of a rainwater tank
- sprinklers, irrigation systems, pools, spas, ponds, water features and their related fittings
- leaking Pressure Limiting Valves (PLV).





Am I eligible?

You are eligible to apply if you can tick YES for all the boxes on this checklist

- YES I am the owner or authorised person on a residential or body corporate account.**
While large business customers and organisations with liquor and/or gaming licences are not eligible for a Concealed Leak Allowance, you may be able to apply for a sewerage usage allowance. Please visit: unitywater.com/sewerage-usage-allowance
- YES I can confirm the leak was concealed.**
Our policy defines a concealed leak as: Water escaping on the customer's side of the water meter, which is hidden from view, be it underground or within concrete, or underneath a building, where an owner or occupant could not reasonably be expected to know of its existence, as determined by Unitywater.
- YES I have had the leak permanently repaired and I have the plumber's invoice (or I have provided a Statutory Declaration if not repaired by a licensed plumber) detailing the repairs and repair date.**
Leaks must be permanently repaired within 30 days of becoming aware of the leak.
- YES I can confirm the leak has been repaired within the past 12 months.**
This application must be received within 12 months of the leak repair date.
- YES This is the first and only time I have applied for a Concealed Leak Allowance for excess water usage on this property.**
You can only apply once. If you've received an allowance for excess water usage on the same property before, you are not eligible to apply again, even if you experience a larger leak in the future. Only in exceptional circumstances, concession customers (pension) may be able to apply for a second concealed leak allowance, and this is assessed on a case-by-case basis.

How do I apply for a concealed leak allowance?

1. Please take a reading of your water meter. If you do not provide a meter reading on your application your request may be delayed.
2. Please complete the attached Concealed Leak Allowance Request Form and submit this form along with a copy of the plumber's invoice (or statutory declaration if not repaired by a licensed plumber).
If your property is:
 - a unit complex that is individually sub-metered - the property owner must submit the required documentation
 - a unit complex with one main meter - the body corporate, acting on behalf of all property owners, must submit the application
 - owned by a not-for-profit organisation (NFP) – you must provide evidence of NFP status when applying for the allowance
3. We will review your application and advise of the outcome in writing. If your request is approved, we will advise you of the credit amount, along with an extended due date for payment of your bill.
4. If eligible, a credit will be applied to your next Unitywater bill.

For more information, please read Unitywater's Concealed Leaks Policy on our website at unitywater.com/concealed-leak-allowance





Concealed Leak Allowance Request

1300 086 489

FAX (07) 5431 8288

Unitywater
PO Box 953,
Caboolture QLD 4510

customer.service@unitywater.com

unitywater.com

What is this form for?

This form is for Unitywater's eligible customers who have had a concealed leak on their property and wish to apply for a partial allowance for excess usage charges, calculated by Unitywater according to its Concealed Leaks Policy.

What is a concealed leak?

A concealed leak is a hidden leak that occurs when pipework servicing a customer's property cracks or breaks. Concealed leaks can occur within walls, underground, or underneath a building or driveway. They are hidden from view and difficult to detect or locate. Unitywater's Concealed Leaks Policy helps eligible customers to recoup some of the unusually-high usage charges associated with a proven concealed leak on their property.

The Concealed Leaks Policy does not apply to water loss from:

- leaking taps, toilet cisterns, hot-water systems or other water appliances
- faulty plumbing or human error resulting in the filling of a rainwater tank
- property sprinkler or other irrigation systems
- swimming pools, spas, ponds and other outdoor water features, or their related fittings.

For more information, please read Unitywater's Concealed Leaks Policy on our website at unitywater.com/concealed-leak-allowance

Am I eligible?

If you are unable to tick all the boxes on this checklist, you are not eligible to apply.

- 1** I am the owner of the property or the authorised person on the account.
- 2** I can confirm the leak was a **concealed leak** on my property.
- 3** I have had the leak permanently repaired, preferably by a licensed plumber.
- 4** I have enclosed the plumber's invoice (or Statutory Declaration if not repaired by a licensed plumber) detailing the particulars of the repair.

If you have further questions, please contact us online at unitywater.com/contact-us or call us on 1300 086 489

How does Unitywater calculate the allowance?

Unitywater examines your billing history to calculate your daily average usage, looking at the same billing period no further than 12 months prior to the leak. We then look at the bill/s that recorded the leak to calculate the amount of excess water usage. We then calculate the allowance as being 70% of the excess water usage charges and 100% of the excess sewerage usage charges. This is applied as a credit on your account.

FOR EXAMPLE:

Your Unitywater bill water usage charges are normally \$200
 Now (with a concealed leak) the charges are \$600
 \$600 minus \$200 = \$400
 70% of \$400 = \$280

The allowance you'll get back = \$280 (plus 100% excess sewerage usage charges if applicable)

IMPORTANT NOTE

YOU CAN ONLY REQUEST THIS CONCEALED LEAK ALLOWANCE FOR EXCESS WATER USAGE ONCE PER PROPERTY, PER OWNER, EVEN IF YOU GET A BIGGER LEAK IN THE FUTURE.

Please select the excess usage charges you wish to apply for in this application.

- Excess Water Charges (ONCE-OFF)
- Excess Sewerage Charges

If applying for excess water charges, do you still want to proceed with this request if the allowance you get back is less than \$100?

- Yes
- No

Concealed Leak Allowance Request

Your details

Name	<input type="text"/>		
Postal address	<input type="text"/>		
Suburb	<input type="text"/>	State <input type="text"/>	Postcode <input type="text"/>
Best contact number	<input type="text"/>		
Email	<input type="text"/>		
Are you a Pensioner?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Do you represent a not-for-profit organisation? <input type="checkbox"/> Yes <input type="checkbox"/> No

Details of the property where the concealed leak occurred

Unitywater Account Number	<input type="text"/>		
Street address	<input type="text"/>		
Suburb	<input type="text"/>	State <input type="text"/>	Postcode <input type="text"/>
Real property description (if known)	Lot <input type="text"/>	Plan <input type="text"/>	

Repair details

Plumber's Name	<input type="text"/>		
Plumber's Licence Number	<input type="text"/>	Date of repairs	<input type="text"/>
Specific location of leak	<input type="text"/>		
	<input type="text"/>		

If the leak was NOT repaired by a licensed plumber, please attach to this form a Statutory Declaration detailing where the leak occurred, when you became aware of the leak, when the leak was repaired, who it was repaired by and how the repair was made.

Read your meter

Please take a reading of your water meter. Watch our 'How to read your meter' video at unitywater.com/reading-your-meter

Read number (kilolitres only) kL Date of read Meter ID number
(Also printed on your bill)

If you do not provide a meter reading, we will need to send someone out to take the reading and this may delay your request.

Declaration

I declare that the information I have provided is true and correct.

If my request is approved, I acknowledge a leak allowance will be applied to my property once only, while I am the owner of that property.

By submitting this application, I acknowledge that Unitywater may not cover me if I claim my loss or damage from anyone else.

Owner/authorised person's name	<input type="text"/>		
Owner/authorised person's signature	<input type="text"/>	Date	<input type="text"/>

What happens next?

Please return this completed form via email to customer.service@unitywater.com or post to **PO Box 953 Caboolture QLD 4510**.

- Your request will be forwarded to the Metering Team for review.
- If your request is approved, we will send you a letter advising you of the credit amount, along with an extended due date for payment of your bill.
- If your application is not approved, we will advise you in writing