

Water and sewage leakage relief application

Council of the City of Gold Coast
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Water notice number:		Property number: (office use only)	
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This is an application to reduce the water consumption charges resulting from a concealed leak. The City may, at its absolute discretion, provide a financial adjustment to the water rate notice in accordance with the City of Gold Coast's Water and Sewage Leakage Relief Policy.

The leak must have been repaired by a licensed plumber within one (1) month of detection or receipt of notification from the City that a leak may exist, whichever is sooner. The application must be made within one (1) billing period from the issue of a water account that includes consumption charges as a result of the leak. For a full list of conditions please refer to the policy visit cityofgoldcoast.com.au/waterleaks.

Applicant details

Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Body Corporate <input type="checkbox"/> Other				
Name					
Postal address					Postcode
Phone (h)			Phone (w)		
Mobile		Email			
Are you in receipt of a pensioner water subsidy					<input type="checkbox"/> no
If applicant is not registered owner of property – relationship to owner					
If applicant is a Body Corporate – Chairman / Secretary					
Is property tenanted					<input type="checkbox"/> No
If yes, how long have current tenants been in the property	Years		Months		

Details of property where leak occurred (if same a postal address write 'as above')

Property address					Postcode

Leak details (attach a copy of licensed plumbers tax invoice)

Date leak suspected	/	/	Date leak repaired	/	/
Please provide brief description and specific location of leak within the property					

Two meter readings

After leak is repaired, take two meter readings one week apart in order to confirm your leak has been repaired successfully. Refer to reverse page for instructions on how to locate and read your water meter.

Meter number												
First reading (write down all numbers on meter)										Date	/	/
Second reading (write down all numbers on meter)										Date	/	/
I/we,									believe that the above information is correct			
Signature of applicant								Date	/	/		

Important information regarding your water leakage relief application

A concealed leak is water escaping on the customer's side of the water meter from the property's main internal water pipe supplying water to the property.

Relief **WILL NOT** be considered for water loss or leakage that occurred within a dwelling or building on the property or leaks occurring in a water fitting or appliance including toilets, taps, hot water systems, pools, irrigation and tanks.

Applications **MUST** be accompanied by a licensed plumber's invoice as proof that the leak has been detected and repaired. Leaks not repaired by a licensed plumber will not be eligible.

This application will be assessed in accordance with the City of Gold Coast's Water and Sewage Leakage Relief Policy (further conditions apply). This policy is available on our website at cityofgoldcoast.com.au.

You may wish to note that the leaks repaired in the main internal water pipe may be an indication that the age of the pipe and/or the material, or work practice, used during installation are such that further leaks are likely to occur.

How to check for leaks

The best way to check for leaks, especially a concealed leak, is to regularly read your meter to detect any unusual variation in consumption between readings. See information below on how to locate your water meter.

How to locate your water meter

The location and type of water meter differs across the city. Most water meters are above, at, or below ground level with a plastic or metal lid marked 'water meter'. Your water meter is usually located towards the front of your property, near either the left or right boundary.

Collection Notice

Council of the City of Gold Coast (Council) is collecting your personal information in order to provide the services requested, perform associated Council functions and services, and to update and maintain Council's customer information records. Your information is handled in accordance with the Information Privacy Act (Qld) 2009 and may only be accessed by Councillors, Council employees and authorised contractors. Unless authorised or required by law, we will not provide your personal information to any other person or agency. For further information go to <http://www.goldcoast.qld.gov.au/privacy-81.html>.

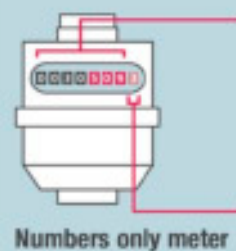
Council may also use your personal information in order to contact you to provide you with information regarding Council functions and services. If you do not wish to receive such information please opt out using the unsubscribe link in the communication material sent to you.

How to read your water meter

Your water meter is normally located at the front of your property.

Black numbers represent kilolitres and are used for billing.

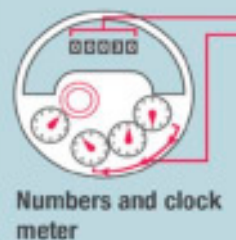
The red numbers on your water meter represent litres. To calculate your daily water use, please follow the instructions below.



- 1 Day one, record all numbers that you see here. Note the time of day.
- 2 Day two, repeat step 1. Conduct this reading at the same time as you did reading on day one.
- 3 Subtract the numbers recorded on day one from day two. This is your household's daily water usage.

Please note, if there are four red digits on the water meter, the last digit (on the far right) is a tenth of a litre. In these instances, do not record the last red digit.

or



- 1 Day one, record all numbers that you see here. Secondly, record numbers found here. Record the first three red dial numbers in a clockwise direction, that is, right to left. Note the time of day.

Both steps should provide you with a number similar to the diagram example 00030509.

- 2 Day two, repeat step one. Conduct this reading at the same time as you did reading on day one.
- 3 Subtract the numbers recorded on day one from day two. This is your household's daily water usage.

Day one: Record numbers from your water meter as per instructions above.

_____ L

Day two: At the same time as day one, record numbers from your water meter as per instructions above.

_____ L

Subtract the number found on day one from the number found on day two.

This is your household's daily water usage.

_____ L

To watch a short video on how to read your water meter and check for leaks



Scan here with a QR code reader app