

Leakage allowance application form

Customers are responsible for the maintenance and repairs of plumbing and appliances on their property. SA Water is not responsible for a customer's internal pipework. A leakage allowance may be granted to eligible customers as a service gesture, in line with the terms and conditions below.

Customer details

Name

SA Water account number

Property address

Mobile phone Home phone

Email

Leak details

Date leak was discovered / / Date leak was repaired / /

Where was the leak located?

What was the cause of the leak?

Water meter number Current meter reading Date of reading / /

Official use only: CTS Officer Signature Reference Number

Repair details

Were the repairs undertaken by a licensed plumber?

- Yes** Please attach copy of the plumber's tax invoice and return it with your application.
- No** Please supply a copy of the receipt for materials used in repairs, or supply in writing details of repair work undertaken and materials used, including type/class of pipe and fittings.

Terms and conditions

To be eligible for a leakage allowance the leak must be:

- concealed or reasonably undetectable
- repaired within 4 weeks of the detection or a high water use notice issued
- repaired or replaced with authorised materials.
- The leakage allowance application must be submitted within 6 weeks of the date of repair.
- Only one allowance is allowed in a 5 year period for occupied properties in the same ownership.
- Only one claim per ownership is allowed for vacant land or infrequently occupied properties.
- Allowances will be based on 50% of deemed water wasted and capped at 600KL.
- Applications from Strata or Community Titles must come from the secretary or group representative.

By signing this application form you agree to and understand the above terms and conditions

Name Signature Date / /

Please mail this form to **GPO Box 1751 Adelaide SA 5001** or email to **leakageallowances@sawater.com.au**