

## Concealed Water Leak Remission Form

Date of Repair:     /     /

### 1. PROPERTY DETAILS

Property Address:	
Account Number:	
Meter Number:	
Meter Read (after repair):	Meter Read Date:

### 2. CONTACT DETAILS

Name:
Phone Number:
Email:
Mailing Address (If different from above):

### 3. ELIGIBILITY

The concealed water leak <b>did not</b> involve an above ground customer asset such as a toilet, taps, hot water systems or stock troughs	<input type="checkbox"/> Tick to confirm
The concealed water leak was <b><u>not able to be detected by visible inspection</u></b>	<input type="checkbox"/> Tick to confirm
* Concealed leaks are usually located underground, within internal walls etc.	
The concealed water leak has been repaired and a plumber's invoice / report or a Statutory Declaration has been provided	<input type="checkbox"/> Tick to confirm
I have not previously received a concealed water leak remission for this property	<input type="checkbox"/> Tick to confirm

### 4. INFORMATION

While TasWater is not obliged to remit usage charges for water that may be lost due to a leak, we recognise that concealed leaks may be outside the control of the property owner.

If it is confirmed that you do have a concealed leak on your property and meet the above criteria, you may be eligible for a one-off remission of up to 50 per cent of the value of the water consumption that has been lost over and above your average daily usage.

It is important to take a meter read as soon as the leak has been fixed to ensure maximum remission. A picture of the water meter with readings on the fixed date can be provided to support your claim.

Please note, if all of the requested information is not provided, your application for a concealed water leak remission will not be accepted.

## 5. DETAILS OF LEAK REPAIR

Please provide details as to how the leak was discovered and what repairs were completed.

### TASWATER CONTACT DETAILS

Phone	13 6992	Email	enquiries@taswater.com.au
Mail	GPO Box 1393, Hobart TAS 7001	Web	www.taswater.com.au

### PRIVACY STATEMENT

In accordance with the Personal Information Protection Act 2004 (Tas) and the Privacy Act 1988 (Cth) we may collect, hold and use your personal information in order to enable us to provide you with our services. If we do not collect that information we may not be able to provide a service to you or process any application or complaint you make to us. We will only use your personal information in connection with our dealings with you – for example, in relation to account billing and concessions, development applications and complaints. This includes contacting you by using any one or more of the means of contact provided in this form and you agree to this. We will not use your personal information except for the purpose for which it was collected, nor will we disclose it to any other person except as permitted or required by law. This may include disclosure to contractors and agents we engage to perform or assist in a relevant function or activity or, where necessary, to other public sector bodies for the efficient storage and use of the information. At all times your personal information will be managed in accordance with the Personal Information Protection Act and the Privacy Act. To understand more about our obligations and your rights, including your right to request access to personal information we hold about you, please see the information on our website at [www.taswater.com.au/About-Us/Governanceand-Policies](http://www.taswater.com.au/About-Us/Governanceand-Policies), email us at [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au) or write to our Privacy Officer, c/- TasWater, GPO Box 1393, Hobart TAS 7001