

Concealed Water Leak Remission Form

Date Application:	/ /				
1. Property Details					
Property Address:					
Account Number:					
Meter Number:		Meter read:		Meter read date:	

2. Contact Details	
Name:	
Phone Number:	
Email:	
Mailing Address (If different from above):	

3. Eligibility	
The concealed water leak did not involve an above ground customer asset including toilets, taps, hot water systems or stock troughs.	<input type="checkbox"/> Tick to confirm
The concealed water leak was underground and not able to be detected by visible inspection	<input type="checkbox"/> Tick to confirm
The concealed water leak has been repaired by a licensed plumber and I have attached the plumbers invoice / report or a Statutory Declaration	<input type="checkbox"/> Tick to confirm
I have not previously been granted an concealed water leak remission for this property	<input type="checkbox"/> Tick to confirm

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

A picture of the water meter with readings on the fixed date can be provided to support your claim. Please fill in description of the leak on the back of this page.

5. Details of Leak Repair

Date leak was fixed:

Description:

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

TasWater is bound by the *Tasmanian Personal Information Protection Act 2004* and the *Commonwealth Privacy Act 1988*. We may collect personal information from you in order to enable us to provide water, sewerage and ancillary services to you. 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. 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/Governance-and-Policies, email our Privacy Officer at enquiries@taswater.com.au or request in writing to the Privacy Officer, TasWater GPO Box 1393, Hobart TAS 7001.