



Request for Credit Due to a Private Water Leak

Leak Credit Applies to a Repaired Leak on a Private Water Supply Pipe

A private water supply pipe is the section of pipe between the point of supply and the customer's premises through which water is conveyed. This may, in some cases, be a shared pipe supplying one or more customers. The private supply pipe will not include any check meter installed on the pipe.

It does not include water loss from leaking taps, shower heads, toilet cisterns or other water appliances, property sprinkler or other irrigation system, pools, ponds or similar systems, leaking hot water systems or plumbing relating to a faulty hot water system.

Credits for a private water leak will be considered on a case-by-case basis where evidence is provided that the leak was repaired upon discovery or within 21 days from the date of notification from Council, in accordance with the Masterton District Council Water Supply Bylaw.

Applicant Details:

(owner to complete all the following sections)

Water Account Number:	
Date of Water Invoice:	
Name:	
Address of Property:	
Postal Address: (if different from property address)	
Phone:	
Email:	
Date Leak Repaired:	
Number of Occupants in the Household:	

Describe any other water used: (e.g. livestock, swimming pool etc.) _____

Nature of the leak: (please provide a brief description of the nature of the leak) _____



Action taken to repair the leak: (please describe the actions you have taken to fix the leak, e.g. repaired yourself or engaged a plumber to repair (please attach a copy of the plumber's invoice))

Conditions of Assessment:

- The excess water use is as a result of a leak from a private water supply pipe and evidence that the leak has been repaired is provided.
- In the absence of four previous quarterly readings of normal water use, this application may be assessed using the mean water use for an equivalent sized household using the invoice usage comparison chart, plus any other identified water use.
- Any credit will only be applied to volumetric charges and the fixed charge will still apply.

Council reserves the right to retrospectively re-assess any credit where incorrect information has been provided in this application.

Declaration

I/We declare that the information provided on this application is true and accurate to the best of my/our knowledge.

Signature: _____ **Date:** _____

Printed Name: _____

Please note:

- **Processing of applications and notification to the owner takes four to six weeks.**
- **If approved, this is a one-off credit. It is deemed that all leaks have been repaired and no further credit will be granted in the future.**

Please return this form and all supporting documentation to any of the following:

- Masterton District Council, PO Box 444, Masterton 5840
- Email to mdc@mstn.govt.nz
- Drop into Masterton District Council office, 161 Queen Street, Masterton

OFFICE USE ONLY	
Application number:	
Direct debit in place and date paused to:	Y / N Date:
Service request number:	