

WATER CONSUMPTION CHARGES REMISSION REQUEST (AND EXCESS WASTEWATER REMISSION *if applicable*)

Council has a policy that allows ratepayers to apply for partial rates relief when an excessive water leak is found and promptly repaired. The amount of relief is calculated based on the difference between the property's normal average water use (as determined by Council) and the excess water used due to the leak. Ratepayers can make only one application for a water-leak remission per property in any 12-month period. Repeated annual applications may be declined. Ratepayers are responsible for managing water leaks and the water usage on their property.

Request for water charge remissions can be made only AFTER the leak has been repaired and water use has returned to normal.

You are required to provide evidence that the leak has been repaired. This will include the date of the repair, meter readings to show your water usage has returned to normal and may also include a copy of the plumber's invoice.

Water Service No: _____ **Meter Serial No:** _____

Water Meter Address: _____

Name: _____ **Email:** _____

Postal address: _____ **Phone:** _____

NB: Did you receive an invoice for "Excess Wastewater"? No ☐ Yes ☐ (if Yes the charge will be reassessed)

1. Your explanation / reason for a reassessment - please provide details of the leak, the date of repair, meter readings (which may include photos) and copies of the relevant invoice/s to be reassessed (use a separate page if required):

Sign: Date:

2. Take meter readings 5 to 7 days apart - to show water usage has returned to normal and record below (fill all the boxes). Visit rlc.net.nz/WaterMetering for more information.

	Date	Time	Meter reading m ³				Litres			
A. Soon after leak is repaired										
B. 5 to 7 days later										

3. Overnight leakage test – used to prove there is a leak, and to confirm whether the leak has been successfully repaired. Take overnight readings and record below (fill all the boxes). Visit rlc.net.nz/WaterMetering for more information.

	Date	Time	Meter reading m ³				Litres			
A. Late at night										
B. Early morning										
Subtract A from B (volume of water lost)										

Note: one litre per hour indicates minimal loss, any more than 20 litres per hour indicates a significant leakage problem

Any queries please phone 07 348 4199 or email: info@rotorualc.nz