

Water Account Adjustment Application

To request an adjustment of a water usage account due to a concealed or undetectable water leak, which is eligible under Council's Management of Undetected Water Leaks Policy MSC044E, complete this form and return to Muswellbrook Shire Council by mail, email or in person as per above listed contact details.

Only property owners / part owner or the person liable of water charges can request an adjustment under Council's Policy.

Applications will not be considered where the leak was the result of a second occurrence at the same property under the same ownership regardless of whether it is a related or separate concealed leak.

Eligibility Criteria

For a concealed or undetectable water leak claim to be eligible for assistance, a claim must meet the criteria in section 2.2 of Council's Management of Undetected Water Leaks Policy.

• Application for Adjustment of Water Account form is to be completed within 30 working days of the water usage account being issued and include the following documents:

- Supporting documentation that the water leak was repaired. This may be in the form of a paid statement or paid invoice from a licensed plumber indicating the cause and location of the water leak, the reason that it could not have been detected and that it has been repaired or in the case where a plumber was not employed a statement from the owner with the equivalent details, receipts and photographs for any materials used.
- A photograph of the water meter showing a current reading.

Owner details

Name _____ Phone _____

Postal address _____ Mobile _____

Email _____

Property Details

Unit/shop/suite no _____ Street no _____ Street Name _____

Suburb _____ Assessment no _____

Lot/portion no _____ Section no _____ Deposit/strata plan no _____

Details of Request

When did you first notice the leak?

Where was the leak located?

Date the leak was repaired:

Person who completed the repairs:

Current Meter Reading: _____

Date Read: _____

Additional Details:

Declaration:
<input type="checkbox"/> I have read Council's Management of Undetected Water Leaks Policy MSC044E and believe that my application meets the criteria for an adjustment
<input type="checkbox"/> I am the owner of the property or the person liable for water charges at the property
<input type="checkbox"/> I have not previously applied for an adjustment of water account for this property
<input type="checkbox"/> I have included the supporting documentation required to assess this application
<input type="checkbox"/> I declare that the information provided in the application and all supporting documentation is true and correct

Print Name _____ Signature: _____ Date: _____

5 Privacy notification
The personal information that Council is collecting from you is personal information for the purposes of the Privacy and Personal Information Protection Act 1998.
The intended recipients of the personal information may be:

- Officers within the Council
- Data service providers engaged by the Council from time to time
- Any other agent of the Council
- Financial institution involved in the process

The supply of the information by you is voluntary. However, if you cannot provide or do not wish to provide the information sought, the Council may be unable to process your application.
Council is collecting this personal information from you in order to provide Council approved services.
You may make application for access or amendment to information held by Council. You may also make a request that Council suppress your personal information from a public register. Council will consider any such application in accordance with the Act.
Address enquires concerning privacy matters to the Public Officer.

6 Office use only	
Forward this request to Water Billing Officer for processing	
Date Received	Received by
_____	_____