

# undetected leak application form



**GWMWater**

ABN 35 584 588 263

11 McLachlan Street  
(PO Box 481)  
Horsham Victoria 3402

**Tel:** 1300 659 961

**Fax:** 03 5381 9881

**Email:** [info@gwmwater.org.au](mailto:info@gwmwater.org.au)

**Website:** [gwmwater.org.au](http://gwmwater.org.au)

*Certified to best practice standards  
ISO 9001, 14001 and 45001*

## Leak rebate eligibility criteria

Properties may experience a water leak that can go undetected over a period of time. A water leak rebate may be provided by us if it meets the below eligibility criteria.

Before completing this application form, please make sure that you meet the following criteria:

- The leak was undetectable.  
(e.g. it occurred underground, under a building or concrete/paved area).
- You are a GWMWater account holder and do not receive a water supply by a Private Water Service Agreement.
- You have not received a rebate for a leak or unexplained usage in the past five years on this account.
- The leak has been repaired by a licensed plumber and you can provide a copy of the invoice with this application. If the leak was not repaired by a licensed plumber, you can provide further evidence of the repair (e.g. photos, receipts for materials purchased, etc.).
- The leak was repaired within two weeks of you becoming aware of it.
- This application has been submitted within 90 days of the leak notification or due date of the affected billing period.

### Leaks that are not eligible under the Undetected Leak and Unexplained Usage Policy:

- > Leaking toilets
- > Shower hose
- > Internal and external water taps
- > Hot water systems
- > Hot water solar panels
- > Evaporative air conditioners
- > Above ground pipes and fittings

### Rural pipeline customers: Leaks that are not eligible:

- > Leaks above ground at a stock trough or tank that have happened since last inspection and the duration of leak is longer than one month. Only the first month of an undetected leak will be considered for a rebate.

### Identify if you have an undetected leak by using our Customer Portal

- > Our free Customer Portal is a great way to help identify if your property has an undetected leak by using your smart phone, tablet or home computer.
- > To register and receive alerts from our Customer Portal visit [gwmwater.org.au/customerportal](http://gwmwater.org.au/customerportal)

**Your full name**

*as per your water account*

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**Your property address**

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**Mobile phone number/s**

*We may use this number to text you of any important updates relating to services that we provide to you.*

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**Alternate phone number/s**

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**Email address**

*We may email you inviting you to participate in surveys relating to services that we provide.*

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**Account number**

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**Property address of leak**

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**Your water meter number**

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**Please provide details of where the leak was, when it was found, what action was taken to repair and date of when it was repaired.**

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**Please attach evidence that the leak has been repaired.**

Supporting documentation includes, but is not limited to:

- > Copy of plumbing invoice and/or report.
- > Photographic evidence.
- > Relevant receipts relating to repairs.
- > For unexplained usage, nature of investigations undertaken by the account holder and action taken to ensure it does not occur again.

<p><b>I acknowledge that I have read and understand the eligibility criteria of this application. All information provided by me is true and correct.</b></p>
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*Signature*

**Date**

*Please:*

- > *print clearly and complete all sections contained on this form.*
- > *return completed form to us at 11 McLachlan Street, Horsham or via email [info@gwmwater.org.au](mailto:info@gwmwater.org.au)*
- > *note your personal details will be used and retained by GWMWater in accordance with its Privacy Policy. [gwmwater.org.au/privacy](http://gwmwater.org.au/privacy)*