

Property owners are responsible for monitoring and maintaining all of the plumbing pipework and fittings on their private property (including the pipe running from the water meter to the residence, and any internal plumbing within the residence). If a leak occurs in any pipe on private property, the property owners are responsible for having the leak fixed and for the cost of the water supplied.

What is this form for?

This form is for Gympie Regional Council (GRC) customers who have had an undetected leak on their property and wish to apply for a **ONCE-OFF**, partial allowance of up to 50% of excess water usage charges, calculated by Gympie Regional Council according to its Revenue Statement.

What is an undetected leak?

An undetected leak is a hidden leak that occurs when pipework servicing a customer's property cracks or breaks. Undetected leaks can occur within walls, underground, or underneath a building or driveway. They are hidden from view and difficult to detect or locate. Eligible customers can recoup some of the unusually-high usage charges associated with a proven undetected leak on their property within 12 months of the leak being detected and repaired.

The undetected leak allowance does not apply to water loss from:

- leaking taps, toilet cisterns, hot-water systems or other water appliances or their related fittings
- solar systems or their related fittings
- faulty plumbing or human error resulting in the filling of a rainwater tank
- property sprinkler or other irrigation systems
- swimming pools, spas, ponds and other outdoor water features, or their related fittings.

For more information, please read GRC's [Revenue Statement](#).

Am I eligible?

If you are unable to tick all the boxes on this checklist, you are not eligible to apply.

- Within the last 5 years, I have not received an undetected leak allowance from GRC at the current property.
- I am the owner of the property or the authorised person on the account.
- I can confirm the leak was an undetected leak on my property.
- I have had the leak permanently repaired.
- I have enclosed the **plumber's invoice** (or **Statutory Declaration** if not repaired by a licensed plumber) detailing the particulars of the repair.
- Has it been less than 12 months since the leak was detected and repaired? (not eligible if leak was more than 12 months ago).

What happens next?

Please return this completed form and supporting documents (**plumber's invoice or Statutory Declaration**) via email to council@gympie.qld.gov.au or post to PO Box 155 Gympie QLD 4570.

Council will provide a written response once your claim has been reviewed.

IMPORTANT NOTE: You can only request this undetected leak allowance ONCE per property, within a five year period.

Your details

Name

Contact number

Email

Details of the property where the undetected leak occurred

Street address

Suburb

Postcode

Plumber's Name

Date of repairs

Repair details

If the leak was NOT repaired by a licensed plumber, please attach to this form a Statutory Declaration detailing where the leak occurred, when you became aware of the leak, when the leak was repaired, who it was repaired by and how the repair was made.

Declaration

I declare that the information I have provided is true and correct.

If my request is approved, I acknowledge a leak allowance will be applied to my property once only, while I am the owner of that property.

By submitting this application, I acknowledge that GRC may not cover me if I claim my loss or damage from anyone else.

Owner/authorised person's name

Owner/authorised person's signature

Date

If you have further questions, please contact us online at gympie.qld.gov.au/contact-us or call us on 1300 307 800.

Privacy statement: Gympie Regional Council is collecting your personal information for the purpose of providing the requested service. The collection of this information is authorised under the Water Act 2000. Your information will not be given to any other person or agency unless required by law or we have your permission in writing.