

## WATER CONSUMPTION CHARGES – REASSESSMENT REQUEST AND TRADE WASTE FEE REMISSION REQUEST *(if applicable)*

Council has a set policy in place that allows for dispensation on accounts that have had excessive undetected leaks. This policy involves obtaining an estimated average consumption and doubling the amount to give a reassessed charge. Any credit given shall not exceed more than half the original consumption charge. Generally your consumption needs to be more than double the normal consumption for a reassessment to be considered. **Reassessments are looked at case by case and are not automatically granted.**

**Once the leak has been repaired you may apply in writing for a reassessment –**

You must provide evidence that the leak has been repaired, this may include a copy of the plumbers account and provide meter readings to show the usage is back to normal.

Name: \_\_\_\_\_ Phone no \_\_\_\_\_

Postal Address: \_\_\_\_\_

Email: \_\_\_\_\_ **WB** \_\_\_\_\_

**Water Meter Address:** \_\_\_\_\_ *(if different from above)*

NB: Did you receive an invoice for 'Trade Waste Volume Treatment'? Yes ☐ No ☐ *(tick)*  
If, yes it will also be reassessed.

**1. Your explanation / reason for a reassessment (or attached letter)**

Sign: ..... Date: .....

**2. Overnight leakage test-** Used to prove there is a leak and may be repeated to check if the leak has been successfully repaired. Take overnight readings and record below.

	Date	Time	Meter reading m3	Litres
A. Late at night				
B. Early Morning				
Subtract A from B (volume of water lost)				

*One litre per hour indicates minimal loss, any more than 10 litres per hour indicates a significant leakage problem*

**3. Take readings to show usage is back to normal, taken at the same time of the day & record below.**

*For Office Use Only*

N		U	
A		DD	
H		PC	
S		Penalty	

Date	Time	Meter reading m3	Litres

Any queries please phone 07 348 4199 or email: [info@rotorualc.nz](mailto:info@rotorualc.nz)