

Leak allowance policy

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Water Corporation

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Contents

- Our Commitment3
- Definitions4
- Leak allowance eligibility criteria.....5
- Applying for a leak allowance6

Our Commitment

We provide our customers the opportunity to apply for an allowance following an unexpected leak event at their property which has resulted in higher-than-normal water use.

A leak allowance application and relevant documents can be submitted via our online form which is then reviewed against our eligibility criteria.

We do this to support eligible customers to recover some of the unusually high water use charges and reduce the financial impact of an unexpected leak event.

We will:

- attempt to notify you if we suspect your internal plumbing may be leaking
- assess any application for a leak allowance within 20 business days based on the evidence provided by the licensed plumber or waterwise garden irrigator.

Where an application has been assessed and approved, the leak allowance amount will be credited to your account.

Definitions

Term	Definition
Leak allowance	<p>An allowance offered by Water Corporation for up to 50% of the estimated water lost due to an undetected leak.</p> <p>The allowance doesn't cover the cost for any repair work or services.</p>
Hidden leak	<p>A hidden leak is one that is not visible and often occurs from a cracked or broken pipe underground, in walls, underneath paving or driveways.</p>
Licensed plumber	<p>A licensed plumbing contractor who holds a current plumbing tradesperson license as issued by the Plumbers Licensing Board. For more information, visit commerce.wa.gov.au</p>
Waterwise Garden Irrigator (WGI)	<p>A garden irrigation specialist that has been endorsed as a Waterwise Garden Irrigator by Water Corporation. For more information, visit watercorporation.com.au/specialists</p>

Leak allowance eligibility criteria

You may be eligible for a leak allowance if:

- The leak is hidden and not readily detectable.
- The leak is repaired within 60 days of being identified or received notification about a possible leak from us (e.g., bill, bill insert, call or email).
- The water use charge on your recent bill was over \$250 or the amount of water use was over 150kL.
- The leak was repaired by:
 - A licensed plumber for repairs on internal plumbing.
 - A Waterwise Garden Irrigator (WGI) for repairs irrigation systems. A WGI isn't authorised to repair leaks on your internal plumbing service or install manual isolation or backflow prevention devices.
- You are occupying and/or maintaining the property.
- You submit your leak allowance application within six months of the repair date, along with a copy of the tax invoice from the licensed plumber or WGI who repaired the leak.

You won't be eligible for a leak allowance if:

- The leak is visible and readily detectable in:
 - internal or external taps, fittings or fixtures, such as shower heads, toilet cisterns, dish washers, washing machines or other water appliances and valves; or
 - a swimming pool, spa, pond, water feature and related fittings.
- The leak hasn't been repaired (or verified) by a licensed plumber or WGI.
- The garden irrigator valve (if applicable) does not, as a minimum, have a manual isolation valve and master solenoid installed.
- The leak is on vacant land or a property under construction, uncapped meters and open-end meters with no standpipe.
- The property is subject to a 'Special Agreement' provided under Water Corporation's Major Consumer Framework e.g., a mining company with high water use demand who has a special service condition.

Applying for a leak allowance

To apply, there's a few things you'll need:

- Your latest bill – you'll need to provide your account number, verify your water use amount in kilolitres (kL) or water use charges. All this information can be found on your bill.
- Your meter number.
- Your current meter reading or meter reading following the repairs.
- A digital copy of the repair invoice from your licensed plumber or waterwise garden irrigator.

Apply for a leak allowance by visiting watercorporation.com.au/leakapplication