



# Apply for an allowance

Had a hidden leak? We'll review your bill if a licensed plumber repaired it.

## Our conditions

### What we'll do

We'll review your bill if you send us:

- this form with all the boxes filled out
- a copy of your plumber's invoice
- a meter reading anytime **after** your plumber repaired the leak.

**We only give an allowance on the bill once every five years.**

### What we won't do

We won't review your bill if the leak was:

- visible
- on a vacant property
- on a tap, toilet cistern, dishwasher or washing machine
- repaired by an unlicensed plumber.

## Your details

Please tell us about you and your property.

Your name			
Your property that had the leak			
Your account number on the water bill		Your contact number	
Your email address			

## Your meter

Please tell us about your meter.

Your meter number		Your meter reading anytime <b>after</b> the repairs Black numbers only		The date you read the meter	
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## Your licensed plumber

Please tell us about your plumber.

Plumber's name			
Plumber's business name			
Plumber's contact number		Plumber's licence number	

## Your leak

Please tell us what happened.

The date you contacted the plumber		The date your plumber fixed the leak	
Where was the leak?	<input type="checkbox"/> Above ground <input type="checkbox"/> Below ground <input type="checkbox"/> Visible <input type="checkbox"/> Hidden		
	Describe where the leak was		
Were there any signs of a leak? Damp ground, surface water, could hear water running etc			
What caused the leak?			
Where did the water go?	<input type="checkbox"/> Ground <input type="checkbox"/> Sewer <input type="checkbox"/> Stormwater <input type="checkbox"/> Wall cavity <input type="checkbox"/> Other _____		

### Send it back

Simply email this form back to [CaseManagementTeam@sydneywater.com.au](mailto:CaseManagementTeam@sydneywater.com.au) when you've filled out all the boxes.

Don't forget to:

- attach a copy of your plumber's invoice
- write down your meter reading on this form. Anytime **after** the repairs is great.

We can't review your bill without these.

### Can't email?

Don't worry, you can still fax them to 9616 2434 or post to:

Sydney Water  
Case Management Team (Liverpool)  
PO Box 399  
PARRAMATTA NSW 2124