

# REMISSION APPLICATION FORM

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## Excess Water Charges – R21/08

### Applicant Details

Name of Applicant	<input type="text"/>		
Ratepayers Name <i>(if different)</i>	<input type="text"/>		
Postal Address	<input type="text"/>		
	<input type="text"/>		
Contact Numbers	( ) <input type="text"/>	( ) <input type="text"/>	( ) <input type="text"/>
	<small>Phone</small>	<small>Mobile</small>	<small>Work</small>
Email	<input type="text"/>		

### Property/Remission Details

Property Address	<input type="text"/>		
Water Account	<input type="text"/>	Valuation No	<input type="text"/>

- I am applying for a remission of water usage billed
- I have not received a remission due to a water leak since 1 July 2018
- I have had a plumber check the water system and it is no longer leaking
- I have supplied a report from a registered plumber showing the leak has been repaired
- I have supplied a report from a registered plumber showing the leak has been repaired

Reason for application:

  
  
  


### Declaration

I solemnly and sincerely declare that I have read and understood this application and certify that the information provided is true and correct in all respects, and that I am no less than 18 years of age. I have disclosed any other names that I am currently known under. I am aware that if I have deliberately provided false information in this application, I could face fraud or dishonesty charges in the Courts. I make this solemn declaration conscientiously believing the same to be true and correct by virtue of the Oaths and Declarations Act 1957.

Signature

Date

Name

Please print

### Privacy Act Waiver

On the signing of this application:  
Pursuant to the Privacy Act 1993, I authorise Far north District Council to contact any agencies/companies or any other source including Government agencies to obtain and check (both now and in future) such information for the purposes of considering this application, and to assist in the enforcement of any agreement between myself and Far North District Council.  
I understand I have the right to access and information Far North District Council may have collected with regards to this application, and to correct if it is wrong.

## R21/08 - Excess Water Charges

### Background

From time to time water consumers experience a loss as a result of leaks or damage to their water supply system. It is the normal practice for the consumer to be responsible for the maintenance of the reticulation from the water meter to the property and to account for any consumption of water supplied through the meter.

Council has taken the view that some consumers may experience an occasional water leak without them being aware of the problem. Therefore, they have decided that it would be reasonable to allow for a reduction in charges to these consumers in certain circumstances.

### Policy Objectives

1. To standardise procedures to assist ratepayers who have excessive water rates due to a fault (leak) in the internal reticulation serving their rating unit
2. To incentivise ratepayers to regularly check their water meter and maintain their internal water reticulation ensuring that consumers retain responsibility for the maintenance of their private reticulation.

### Scope

This policy applies to both General Title and Māori Freehold Land.

### Policy Statements

1. Council may provide a full remission of excess water charges to the ratepayer once every 10 years where a leak in the internal reticulation of that property has resulted in water loss.
2. Council may provide a 50% remission of excess water charges to the ratepayer in the case of a separate leak on that property within 10 years following the grant of a first application.
3. The 10 year period will restart at zero if the property is sold and there is a new owner/ratepayer.

### Conditions and Criteria

1. All applications must be made in writing and signed by the owner(s) of the property. Where a property is managed by a property management company (agent), instructions to act on behalf of the owner must be in place for the agent to act.
2. Applications made under this policy must be received by Council within six months of the first notification to the ratepayer by Council of a possible leak.
3. Meter readings will be taken after the application has been received to ensure all leaks have been repaired.
4. Proof of repairs to the internal reticulation must accompany the application. This may be in the form of a detailed written report or an invoice for repairs from a currently registered plumber, or a report from Council's service contractor.
5. Repairs carried out by the ratepayer must be peer reviewed by a currently registered plumber and a report provided to confirm that the repair is suitable and to current standards.
6. Excess water charges resulting from any other leaks within the 10 year period are not eligible for remission.
7. The maximum relief that will be provided will be the difference between the normal consumption and the actual water consumption for that period.

NOTE: The "normal consumption" will be calculated from three meter readings outside of the leak period for the property concerned.