

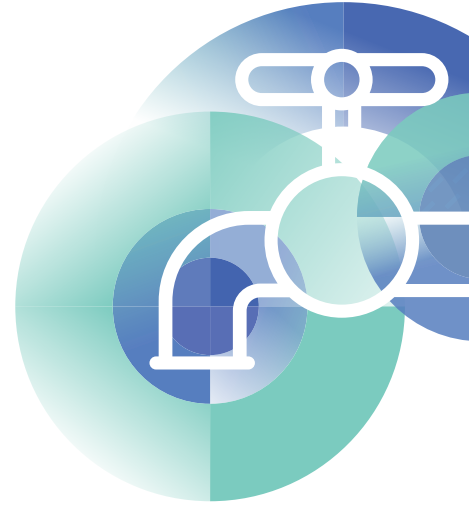
Excess Water Supply Targeted Rate Remission application form

Remissions may be available if any of these circumstances apply:

- Unexpected high use due to a leak, upon proof the leak was repaired promptly.
- Families with more than eight members who are using water responsibly.
- High use due to a personal medical condition.

We'll assess applications on a case-by-case basis so we can take individual circumstances into account.

Check your water use and find out more about the Excess Water Supply Targeted Rate at ccc.govt.nz/WaterReporter



PLEASE PRINT CLEARLY

1. Applicant details **required fields*

Name*:

Email:

Phone*: ()

Address of property you are seeking a remission for*:

Postcode:

Postal address (if different from above):

Postcode:

Are you the*: Owner/Occupier of the property Tenant of the property Landlord of the property

If Owner/Occupier or Tenant, how long have you lived at this property?

more than 12 months less than 12 months

Water account number (if known): *This can be found on your water invoice*

Water meter number (if known): *This can be found on your water meter's dial*

2. Remission details

What type of remission are you applying for*: *If you're eligible you can apply for more than one remission.*

Large family (more than eight members) - [see section 3 on page 2](#) →

Medical condition - [see section 4 on page 2](#) →

Leak - [see section 5 on page 3](#) →

If you believe there is another reason you should be eligible for a remission that isn't covered by the options above, please provide information in the box below:

5. Leak remission

Ratepayers who provide evidence that a leak has been fixed in a timely manner may be eligible for a remission. Please provide a brief description of the leak and repair.

Date leak was identified: DD/MM/YYYY Date the leak was fixed: DD/MM/YYYY

Evidence required:

- Invoice from a certified plumber showing the leak has been fixed
- Two water meter readings following repair. Take these one week apart to show that water use has reduced:

Meter reading 1 Date: DD/MM/YYYY

Meter reading 2 Date: DD/MM/YYYY

Find out how to read your water meter at ccc.govt.nz/checking-for-leaks

Terms and conditions*

I, the applicant:

- have read and accept the terms and conditions;
- confirm that the information provided above is true and accurate;
- consent to the disclosure of the information I provide to third parties solely for the purpose of processing this application (including, where I am a tenant of the property, to the landlord and/or ratepayer of the property); and
- consent, where I am a tenant of the property, to the disclosure of the outcome of this application to the landlord and/or ratepayer of the property.

Signature: Date:

How to submit your application



Deliver form to:

Te Hononga Civic Offices at 53 Hereford Street,
or to any of our **Service Centres.**

Locations can be found at ccc.govt.nz/contact-us



Post form to:

Excess Water Remission Application

Water Services

Christchurch City Council

PO Box 73012

Christchurch 8154

Conditions and Criteria for the remission of a water invoice

This document further details the applicable conditions and criteria where a ratepayer applies for an Excess Water Rates remission pursuant to Remission 7 of the Rates Remission Policy (Policy).

General

1. If you believe you are eligible for more than one Excess Water Rate remission, you can apply for more than one remission. Each will be taken into consideration to ensure your water allowance is appropriate.
2. If you apply for an Excess Water Rates remission as a tenant, the landlord (and/or owner) of the property will be notified of both your application and its outcome.
3. Council has the sole discretion to determine:
 - whether you are eligible for a remission under the Policy;
 - if any evidence that you have supplied in your application is sufficient; and
 - the amount of the remission you are eligible for.
4. You agree that council has the right to audit and verify the information you provided on application for the remission during the term of any remission.
5. Council may verify that you are a tenant at the property with the landlord/property owner.
6. Council may delegate authority to consider and approve applications to Council staff. In the event of any doubt or dispute arising, the application is to be referred to the Full Council or any committee it delegates to for a decision.

Large family and medical remissions:

1. An application for a remission of charges can be made:
 - prior to an invoice being received; or
 - once an invoice has been received, prior to the due date stated on that invoice;
2. Households with more than eight flatmates and/or boarders do not qualify for large family remissions
3. Excessive use over and above what would be considered fair and reasonable will be estimated and billed at the discretion of the Rates Manager and Service Excellence Manager.

Leak remissions:

1. An application for a remission of charges must be made prior to the due date stated on that invoice.
2. It's the property owner's responsibility to repair leaks on their property and pay for the cost of repair.
3. Remissions will only be provided to applicants where:
 - the applicant could not reasonably have been expected to know that a leak was present within their boundary;
 - that leak resulted in unusually high water consumption for the property; and
 - the leak has been repaired to a sufficient standard.
4. The maximum remission that will be provided will be calculated as the difference between normal consumption and the actual water consumption during that period. The "normal consumption" will be calculated at Council's discretion from the information available. This may be through historic water meter reads, a series of reads (2 or more), or by estimation.
5. Repairs and/or replacements on potable (drinking water) fittings and fixtures must be completed by a registered plumber and the invoice supplied with the application. You can check if the tradesperson is registered by visiting www.pgdb.co.nz.
6. To verify you have fixed your leak you need to provide photos of two meter readings, one week apart, along with read date after the repair has been fixed.
7. The excess water remission is not related to or provide a remission of any targeted "water connected" or "restricted" charge.

Privacy statement

Your privacy is important to us. Our privacy statement sets out how, and why the Christchurch City Council collects and stores your personal information, what we will use it for and with whom we can share it.

You can read our privacy statement at ccc.govt.nz/privacy-statement