

# Leak Allowance Customer Guide

We understand that unexpected water leaks can be stressful and costly. That's why we're here to help you understand our leak allowance policy and how it might benefit you.

## What's a Leak Allowance?

A leak allowance is our way of helping you out when you've had a qualifying water leak. It's a partial rebate on the excess water costs caused by the leak. Think of it as our gesture of goodwill!

## Who Can Apply?

Property owners, tenants, and property agents can all apply for a leak allowance. Just remember, the leak must be repaired before you apply.

## What Types of Leaks Qualify?

We're here to help with:

- Leaks from underground pipes
- Leaks hidden behind walls, in ceiling spaces, or in under-floor crawl spaces less than 1000mm high

Unfortunately, we can't help with leaks that are easily visible or result from faulty plumbing, poor maintenance, or negligence. This includes things like leaky taps, shower heads, swimming pools, and washing machine hoses.

Some examples of water leaks that are not covered by Veolia's water leak allowance policy are:

- Dishwasher machine fittings and hoses
- Exterior taps and hoses
- Hot water cylinders, related pipes, valves and overflow systems
- Internal plumbing - filter / purifier systems and insinkerator / garbage disposal systems
- Shower heads and mixers
- Swimming pools and spa pools
- Taps, washers and hoses
- Toilet cisterns, washers and valves

- Valves - stop / shut off, pressure reducing, expansion, compression
- Water leaks arising from negligence, poor workmanship, or poor maintenance such as water leaks from
  - Recently installed meters and service pipes
  - Pipes crushed by motor vehicles or machinery
  - Taps left running, or turned on accidentally
- Vandalism or theft of pipework, plumbing fixtures or fittings
- Water header tanks
- Washing machine fittings and hoses

### **How Much Can You Expect?**

While it varies depending on the situation, you could receive a credit of about half the excess water costs to your account.

### **How to Apply:**

1. First, confirm you have a leak by doing a leak test.
2. Get a qualified plumber to fix the leak and provide a report (photos help too!).
3. Do another leak test to make sure everything's fixed.
4. Fill out our application form and email it to [nz-customerservice-water@veolia.com](mailto:nz-customerservice-water@veolia.com) along with the plumber's invoice and photos.

### **Important Timelines:**

- Apply within 12 weeks of detecting the leak.
- We can only provide an allowance for up to 6 months from the repair date.
- You can't apply again within two years of a previous successful application.

### **What If You Disagree?**

All leak allowance applications are pre-checked and approved by an authorising manager before it is released, including the final allowance amount, or if the application is declined.

If you think we've made a mistake, just email us explaining why. We'll be happy to review your application.

Remember, we're here to help! While we can't guarantee every application will be accepted, we'll always do our best to assist you. If you have any questions, don't hesitate to reach out to our friendly customer service team