

Domestic Leakage Allowance Form

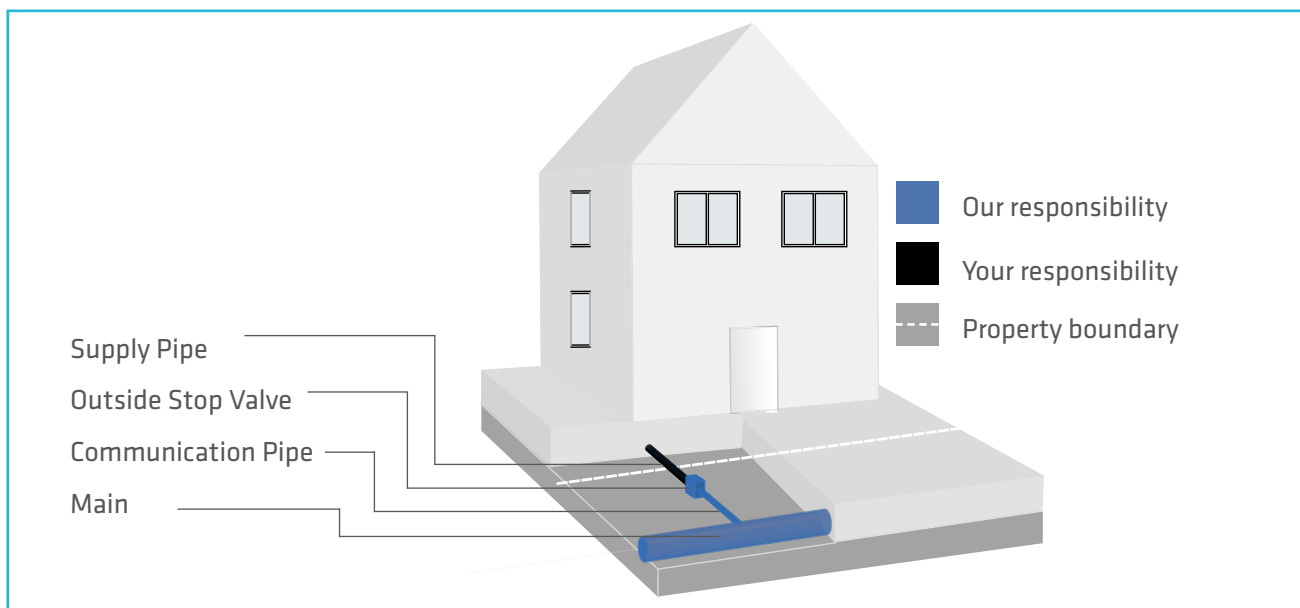
If you believe you are eligible for a domestic leakage allowance, please read the eligibility criteria below. If you meet the criteria, then please fill out this form and send back to IWNL at address: [Driscoll 2, Ellen Street, Cardiff, CF10 4BP](#), or send us a contact form to www.iwnl.co.uk. If you need any help with this form then call us on [02920 028 711](tel:02920 028 711).

You are only eligible for a leakage allowance for leaks on the supply pipe to your property and if this is the first instance of a leakage allowance claim. We will not consider an allowance if you were aware of a leak and failed to repair it within 21 days, the leak was caused by negligence or recklessness either by you or a third party or the leak is inside your property.

Please confirm whether the leak at your property is:

a) Internal within your property or

b) On the supply pipe outside your property.



The diagram above details a typical water network. Please use this to clarify who is responsible for maintaining the pipework and to determine the location of the leak at your property.

If you have ticked box a, you do not meet our eligibility criteria. You will need to get a plumber to your house as soon as possible to get the leak repaired.

If you have ticked box b, please fill out the rest of this form starting on page 2.

Please note that:

- You can arrange to have any repair or replacement work done privately. However, we will not reimburse these costs
- If the leak occurs within twelve months of the date that the water supply was first installed to the property by the builder on your site, you may be covered by their guarantee and any defects should be repaired at their cost.

Your Details

Customer reference number:					
Title:		Name:		Surname:	
Address:					
				Post Code:	
How many people live at this address:					
Email address:					
Telephone number:					
Mobile number:					

About the Leak

Location of the leak

- | | |
|---|---|
| <input type="checkbox"/> On internal pipework, i.e. toilet cistern, header tank etc | <input type="checkbox"/> At the meter |
| <input type="checkbox"/> On external pipework i.e. outside tap, outside toilet etc | <input type="checkbox"/> On the supply pipe |
| <input type="checkbox"/> Under the house/floor | <input type="checkbox"/> Other |

What happened to the leaked water?

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When did you first become aware of the leak?

D	D	M	M	Y	Y
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About the Repair

Who repaired the leak?

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What date was the leak repaired?

D	D	M	M	Y	Y
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Meter Readings

Please supply two meter readings. The first reading on the date that the leak was repaired and the second within fourteen days of the leak being repaired. We cannot process your claim without these readings. You only need to read and supply the black numbers from the meter dial.

Meter read 1

What date was meter read 1 read?

D	D	M	M	Y	Y
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Meter read 2

What date was meter read 2 read?

D	D	M	M	Y	Y
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Declaration

I can confirm that I am the registered Independent Water Networks account holder. I confirm the information I have given is correct to the best of my knowledge and I understand that if I provide any information which is false, you may refuse to consider my claim.

If you are completing this form on behalf of the registered Independent Water Networks account holder, this form will need to be counter signed by you and the account holder.

Account holders signature: _____

Authorised third party's signature: _____

Date:

D	D	M	M	Y	Y
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