



# Domestic Leakage Allowance Form

Please fill out this form if you believe you are eligible for a domestic leakage allowance, and you meet the eligibility criteria.

Please return this form to:  
**Customer Services, IWNL, Driscoll 2, Ellen Street,  
Cardiff, CF10 4BP.**



## Eligibility Criteria

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 if the leak at the property is:

- a) Internal within your property
- b) On the supply pipe outside your property.

The diagram below 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.

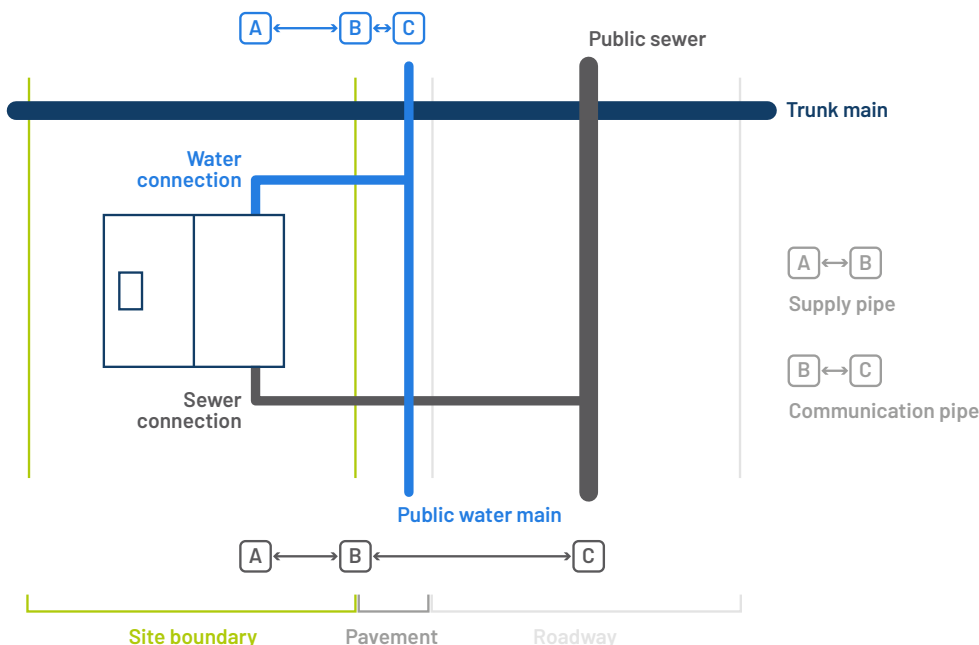
If you have ticked box (a) above, you do not meet our eligibility criteria. You will need to get a plumber to your house as soon as possible to get the leak repaired.

If you have ticked box (b), please fill out the rest of this form.

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.

### Boundary diagram



## Section One - Your Details

Customer Account Number

Title

First Name

Last Name

Address and Postcode

How many people live at this address?

Daytime Phone No.

Mobile Phone No.

Email Address

## Section Two - About the Leak

### Location of the leak

On internal pipework, i.e. toilet cistern, header tank etc

At the meter

On external pipework i.e. outside tap, outside toilet etc

On the supply pipe

Under the house/floor

Other

### What happened to the leaked water?

### When did you first become aware of the leak?

## Section Three - About the Repair

### Who repaired the leak?

### What date was the leak repaired?



## Section Four - 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 One**

**What date was meter read one taken?**

### **Meter Read Two**

**What date was meter read two taken?**

## Section Five - 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 IWNL account holder, this form will need to be counter signed by you and the account holder.

Account Holder's Signature

Authorised Third Party Signature

Date

