

Burst allowance claim form (This form covers both bursts and leaks)

As a business customer, you're responsible for making sure that all the private pipework that supplies your property remains in good condition and does not burst.

If you've had a burst of the private pipework supplying your property, we will consider making an allowance against your sewerage charges for the water lost.

Please continue to settle your account as normal until you know if your claim is successful. If an allowance is granted this will be paid into your account.

The following factors may affect the success of your claim:

- Leaks of internal plumbing, for example toilet cisterns, urinals and heating systems
- Leaks caused by your negligence
- Leaks caused by a third party
- The leak repair was not initiated within two weeks of identifying the leak
- Sewerage charges are not billed to your account

If your wholesaler agrees to adjust your charges, the adjustment will normally be based on the cost of the additional water that has passed through the meter as a result of your leak, compared to past consumption.

PLEASE COMPLETE IN BLOCK CAPITALS

1. Premises details										
1.1	Business name:									
1.2	Premises address:									
1.3	Water Plus account number:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	(you can find this on the front of your bill)
1.4	Address where burst occurred (if different from 1.2 above)									
		Is the address where the burst occurred used wholly or partly as a dwelling? <input type="checkbox"/> Yes <input type="checkbox"/> No								
1.5	Contact name for business:									
	Telephone number:									
1.6	Type of business:									
1.7	Date when burst first notified:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

2. Burst allowance									
2.1	Please provide the reason for the request:								
	<input type="checkbox"/> Allowance for a burst between the meter and the property boundary where the meter is outside the property boundary								
	<input type="checkbox"/> Allowance for a burst on the side between the supply and the meter because of a mistake caused by the water wholesaler								
	<input type="checkbox"/> Allowance in respect of sewerage volumetric charges where it can be demonstrated that water escaping through a burst has not subsequently entered the sewerage system (please provide a description of where the water has drained in Section 3, and attach any evidence in support of the allowance request)								
<input type="checkbox"/> Other (If other give details)									
2.2	Please provide an actual meter reading after the repair has taken place:								
2.3	Estimated start date of burst:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2.4	Date the burst was repaired:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
The assessment will depend on the consumption data being available at the market operator for services at your business supply point for the past 12 months. Please note that the wholesaler may want to take further readings.									

3. Burst details

3.1	How did you become aware of the burst?								
3.2	Did the leaked water return to the sewer?	No, please specify what happened to it:							
		Yes, please contact this office on 0345 072 6072 before completing the form to discuss the matter further.							
3.3	Who repaired the leak?	Water company representative <input type="checkbox"/> Self <input type="checkbox"/> Plumber/contractor <input type="checkbox"/>							
3.4	Date when burst repaired: (please provide confirmation of repair e.g. plumber's invoice (unless repaired by your water wholesaler)	D	D	M	M	Y	Y	Y	Y
3.5	1st meter reading after repair:								
	Reading date:	D	D	M	M	Y	Y	Y	Y
	2nd meter reading after repair:								
	Reading date:	D	D	M	M	Y	Y	Y	Y
Take second reading at least two weeks after the first reading. Read black digits only. Please return this form when both readings have been taken.									
3.6	Position of meter: <input type="checkbox"/> Building <input type="checkbox"/> Private <input type="checkbox"/> Street								

4. Third party details (if you are authorised to complete this form on behalf of the business owner)

4.1	Name of contact:								
4.2	Address:								
4.3	Telephone number:								

5. Plan

5.1	Sketch plan: Please draw where your meter is in relation to your property and mark where the burst occurred. This information is important to help us assess your claim.								
5.2	Ground conditions: <input type="checkbox"/> Concrete <input type="checkbox"/> Tarmac <input type="checkbox"/> Paved <input type="checkbox"/> Unmade								
	Other: (please specify)								

6. Declaration

I declare that the information I have given is correct to the best of my knowledge and belief and understand that if I have knowingly given any false information I may be liable to prosecution.
I undertake to notify Water Plus if any circumstances that may affect this claim should change and I acknowledge that Water Plus will review the allowance in the future.

Signature:
(Customer)

Signature:
(Third party)

Print name:

Print name:

Position in company:

Position in company:

Date:

Date:

Note: If you are a third party, this application must contain a signature of the person(s) on whose behalf you are making the application and a letter of authority.

How to apply or for more information on this leaflet

Please complete the application form and send it back to us by email or post with all the supporting documentation to:

Email: service@water-plus.co.uk

or:

Water Plus Correspondence
P.O. Box 12460
Harlow
CM20 9PJ

Any omissions are likely to cause a subsequent delay in processing your claim and awarding your allowance.

Before submitting your claim form, we recommend that you refer to your wholesaler's policy to avoid delays or possible rejection.

Burst/Leak allowance is provided at the discretion of the wholesaler and can be declined/withdrawn or amended at any time.

To find the list of all wholesalers please visit water-plus.co.uk.