

# Claim for leak allowance

This form is for use by existing customers of Castle Water who wish to claim an allowance against their charges following repair of a leak on a metered water pipe. Please read the notes below before completing this form.

## Submission guidance notes

1. Castle Water will review your completed application form and will submit to the Wholesaler water or wastewater supplier on your behalf. If we need to discuss your application or cannot submit it to the Wholesaler, we will contact you.
2. The Wholesaler will normally take up to 4 weeks to review your application. If the Wholesaler grants an allowance, it will be credited to your Castle Water account.
3. Billed charges based on meter reads remain payable. Please contact Castle Water to discuss your payment options if charges remain outstanding.
4. The leak must be repaired within 6 weeks of being identified and the claim must be submitted within 3 months of the repair. However, as timescales may vary dependant on the Wholesaler, we request you act as quickly as possible to ensure we meet the conditions set out by your Wholesaler.
5. Leak allowances are restricted to leakage from buried supply pipes, external to the building. No allowances will be considered for leakage from internal pipes, or from visible pipework (e.g. garden standpipes).
6. Wastewater charges will be adjusted only where it can be shown to the Wholesaler's satisfaction that the leaked water did not return to a public sewer.
7. No allowances will be agreed where the leak was caused through the customer's negligence.
8. The claimant should provide, where possible, two readings of the meter after the date of repair, ideally one on the date of the repair and a second two weeks later.
9. No allowances will be agreed for leaks where the Wholesaler issued a notice stating their intention to repair the leak under Section 75 of the Water Industry Act 1991.

**CAUTION:** Customers should read their meter only if it is safe to do so. Where this is not possible, for example, if there is a heavy cover over the meter, please contact us and we will arrange to read the meter for you. **Please note charges may apply for meter readings outside the normal cycle.**

## Customer details

Business name

Company number *(if applicable)*

Castle Water Account Number

Supply Point ID (SPID) *(found on your Castle Water invoice)*

Supply address

First name(s)

Surname

Telephone number

Email address

## Leak details

Date leak confirmed  /  /   
dd/mm/yy

Date leak was repaired and meter reading on that date  
 /  /    
dd/mm/yy Meter read (black digits only)

Who repaired the leak?

Do you have a dated receipt for the repair work?

Yes  No

*Please note that in the absence of a receipt, the Wholesaler may reject your claim.*

Describe location of the leak

*Please attach other supporting evidence including a sketch or photographs showing the location of the leak and a receipt for the repair work.*

## Meter readings

Please provide all meter readings taken during the leak and after the repair.

First read after repair  
 /  /    
dd/mm/yy Meter read (black digits only)

Second read after repair  
 /  /    
dd/mm/yy Meter read (black digits only)

Additional readings  
 /  /    
dd/mm/yy Meter read (black digits only)

/  /    
dd/mm/yy Meter read (black digits only)

/  /    
dd/mm/yy Meter read (black digits only)

## Declaration

I can confirm that the information given on this form is correct and that I have read and understood the notes located on page 1.

Signed

Date

Business name

Please email the completed form to:  
[support@castlewater.co.uk](mailto:support@castlewater.co.uk) or, post it to:

Castle Water Limited  
1 Boat Brae  
Blairgowrie  
Perthshire  
PH10 7BH