

Excess water charge dispute form

Fields marked with caret (^) are office use only.			
Tenant contact details			
TMS Account no ^		Date	
First Name		Surname	
Street Address			
Suburb		Postcode	
Mobile		Other number	
Email address			
For the Department of Territory Families, Housing and Communities to investigate your dispute, please fill in the information below.			
Were you aware of any plumbing problems at your house in the last year? (e.g. Leaking pipes or taps, running toilet and/or repairs to hot water system)			Yes / No
If yes, please specify:			
Did you report the incident to the CEO (Housing)?			Yes / No
Was the problem repaired?			Yes / No
If yes, when was it repaired?			
Did you have any extra people staying at your house in the last year?			Yes / No
How long were they there for? (Give as close to the length of time as possible)			
Did you tell the CEO (Housing) of the extra people?			Yes / No
Were you away from your house at all in the last year?			Yes / No
If yes, how long were you away?			
Did you tell the CEO (Housing) you were going away?			Yes / No

Have you put in a sprinkler system in the last year?		Yes / No	
If yes, what month and year did you put in the sprinkler system?			
Please list any other information that may be relevant to the reasons for the excess water charges			
Signature		Date	

Housing Office Use Only ^			
Billing period (attach bill)		TMS Account Number	
Current rate per kilolitre (e.g. \$1.9613 cents)		Previous years usage (Kilolitres)	
Meter number	Read date	Meter reading	Consumption
Total kilolitres used less allowance (500)			
Total excess water in kilolitres			
Total charge at current rate per excess water kilolitre usage			\$
What period did the high usage occur?			
Were there extra people at the house during this time?			Yes / No / Unknown
Was there a water related maintenance issue with ASNEX? (if no, attach printout - 4.2 history)			Yes / No
If yes, briefly detail			

Did the tenant advise the CEO (Housing) of the issue?	Yes / No
Has the issue been repaired?	Yes / No
If yes, were the repairs carried out within the specified time frame allocated to the contractor in AIS?	
Were letters advising the tenant of their excess water debt sent?	Yes / No
If yes, when?	
Recommendation – To be completed by Action Officer ^	

After reviewing all the information provided by the tenant, CEO (Housing) records, and a search in ASNEX:

- (a) The investigation shows a nil write-back is recommended due to high water usage by the tenant. The tenant is responsible for the excess water bill period _____ / _____ (insert billing period) for the amount of \$_____.
- (b) A partial / full write-back (circle applicable) for the excess water charge is recommended for consideration of the _____ / _____ (insert billing period) for the excess water bill. Maintenance work was carried out in the **1st, 2nd, 3rd, 4th or 5th** (circle applicable) readings on the water bill. The Finance unit will be notified to write-back the debt amount of \$_____ against the tenant's account.

Supported / Not Supported

Officer's name			
Title			
Signature		Date	

Approved / Not Approved

Delegate's name			
Title			
Signature		Date	

If any approval for a write-back is granted, send this form to the Property and Rates Officer via email: PropertyRates.TFHC@nt.gov.au to adjust the account with a credit note and TRM to group file.

Property and Rates Officer confirmation

Name		Signature		Date	
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