



Frank Normoyle &lt;franknormoyle55@gmail.com&gt;

---

**RE: New application for an allowance request, A/C no 4578499, 31 SHEPHERD ST / LIVERPOOL NSW 2170**

1 message

---

**Sydney Water** <casemanagementteam@sydneywater.com.au>

1 July 2022 at 18:15

To: franknormoyle55@gmail.com

Dear Frank,

Thank you for forwarding your plumber's information about repairs completed at your above property.

As a goodwill gesture, we have given you an allowance of 50% of the increase in water usage and 100% of waste water usage for the meter reading period in which the leak was repaired and the reading period immediately prior to repairs.

I have reviewed the information supplied by your Plumber and am pleased to tell you that your bill has been adjusted.

An amount of \$235.62 water usage charge and \$186.34 waste water usage charge has been credited to your account for the period of 31/01/2022 to 28/04/2022. Also an amount of \$52.36 water usage charge and \$41.14 waste water usage charge has been credited to your account for the period of 28/04/2022 to 16/05/2022. Total allowance has credited \$515.46

You will see the credit allowance in your next bill.

**Sydney Water is not able to offer any further adjustments if there's another leak on the property within five years**

Property owners are responsible for maintenance of the water service on the property side of the water meter. Please ensure the water service is well maintained.

If you require any further information, please contact Sydney Water on 132092.

Yours Sincerely

Mayen Uddin  
Customer Data Team  
Customer Contact

Original Text

**From:** no-reply@sydneywater.com.au**To:** casemanagementteam@sydneywater.com. <casemanagementteam@sydneywater.com.au>**CC:****Sent:** 08.06.22 15:07:02**Subject:** New application for an allowance request

Sydney  
**WATER**

Please don't reply to this email as it is sent from an unattended email service.

## Apply for a hidden leak allowance

**Property address:**

#{propertyAddress}

**Sydney Water account number:**

4578499

**Date your plumber fixed the leak:**

16/05/2022

**Meter serial number:**

EDOH0933

**Meter reading:**

5258

**Meter reading date:**

16/05/2022

**Plumber's business name:**

Wisdom Plumbing Pty Ltd

**Plumber's mobile number:**

0424 939 392

**Plumber's licence number:**

297922C

**Where was the leak:**

Below ground

**Describe the location of the leak:**

Leak was located approximately 1 meter below a sealed bitumen surface. Tree roots had grown next to the copper line pushing it and causing it to crack.

**Relationship to the property:**

Property owner

**First name:**

Thomas

**Last name:**

Normoyle

**Mobile number:**

0425336066

**Email:**

franknormoyle55@gmail.com

**Terms & conditions:**

I have read and agree to the Allowances and rebates on your bill (195 KB) policy. I confirm that the information provided in this form is true, complete and accurate. I understand that I may be required to provide further information to Sydney Water staff if necessary.

Compose

**Inbox** 8

Starred

Snoozed

Sent

**Drafts** 8

[Gmail]/Barna

[Gmail]All Mail

**Meet**

New meeting

Join a meeting

**Hangouts**

Frank +

No recent chats  
Start a new one

**Meter serial number:**  
EDOH0933

**Meter reading:**  
5258

**Meter reading date:**  
16/05/2022

**Plumber's business name:**  
Wisdom Plumbing Pty Ltd

**Plumber's mobile number:**  
0424 939 392

**Plumber's licence number:**  
297922C

**Where was the leak:**  
Below ground

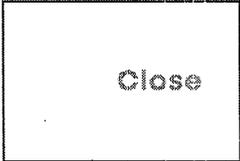
**Describe the location of the leak:**  
Leak was located approximately  
grown next to the copper line pus

**Relationship to the property:**  
Property owner

**First name:**  
Thomas

Enable desktop notifications for Gmail.

S012676 / M005619 / 152 / CN2CNCPW



**Your details**



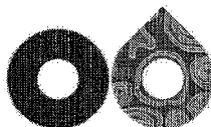
8/6/2022

**We've received your hidden leak allowance request**

We've received your hidden leak allowance request.

We'll review your application and contact you if we need any more information.

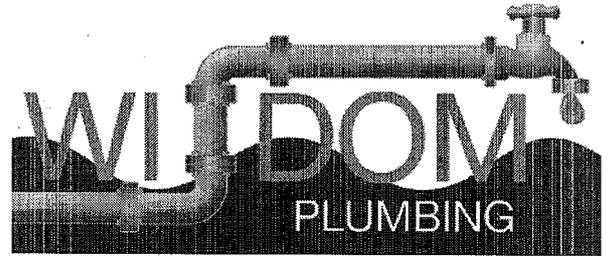
We usually approve hidden leak allowance requests within 5 working days.



# TAX INVOICE

Normoyle Superannuation Fund

31 Shepherd Street  
Liverpool NSW 2170



**Date**  
31st May 2022  
**Valid for 7 Days**  
**Invoice Number**  
WIS-6816

License No: 297922C  
ABN: 84 609 028 677  
Ph: 0424 93 93 92  
info@wisdomplumbing.com.au  
PO Box 101  
Bringelly NSW 2556

Description	Qty	Unit Price	Amount AUD
11/5/2022 Leak detection - Use of leak detection gear to locate water leak - Upon investigation we located the water leak in the front corner of the car park area in front of the property - The site will need to return to cut and remove tar and excavate and assess the water leak.	1	\$500.00	\$500.00
16/5/2022 - Use of demo saw and jackhammer to cut and remove section of tar in the corner of the car park - Excavated down approximately 1m to expose copper line - Upon investigation we found the copper line to be cracked in two locations due to tree roots that had grown next to the copper line and pushed it causing it to crack - Cut out tree root and prepared pipework - Drained water from the line - Welded cracked sections of line - Reinstated water to complex and tested, all OK - Backfilled with required materials - Supplied and installed new section of bitumen that was compacted - Site was cleaned on completion  - Investigated blockage - Upon investigation we found the factory to have a blockage - Use of jet blaster 30m down stream of inspection opening on the side of the factory however, we were unable to clear the blockage - Removed wipes and a large amount of sand from the line - The line will need to be jet blasted with an industrial jet blaster	1	\$2,260.00	\$2,260.00

Subtotal: \$2,760.00  
GST: \$276.00  
TOTAL AUD: \$3,036.00

Tax Invoice #WIS-6816

We accept payment by: Bank Deposit or Card

**DUE DATE:**  
Please pay within 7 days

*PAID 31/5/2022*  
*EFH*  
*\$3036.00*

All goods and services provided by Wisdom Plumbing Pty Ltd are subject to the Building and Construction Industry Security of Payment Act 1999. The ownership of goods supplied shall remain the property of Wisdom Plumbing Pty Ltd until payment has been made in full.