

1 Policy History

Revision No.	Council Meeting Date	Minute No.	Adoption Date
1	11/05/2010	0142	11/05/2010
2	26/08/2014	0267	26/08/2014
3	08/03/2016	16/062	08/03/2016
4	09/06/2020	20/156	17/07/2020
5	09/07/2024	24/182	08/08/2024

2 Policy Objective

To make available assistance to customers by providing some relief for significantly higher water and sewerage usage accounts emanating from undetected water leaks.

3 Policy Statement

Council provides potable water to the boundary of a property; water that has subsequently passed through a meter service connection becomes the responsibility of that property owner. This policy is not intended to provide full compensation to customers for water and sewerage usage charges as a consequence of an undetected water leak on their property. However, as an act of good faith and in the interest of good public relations, Council provides a means by which some assistance for higher usage accounts can be obtained, subject to the provisions of this policy being met.

The limit to which Council will provide assistance will be:

Water consumption charges – Residential & non-residential properties

- A 50% reduction on an estimated water usage read in kL

Note:

An estimated water usage read in kL is calculated from the high consumption read that is disputed, less the average of the previous six water consumption reads for the same period as the high consumption read.

Therefore: Estimated water usage read = High consumption read – Average of six previous consumption reads

Worked Example:

A customer disputes a high consumption read of 1550 kL for a 1st Trimester Water & Sewerage Account in 2015.

Council collates the history of the previous six 1st trimester consumption reads as follows:

2014 82 kL
2013 55 kL
2012 77 kL
2011 66 kL



2010 84 kL

2009 68 kL

432 kL (Total for previous six 1st trimester consumption reads)

$432 / 6 = \text{an average of } 72 \text{ kL for the previous six reads}$

High consumption read – Average of six previous consumption reads = Estimated water usage read

$1550 \text{ kL} - 72 \text{ kL} = 1,478 \text{ kL}$

$50\% \text{ of the } 1,478 \text{ kL} = 739 \text{ kL}$

Therefore Council is willing to provide assistance on the calculated figure of 739 kL and write off the value equivalent to the > 200 kL rate in Council's current Revenue Policy.

Eg. for 2015/2016 the value written off would be $\$1.30 \times 739 \text{ kL} = \960.70

Council will not waive interest charges accrued on unpaid water usage accounts that are subject to a claim under this policy.

Sewer Treatment and Trade Waste Treatment Charges – non-residential properties

In respect of properties where the payment of sewer treatment and trade waste treatment charges are applicable, and an undetected leak has occurred and the water has not entered the sewerage system, the limit to which Council will provide assistance will be:

- A 100% reduction of the estimated leak volume for complying claims. For premises using Sewer Discharge Factors and Trade Waste Discharge Factors, the reduction is calculated according to the difference between the averaged water consumption for the previous six equivalent billing periods and the consumption recorded on the water account issued immediately after the repairs being completed, multiplied by the sewer treatment unit rate per kilolitre or trade waste unit rate per kilolitre (whichever is applicable) as adopted in Council's Annual Fees and Charges.

In respect of properties where the payment of sewer treatment and trade waste treatment charges are applicable, and an undetected leak has occurred and the water has entered the sewerage system, the limit to which Council will provide assistance will be:

- A 50% reduction of the estimated leak volume for complying claims. For premises using Sewer Discharge Factors and Trade Waste Discharge Factors, the reduction is calculated according to the difference between the averaged water consumption for the previous six equivalent billing periods and the consumption recorded on the water account issued immediately after the repairs being completed, multiplied by the sewer treatment unit rate per kilolitre or trade waste unit rate per kilolitre (whichever is applicable) as adopted in Council's Annual Fees and Charges.

In respect of properties where the payment of sewer treatment and trade waste treatment charges are applicable, using a dedicated sewer discharge meter, and an undetected leak has occurred and the water has not entered the sewerage system, NO reduction in sewer

treatment or trade waste treatment charges are offered as the volume recorded is the volume discharged to sewer.

In respect of properties where the payment of sewer treatment and trade waste treatment charges are applicable, using a dedicated sewer discharge meter, and an undetected leak has occurred and the water has entered the sewerage system, the limit to which Council will provide assistance will be:

- A 50% reduction of the estimated leak volume for complying claims. For premises using a dedicated sewer discharge meter, the reduction is calculated according to the difference between the averaged water consumption for the previous six equivalent billing periods and the discharge recorded on the water account issued immediately after the repairs being completed, multiplied by the sewer treatment unit rate per kilolitre or trade waste unit rate per kilolitre (whichever is applicable) as adopted in Council's Annual Fees and Charges.

Note: Adjustment to sewer treatment and trade waste treatment charges are applicable to non-residential customers only.

Assistance will be subject to the submission of a complying claim, which must;

- Involve a significant leakage on the property. A leakage is so determined to be significant if the water usage on the account issued immediately prior to the repairs being completed is 1.5 times greater than the previous 2 years daily average consumption.
- Involve a leakage in pipelines, which are undetected. Undetected leakage is defined as occurring within pipeline breaks or connections in the ground, under slabs or within walls etc. and is clearly not visible to the owner.
- Include a statutory declaration from the property owner, indicating that the abnormally high water usage was applicable for an undetected water leakage and acknowledgement that subsequent claims under this policy will not be accepted,
- Contain supporting documentation that the water leakage was repaired immediately (within 30 days of an account being issued or after the customer learnt of its existence),
- Include a statement by a licensed plumber indicating that a full check of internal plumbing has been made, the leak has been repaired and the internal plumbing system is approved in accordance with Australian Standard AS3500.

Claims will not be accepted which:

- Are the result of a second occurrence at the same property and by the same owner regardless of whether it is a related event or separate undetected leak.
- Involve a leak from an appliance, pump, hot water system etc.
- Are due to a change in usage pattern by the occupants, including change of tenants, installation of water system and or new plantings.
- Do not contain the documentation or meet the terms of a complying claim.

4 Definitions

None

5 Exceptions

None

6 Legislation

Local Government Act 1993

Local Government (General) Regulations 2005

7 Related Documents

AS 3500 Plumbing and Drainage

Policy WS-CP-202; Water – Supply & Charges

8 Directorate

Utilities