



8. FINANCE

Policy 8.1

EXCESSIVE WATER USAGE ALLOWANCE FOR BREAKAGES

Version 4

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OBJECTIVES:

This policy provides a concession for excessive water usage which may be provided to landowners on the first occurrence that a breakage occurs beyond their control or, this would cause excessive water usage accounts that are inconsistent with previous bill levels for the same owner on the same property.

POLICY:

1. The policy applies to property owners seeking a rebate for an undetected leak on their property. A property owner is responsible for all water usage which is recorded on the water meter/s located on their property, the following conditions apply:-
 - 1.1. The policy applies once only for a particular property
 - 1.2. All requests must be in writing
 - 1.3. A request for rebate must be received within a reasonable timeframe from the date that the leak was discovered or within 60 days of receipt of the consumption account.
 - 1.4. All leaks must be repaired and proof of the breakage in infrastructure will need to be substantiated by the way of a tradesman's account showing the date of repairs and or supply of goods.
2. If an application is received in writing for Council to determine an account as showing excessive water usage due to damage to infrastructure on property owner's side of the meter.
 - 2.1. The leakage must have been significant and undetectable. Significant leakage is determine if the water usage for the period in question is greater than 100 kilolitres and is 1.5 times greater than the previous 4 quarters daily average usage. (Undetectable leakage is defined as occurring within pipeline breaks or connections in the ground, under slabs or within walls and is clearly not visible by the owner).
 - 2.2. Council may consider relief for the account if it is evident that the ratepayer will incur financial hardship.
3. Where a rebate is granted, the following will apply,
 - 3.1. Applicants will be charged based on their average consumption for the period that the leak occurred.
 - 3.2. The average consumption is calculated by averaging the previous four billing periods or previous four equivalent seasonal billing periods depending upon the usage pattern that is evident. The most consistent record is used to calculated the average used.

- 3.3. Where the application meets the criteria specified a reduction 50% rebate to the account will be applicable up to a maximum of \$2,500. Any adjustments over this amount will be directed to Council for approval. Council will have discretion in relation to eligible pensioners to determine any additional rebate appropriate, in a single instance only, as provided under this policy. All other property owners may apply for assistance, where eligible, under Council's Hardship Policy.
4. Only one application will be accepted as a result of an undetectable leak at the same property and by the same owner/s, regardless of whether it is a related event or a separate undetectable leak.

Sewer usage and Trade Waste Charges (non-residential properties)

1. Where a non-residential property, subject to sewer usage and trade waste usage charges based on water consumption, experiences an undetected leak which has not discharged to the sewer system, sewer usage/trade waste charges will not apply in relation to the quantity of water estimated to be the subject of the leak with consideration to the appropriate sewer discharge factor or liquid trade waste factor applicable.
2. Clauses 1, 1.1, 1.2, 1.3, 1.4, 2, 2.1, 2.2, 3, 3.1, 3.2, 3.3 and 4 above apply to any application under this policy.

Maintained by Department:	Corporate & Community	Approved by:	Council	Exhibition	29 May 2017
Reference:	Dataworks: Policy Register	Council Policy No:	8.1	Effective Date:	17 July 2017
Min No:	17-220	Version No:	4	Review Date:	July 2021
Attachments:					