



8. FINANCE

Policy 8.1

EXCESSIVE WATER USAGE ALLOWANCE FOR BREAKAGES

Version 5

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OBJECTIVES:

This policy provides a rebate for excessive water usage which may be provided to landowners when a breakage occurs that is beyond their control or 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. All requests must be in writing.
 - 1.2. 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.
 - 1.3. 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, the following criteria apply:-
 - 2.1. The leakage must have been significant and undetectable. Significant leakage is determine if the water usage for the quarterly billing 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. The following steps will apply in assessing applications for rebates related to undetected leaks:-
 - 3.1. An assessment will be made of the applicant's 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. Based on the difference between the average consumption and the water account for the period of the breakage, a 50% rebate will be applied to the account up to a maximum of \$2,500.
- 3.4. In cases where an applicant has a pensioner / concession discount, a full rebate of the difference between the average consumption and the water account for the period of the breakage may be considered.
4. Council officers with appropriate delegated authority may approve rebate applications in accordance with the criteria set out in Sections 2 and 3 of this policy. Applications for rebates which exceed the Section 2 and 3 criteria require approval by resolution of Council.
5. Property owners may alternatively apply for assistance, where eligible, under Council's Hardship Policy 8.6.

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. Sections 1 to 5 of the above policy apply to any application.

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