



Undetected Water Leakage Policy

POLICY OBJECTIVE

To provide assistance to customers who have experienced significantly higher than normal water and sewer consumption accounts due to undetected water leaks.

LEGISLATIVE PROVISIONS

Local Government Act 1993
Local Government (General)) Regulation 2005

POLICY STATEMENT

Council provides potable water to the meter at the boundary of a property. All water that passes through the meter becomes the responsibility of the property owner. Council receives regular requests asking for water accounts to be waived or reduced due to water leakages on the customer side of the water meter. This policy provides assistance for higher water usage as the result of an undetected water leak on their property.

The customer is required to prevent wastage of water by taking prompt action to repair any leaks occurring on the property.

Assistance is subject to the submission of a complying claim that must:

- Relate to a significant leakage on the property. A significant leakage is defined by a water consumption account being 1.5 times greater than the consumption on the previous 4 accounts
- Involve a leakage in pipelines that was undetected. Undetected leakage is defined as occurring in an area clearly not visible to the customer – i.e below the ground, under slabs or within walls
- Leaks must have been identified and repaired within 30 days of the water account issue date
- The application for assistance must be received by Council within 60 days of the water account issue date
- The claim must:
 - Include a statutory declaration from the property owner stating:
 - that the abnormally high water consumption account was due to an undetected water leak
 - the repair of the water leak was identified and repaired within 30 days of the water account issue date and acknowledgement that subsequent claims under this policy will not be accepted
 - Include a statement/letter or detailed invoice by a licensed plumber stating all of the following:
 - The location of the leak
 - that the leak was repaired
 - that the internal plumbing has been checked and no further leaks were found
 - all repairs are in accordance with AS 3500

A Claim will not be accepted based on the following:

- Is the result of a second occurrence at the same property and by the same customer regardless of whether it is a related event or separate undetected leakage. Council may accept the claim if 5 years have lapsed since the previous leakage claim
- Involves a leakage from an appliance; pump; tank; hot water system; pressure release or float valves; solar panels, hot water systems or pool heaters; taps; cisterns; irrigation systems; other water fittings etc
- Does not contain the documentation or meet the terms of a complying claim
- Involves a leakage caused by accidental or wilful damage

The limit to which Council will provide assistance will only be for the initial account where the higher usage was evident.

This will be calculated as follows:

- For residential and non-residential water accounts, Council will establish the average water consumption for the previous four accounts and waive 50% of the amount above this calculated average =
$$\frac{[\text{usage listed on notice} - \text{calculated average usage}]}{2}$$
- For non-residential properties that are levied sewer charges based on water consumption, Council will calculate and reduce the sewer charge based on the average water consumption for the previous four accounts
- For non-residential properties that are levied liquid trade waste charges based on water consumption, Council will calculate and reduce the liquid trade waste charge based on the average water consumption for the previous four accounts

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

Version	Council Meeting Date	Resolution	Adoption Date	Effective From
1	19 June 2007	07/297	19 June 2007	19 June 2007
2	20 January 2009	09/19	20 January 2009	20 January 2009
3	21 June 2011	11/220	17 August 2011	17 August 2011
4	19 March 2013	13/81	10 May 2013	10 May 2013
5	3 May 2016	16/171	6 June 2016	9 June 2016
6	2 May 2017	17/148	2 May 2017	2 June 2017
7	18 September 2018	2018/388	18 September 2018	16 October 2018
8	2 August 2022	2022/262	2 August 2022	30 August 2022
All policies can be reviewed or revoked by resolution of Council at anytime.				

DIRECTORATE: Utilities

BUSINESS UNIT: Water Operations