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## 2018/2019 CONCEALED WATER LEAK POLICY

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*Adopted on 20/02/2019 by Council Resolution No. 0219/023*

### 1. POLICY STATEMENT

Carpentaria Shire Council will provide assistance to qualifying customers who have larger than normal water accounts due to the existence of a concealed leak. Provision of assistance is subject to conditions and assistance and is calculated using a defined methodology.

### 2. REPEAL

This policy repeals all previous policies relating to Concealed Water Leaks.

### 3. SCOPE

This policy applies to all properties connected to the Carpentaria Shire Council water supply scheme (excluding raw water connections for stock watering & industrial use) and have a Council approved water meter.

### 4. RESPONSIBILITIES

The administration of this policy shall occur through the Chief Executive Officer.

### 5. DEFINITIONS

**Concealed Leaks:** Water escaping from pipework on the customer's side of the water meter in a location that is not readily visible or apparent.

**Average Water Consumption:** Average of three equivalent billing periods i.e. the same period on previous years and when there has been no major excess water use detected. Where no prior billing history is available the average Carpentaria Shire Council residential consumption will be used.

**Customer:** A property connected to the Carpentaria Shire Council water supply scheme and have a Council approved water meter.

**Excess Water:** The water used over and above the annual water entitlement.

### 6. POLICY

Customers receiving metered water supplies from Carpentaria Shire Council are responsible for managing the water supply on their property i.e. from the property side of the water meter. This includes maintenance and repair of all water services on the property. All reasonable effort must be taken by the owner to ensure that the property's water infrastructure is maintained in good working order.

Tenants have an obligation to report a suspected leak to the owner/managing agent of the property.

Council has no obligation to provide financial assistance to customers affected by leaks on their property however, Council recognises that at times water leaks can go undetected for relatively long periods and may cause financial difficulties for some customers. Carpentaria Shire customers that have experienced

a sudden and very large increase in water use due to concealed leaks on their property may apply for financial assistance subject to conditions outlined in this policy.

#### **Conditions for receiving financial assistance**

Approval of financial assistance is at the discretion of Carpentaria Shire Council and will only be granted as follows:

- All applications are to be submitted via the Approved Application Form.
- The concealed water service leak must have been repaired by a licensed plumber in a timely and effective manner to minimise water loss. Repairs must be completed within 14 days of a water account being issued or the customer becoming aware of a possible water leak via Council notification.
- The customer must also provide a copy of the licensed plumber's invoice detailing the work undertaken and confirming the repair of the leak.
- The leak has been effectively repaired. Council may undertake water meter reads to confirm the leak has been repaired effectively.
- The application must include a Leak Test Certificate issued following the completion of the repair work to demonstrate an effective repair.
- Financial assistance sought under the provisions of this policy will only be considered in relation to water bills issued on or after 1 July 2018.
- Applications will only be considered if received within 60 days from the date of issue of the water account.
- Only two applications may be granted per customer per property within a five year period (i.e. five years from the date of approval of the first application for financial assistance).

#### **Assistance will not be considered for:**

- Leaks and/or bursts on internal appliances, fixtures or fittings including air conditioners, dish washers, swimming pools, hot water systems, toilet cisterns, valves, internal and external taps
- Situations where the leak is visible
- Leaks not repaired by a licensed plumber
- Plumbing that is not compliant with government regulations
- Vacant land

#### **Extent of Assistance**

If the application for the financial assistance is approved the customer will pay for the full water charge of their annual water allocation plus \$200 and 25% of the remaining excess water charge.

#### **Example.**

A customer has an excess water charge of \$1,000. Customer pays the first \$200 of the excess water charge plus 25% of the remaining \$800. Customer would pay \$400 of the excess water charge and Council would pay \$600.

## **7. REFERENCE**

Water Charge Remission for Faulty Meters Policy  
Form 316 – Concealed Water Leak Application

## **8. REVIEW**

This policy is to remain in force until otherwise determined by Council.

## **9. RESOLUTION**

Adopted by Council on the 20 February 2019 by Council Resolution 0219/023