

# Concealed Water Leak Policy

## Policy Details

Policy Category	Council Policy
Date Adopted	30/6/2021
Endorsed by	Chief Executive Officer
Approval Authority	Council
Effective Date	1/7/2021
Policy Version Number	3.0.1
Policy Owner	Director of Corporate Services
Contact Officer	Manager Finance and Administration
Review Date	30/6/2022

## Supporting documentation

Legislation	<ul style="list-style-type: none"> <li>Local Government Act 2009</li> <li>Local government Regulation 2012</li> </ul>
Policies	<ul style="list-style-type: none"> <li>Revenue Policy</li> <li>Revenue Statement</li> <li>Faulty Water Meters Policy</li> </ul>
Delegations	<ul style="list-style-type: none"> <li>Nil</li> </ul>
Forms	<ul style="list-style-type: none"> <li>Form 316 – Concealed Water Leak Application</li> </ul>
Supporting Documents	<ul style="list-style-type: none"> <li>Corporate Plan 2021 – 2025</li> </ul>

## Version History:

Version	Adopted	Comment	eDRMS #
3.0.0	15/7/2020	Council Resolution SM0720/015	POL_E_C SF_016
3.0.1	30/06/2021	Council Resolution SM0621/013	

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## Intent

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Council will provide assistance to qualifying customers who have larger than normal water charges due to the existence of a concealed leak.

## Repeal

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This policy repeals all previous policies relating to concealed water leaks.

## Scope

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

## Policy

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Ratepayers 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.

Where Council becomes aware of a potential water leak at a property, Council will make best efforts to notify the property owner. Such notification is provided as an added service and such notification or the lack thereof does not alter the concessions under this policy.

Council has no obligation to provide financial assistance to customers affected by leaks on their property, however, Council recognises that at times the water leaks can go undetected for relatively long periods and may cause financial difficulties for some ratepayers. Carpentaria Shire ratepayers 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 on the Concealed Water Leak Application Form;
- The concealed water service leak must have been repaired by a licensed plumber in a timely and effective manner to minimise the 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 ratepayer must also provide a copy of the licensed plumbers invoice detailing the work undertaken and confirming the repair of the leak;
- 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 during the current financial year;

- 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 property within a five year period (i.e. five years from the date of approval of the first applications for financial assistance).

### Specific Exclusions

Assistance will not be considered for the following:

- Leaks and/or bursts on internal pipework (under floor or within walls) 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 ratepayer will pay for the full water charge of their annual water allocation plus \$200 and 25% of the remaining excess water charge.

For example:

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

### Definitions

TERM	DEFINITION
<b>Concealed Leaks</b>	Water escaping from pipework on the ratepayer's side of the water meter in a location that is not readily visible or apparent.
<b>Average Water Consumption</b>	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 residential consumption will be used.
<b>Excess Water</b>	The water used over and above the annual water entitlement.

Adopted by Council 30 June 2021 by Resolution 0621/013.



**Mark Crawley**  
Chief Executive Officer