

Concealed Water Leak Policy 2026-2027

Policy Details

Policy Category	Council Policy
Date Adopted	18 th June 2026
Resolution Number	BM0626/003
Approval Authority	Council
Effective Date	1 st July 2026
Policy Version Number	5.0.0
Policy Owner	Chief Operating Officer
Contact Officer	Manager Finance

Supporting documentation

Legislation	• <i>Local Government Act 2009</i> • <i>Local government Regulation 2012</i>
Policies	• Revenue Policy • Revenue Statement • Faulty Water Meters Policy
Delegations	• Nil
Forms	• Form 316 – Concealed Water Leak Application
Supporting Documents	• Corporate Plan 2025 – 2029

Version History:

Version	Adopted	Comment	eDRMS #
3.0.0	15/7/2020	Council Resolution SM0720/015	POL_E_CSF_016
3.0.1	30/06/2021	Council Resolution SM0621/013	
3.0.2	16/06/2022	Council Resolution SM0622/013	
3.0.3	22/06/2023	Council Resolution BM0623/003	
3.0.4	20/06/2024	Council Resolution BM0625/003	
4.0.0	19/06/2025	Council Resolution BM0625/003	
5.0.0	18/06/2026	Council Resolution BM0626/003	

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Intent

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

Repeal

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

Scope

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

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 or the property owner/occupier 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 either:-
 - a) a copy of the licensed plumbers invoice detailing the work undertaken and confirming the repair of the leak; or
 - b) where the property owner has effected repairs, a detailed Statutory Declaration detailing the 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 (5) year period (i.e. five (5) years from the date of approval of the first application 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; or
- Situations where the leak is visible; or
- Plumbing that is not compliant with government regulations; or
- Vacant land.

Extent of Assistance

If the application for the financial assistance is approved, the ratepayer will pay the first \$200 plus 25% of the remaining water consumption charge. For example:

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

Definitions

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

Adopted by Council 18 June 2026 by Resolution BM0626/003.

Anne Andrews
Chief Executive Officer