

UNDETECTED WATER LEAK POLICY



Responsible Department: Infrastructure Delivery
Responsible Section: Water Services
Responsible Officer: Manager Water Services

Objective

The Policy will allow staff to manage written requests for assistance in relation to the cost of an undetected water leak on private property.

Introduction

Narrabri Shire Council receives requests from time to time for water accounts to be waived or rebated due to undetected water leakages on the customer's side of the meter. The requests have resulted from unexpected increases in the water consumption amount payable by the customer. (i.e., a water leak under a slab or underground or in a position that is not immediately or plainly noticeable).

If a resident is concerned that there might be a problem they can carry out their own checks by taking a water meter reading late of an evening and again the next morning, this will indicate a possible problem if a large amount of water is unaccounted for.

Policy

1. Where the water customer is seeking financial assistance (in the form of a rebate) for an undetected leak on their property, the following conditions will apply: -
 - the application must be for a residential property
 - all requests must be in writing
 - the customer must provide a statement signed by a licenced plumber who repaired the leak clearly showing why the leak was undetected by the customer
 - a request for a rebate must be received within a reasonable timeframe from the date that the leak was discovered or within 30 days of receipt of the consumption account
 - in accordance with AS3500 all leaks must be repaired by a licenced plumber at the property owner's cost
 - the leak must be repaired within 2 weeks of being notified of the leak by Narrabri Shire Council through the use of an automatic meter reading device.

2. Assistance sought under the provisions of this policy will only be considered from the billing period commenced after 1 July 2017.
3. Rebates for water consumption charges are granted on a 'one off' basis. However, the rebate can be applied over two billing periods where there is evidence that the leak may affect the consumption charges over more than one reading cycle.
4. Where the rebate is granted, the following will apply: -
 - customers will be charged based on their average consumption for the period that the leak occurred.
 - the average consumption is calculated by averaging the three (3) previous billing periods or three (3) previous equivalent seasonal billing periods.
 - depending on the usage pattern that is evident. The most consistent record is used to calculate the average use.
 - rebates are applied to the billing period in which the leak occurred up to a maximum of two billing periods.
5. Narrabri Shire Council's Director Infrastructure Delivery is responsible for ensuring compliance with this policy and will determine all rebates.
 - All claims be investigated within 30 days of receipt. Where fees are to be abandoned as a consequence of the policy, it be referred to Council for abandonment by Resolution
 - All application to be registered in Council's Records Management system.

History

MINUTE NUMBER	MEETING DATE	DESCRIPTION OF CHANGES
853/2009	December 2009	Adopted
26/2012	21 February 2012	Reviewed
607/2013	3 September 2013	Reviewed
164/2017	15 August 2017	Reviewed