

WATER FLOW RESTRICTION POLICY



Responsible Department: Corporate Services
Responsible Section: Financial Services
Responsible Officer: Manager Financial Services

Objective

The recovery of outstanding water charges through restriction of water supply.

Due to the large number of water accounts with outstanding balances Council needs to increase collection so that the water funds have satisfactory cash flow to complete capital works.

A flow restrictor is a device that can limit the water flow to a property, ie a washer with a small hole in it. Narrabri Shire Council proposes to use restrictors that limit the flow of water to 3 litres per minute thus allowing residents to meet basic hygiene needs.

Policy

That Council will recover outstanding water charges through restriction of water supply as per Local Government (General) Regulation 2005- Reg 144 "Cutting off or Restricting Water Supply"; (<http://www.legislation.nsw.gov.au/>), by following the procedure below:

Excludes those on repayment arrangements and tenanted properties.

Reminder Letter (with a Council officer nominated as a contact for enquiries)

- Issued by Finance Officer Fourteen (14) days after due date of account. The reminder letter to include a copy of this "Water Flow Restriction Policy" and detail the outstanding amount.
- Allow Twenty-Eight (28) days to make payment/arrangements.
- Copy of letters to be file in Water Flow Restrictions file.

Final Notice and Intention to Restrict Flow

- Issued Twenty-Eight (28) days after the reminder letter. The final notice to include a copy of the Reminder Letter and this "Water Flow Restriction Policy".
- Provide "Notice of Intention to Restrict" seven (7) days from the date of the Final Notice, without further notice.
- Notice to be Registered Mail or Hand Delivered. Copies to be provided to the Water Service Operations Manager.
- Restrictors will only be avoided if balance of account paid in full or arrangements made.
- Letters are to be filed in Water Flow Restrictions File.

Flow Restrictor Installation

- Restrictor to be installed on the existing water meter.
- Two water staff members are present at each installation.
- Only three litres per minute restrictors be utilised.

Flow Restrictor Removal

- The removal of the flow restrictor will only take place after the balance of the account is paid in full.
- The removal of the flow restrictor will take place as soon as possible but within two (2) working days from clearance of funds.
- Restrictors will be removed during normal working hours, unless otherwise instructed by the Director of Engineering Services.

Disconnection from the Water Supply

Should a Flow Restrictor be tampered with or an account be outstanding for six months after a flow restrictor has been fitted (ie not paid or no repayment negotiated), Council will issue a notice to disconnect as follows;

Notice to Disconnect

- Provide a written “Notice of Intention to Disconnect the Water Supply” seven (7) days from the date of this Notice, without further notice.
- Notice to be Registered Mail or Hand Delivered. Copies to be provided to the Water Service Operations Manager.

The water supply will not be reconnected until all outstanding water charges have been cleared and a reconnection fee paid.

References

- Local Government (General) Regulation 2005- Reg 144 “Cutting off or Restricting Water Supply”.

History

MINUTE NUMBER	MEETING DATE	DESCRIPTION OF CHANGE
752/2009	20 October 2009	Adopted
75/2013	19 February 2013	Reviewed
537/2014	19 August 2014	Reviewed
164/2017	15 August 2017	Reviewed