



COUNCIL POLICY 1.12

Concealed Water Leak

Remission Policy

Version: V1

PURPOSE

To alleviate financial burden caused by infrastructure water leaks which were not readily detected.

SCOPE

This policy applies to Torres Shire Council (TSC) ratepayers who have a metered water connection on Thursday Island or Horn Island, that experience infrastructure water leaks which were not readily detected.

DEFINITIONS

Water Leak – a leak that has occurred on the customer side of the water meter.

Average Water Consumption – Based on the average water consumption over the past three years for the current owner of the property and not including the current usage. Where three years water consumption is not available TSC will determine an average amount based upon current available data.

PROVISIONS

TSC ratepayers, who have experienced a sudden increase in water consumption (due to water leaks which were not readily detected on their property) may request assistance from TSC to help alleviate the financial burden caused by the increase in their water bill. A concession will be provided for the ratepayer based on the average water consumption for the prior three years.

By providing this assistance TSC is not taking responsibility for leaks on the customers side of the meter. TSC shall not provide any assistance for any plumbing invoices.

Each case shall be addressed upon the merit of the application, however as a minimum the following is to apply:

- A request for assistance must be received within a reasonable timeframe from the date that the leak was discovered or within 60 days of receiving the water consumption/excess water account.
- The customer/ratepayer is entitled to claim (3) separate leak periods only per property.
- Any water leaks which were not readily detected are to be certified as a not readily detected leak by a licensed plumber, with TSC to be supplied a copy of the tax invoice and receipt for the payment of the repairs.
- Certification of the leak which was not readily detected is to be provided to the TSC by a license plumber; and

- TSC shall determine from historical meter reading details recorded, whether the application is a bona fide application.

In cases where the leak has been rectified without the use of a licensed plumber, an appropriate TSC representative shall inspect the work undertaken to ensure validity. In some instances statutory declarations may be required for verification purposes.

Policy Requirements

1. That relief for water/excess consumption charges be enacted where there is bona fide evidence of a leak which has not been readily detected;
2. That ratepayers requiring relief provide TSC with certification, invoice and receipt from a licensed plumber; and
3. That any ratepayer requesting relief as outlined be provided with written confirmation that their application has been approved or declined.

RELEVANT LEGISLATION

- *Local Government Regulation 2012*,
Part 10 Concessions

DOCUMENT CONTROL

Version	Resolution Date	Resolution No.	Policy Author
V1	15 Nov 2011	11/11/6	Director Corporate Services

This Policy is to remain in force until otherwise amended/replaced by resolution of the Council.

Review Frequency: 3 yearly