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| <b>POLICY:-</b>                               |                                   |
| Policy Title:                                 | Rebate for Undetected Water Leaks |
| File reference:                               | F13/77                            |
| Date Policy was adopted by Council initially: | 18 July 2013                      |
| Resolution Number:                            | 210/2013                          |
| Other Review Dates:                           | 18 July 2013, 19 November 2015    |
| Resolution Number:                            | 210/2013, 331/15                  |
| Current Policy adopted by Council:            | 18 March 2021                     |
| Resolution Number:                            | 36/21                             |
| Next Policy Review Date:                      | 2024                              |

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| <b>PROCEDURES/GUIDELINES:-</b>          |  |
| Date procedure/guideline was developed; |  |
| Procedure/guideline reference number:   |  |

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| <b>RESPONSIBILITY:-</b>  |                                 |
| Draft Policy Developed by:   | Coordinator Water Sewer & Waste |
| Committee/s (if any) consulted in the development of this policy:: | Water, Sewer & Waste            |
| Responsibility for implementation:                                 | Manager Water Sewer & Waste     |
| Responsibility for review of Policy:                               | Manager Water, Sewer & Waste    |

## **Objective.**

To provide consumers with an opportunity to claim a rebate where an undetected water leak has resulted in significant water consumption. A rebate will not be available where there is a minor leak which does not meet the minimum rebate amount.

## **Eligibility for rebate.**

### Frequency

A claim for a rebate due to the water leakage must be lodged within 30 days of the issue of the account.

A rebate is only available once every ten (10) years for each property with an individual metered connection. A property with multiple water assessments and serviced by a single bulk meter will be considered as a single property for rebate payment.

Water leaks that are considered detectable (i.e. wet areas in yards, meter continually running, and or water leakage that has been advised by Council) and not rapidly resolved by the property owner will not be eligible for the rebate.

### Evidence of Repair

A copy of a plumbers invoice must be provided identifying the source of the leak and the corrective work undertaken. The invoice must be signed by a licensed plumber.

## **Calculation of Rebate.**

### Maximum and minimum rebate amounts

The maximum amount of any rebate granted will be \$400.00. Where the amount of the rebate is calculated to be less than \$150.00, this is not considered significant water consumption and no rebate will be granted.

### Water leaks over more than one consumption period

A claim can only be lodged for one consumption period water bill. If an undetected water leak occurs over more than one reading period, a rebate will only be considered on one water bill.

### Completion of the consumption period

An assessment of claim can only be undertaken after completion of the standard water consumption period (i.e. September – March, March – September) which applies to the claim. For example if a leak was repaired in July, the claim could only be assessed after the September readings had been completed.

Assessment based on previous consumption

Determination of the rebate shall be based on the average consumption over the same period (i.e. March to September) for the two previous years.

Rebate Calculation

Where an application is approved, Council will provide a rebate of 50% of the difference between the total billed amount and the average of the last two water bills for the same consumption period. The following formula will be used in calculating the rebate:

$$\text{\$ Rebate} = \frac{(\text{\$Water Bill}) - (\text{\$Average Water Bill})}{2}$$

The maximum and minimum rebate amounts will apply and if a dispute arises regarding consideration of a rebate a final decision will be made by the General Manager.

**Variation**

Council reserves the right to vary the terms and conditions of this Policy to ensure it meets the requirements of the relevant legislation.