



Water Leakage Staged Payment Policy



TABLE OF CONTENTS

Document Control.....	1
Document History	1
1. Introduction.....	2
2. Objectives.....	2
3. Legislation and Other References	2
4. Scope	2
5. Definitions.....	2
6. Policy.....	2
6.1 Responsibilities.....	2
6.2 Conditions.....	2
6.3 Applications	3



Document Control

Policy	Water Leakage Staged Payments Policy	Policy Number	TBA
Author/Reviewer	Executive Director Corporate & Community	Review Period and Date	Reviewed within 12 months of election/4 yearly - September

This policy shall be reviewed: -

- This policy shall be reviewed within 12 months of an election, and thereafter at four yearly intervals at least, to ensure it meets all statutory requirements and the needs of council. It may also be reviewed at other times as determined by council.

Document History

Date	Status	Version	Resolution	Description
28 June 2017	Draft	0.1		Presented to Council for endorsement, public exhibition 28 days
28 June 2017	Draft	0.2	17/148	Endorsed - 28 day public exhibition
28 July 2017	Final	1.0	17/148	Adopted



1. Introduction

Council receives requests from time to time for water accounts to be waived or rebated due to concealed or 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.

2. Objectives

This Policy provides guidelines for the administration of requests from residential water customers in relation to a concealed or undetected leaks which has resulted in a larger than expected usage account due to higher than normal consumption.

3. Legislation and Other References

- Local Government Act 1993
- Local Government (General) Regulation 2005

4. Scope

This policy applies to all properties in the Hilltops Local Government Area.

5. Definitions

leakage - means a leak that has occurred in the water supply pipework leading from the meter on the owner's property

Staged Payment – means the entering of a payment plan to pay the water bill over a set period agreeable to Council.

6. Policy

6.1 Responsibilities

Council is responsible for repairing water leaks on council-owned infrastructure up to and including the water meter.

The **property owner** is responsible for repairing water leaks in the pipes carrying water from the water meter onto the owner's property.

The **property owner** is responsible for the payment of the water account in full including consumption related leaks.

6.2 Conditions

Council has no obligation to adjust water accounts affected by leakage in private plumbing. However, Council **will consider** applications for a water leakage staged payment due to concealed or undetected water leaks in the following circumstances:

- a) the undetected water leak was in a location that was not readily visible or apparent (eg below ground, under a concrete slab, in a wall cavity etc)
- b) the undetected leak was repaired by a licenced plumber in a timely and effective manner to minimise water loss.
- c) the property owner took all reasonable steps to ensure the leak was repaired as soon as possible. Repairs should be completed within 30 days of a water account being issued or the customer becoming aware of a possible leak
- d) The payment plan can only be for a period of up to 12 months and the length of the staged payment arrangement is at the discretion of Council.
- e) That Interest accrued during the period of the payment plan will be written off if the payment plan is adhered to.



6.3 Applications

Applications for staged payments shall be submitted in the following manner:

- a) the application must be in writing and fully describe the circumstances
- b) the application must be received within 30 days from the date that the leak was discovered or of receipt of the consumption account
- c) the leak must have been repaired within a reasonable timeframe from the date that the leak was discovered
- d) the application must be accompanied by a signed statement from a licensed plumber:
 - that the leak has been repaired in accordance with AS3500 by the plumber at the property owner's cost
 - why the leak was not detectable by the landowner