

CONCEALED WATER LEAK POLICY

F&BS | 63/19/1 | #7873151

RECOMMENDATION:

That Council adopts the Concealed Water Leak Policy.

EXECUTIVE SUMMARY:

This policy provides assistance to qualifying residential and Not for Profit water customers who have larger than normal water accounts due to the existence of a concealed leak. Provision of assistance is subject to conditions and assistance is calculated using a defined methodology.

There are minor changes to the current policy including:

- Expanding the definition of Not-For-Profit Organisations in the scope to align with the definition in the Rates Based Financial Assistance Policy and criteria within the policy by adding “community, sporting and recreational organisations”.
- Providing a more succinct definition of a Pensioner to simply read “The applicant is in receipt of Council’s Pensioner concession for the property”
- Extent of Assistance for Pensioners:
 - Removing the need for all owners to be eligible pensioners aligning with the Pensioner Concession Policy where only one owner needs to be eligible.

OPTIONS:

Option 1 (Recommended):

That Council adopts the Concealed Water Leak Policy.

Option 2:

That Council does not adopt the Concealed Water Leak Policy and proposes amendments to the policy.

CONSIDERATIONS:

Statutory:

In formulating the concealed water leak policy, Council has complied with the relevant legislative provisions.

ATTACHMENTS:

Attachment 1: Concealed Water Leak Policy – Marked Up Version (#4356641)

Attachment 2: Concealed Water Leak Policy – Clean Version (#4356641)



Steve Cooper
Executive Manager Revenue & Business Support



Lisa Whitton
Chief Financial Officer

CONCEALED WATER LEAK POLICY

Intent Cairns Regional Council (Council) will provide assistance to water customers who are a qualifying residential and Not for Profit recreation, sporting and community groups water ~~customers who that~~ have larger than normal water accounts due to the existence of a concealed leak. Provision of assistance is subject to conditions and assistance is calculated using a defined methodology.

Scope This policy applies to all residential properties and Not for Profit community, sporting and recreation organisations ~~organisations~~ connected to the Cairns Regional Council water supply scheme and have a Council approved water meter.

Not for Profit organisations that own, lease, manage or operate premises with poker machines will not be considered eligible.

PROVISIONS

Under the *Plumbing and Drainage Act 2018*, owners must take all reasonable steps to ensure all plumbing on their property are is kept in good condition and operates properly. Accordingly, responsibility for all plumbing on the property side of the meter resides with the property owner. This includes repairing leaks in a timely manner to conserve water and reduce potential costs.

Tenants have an obligation to report a suspected leak to the owner/managing agent of the property.

Council has no obligation to provide financial assistance to customers affected by leaks on their property, however, Council recognises that at times residential water leaks ~~can go undetected~~ for relatively long periods and may cause financial difficulties for some customers. Cairns Regional Council residential customers and Not for Profit recreation, sporting and community groups ~~organisations~~ that have experienced a sudden and very large increase in water use due to concealed leaks on their property may apply for financial assistance subject to conditions outlined in this policy.

DEFINITIONS

Average Water Consumption

Average of three equivalent billing periods i.e. the same period in previous years and where there has been no major excess water use detected. Where no prior billing history is available the average Cairns residential consumption will be used.

Concealed Leaks

Water escaping from pipework on the customer's side of the water meter in a location that is not readily visible or apparent.

Excess Water

The water used over and above the average water consumption due to a concealed leak at the relevant consumption charge.

Not for Profit Organisations

Any local association, club, state or national organisation, who holds incorporated status under the Associations Incorporation Act 1981 or is a company limited by guarantee under the 2001 Corporations Act and does not operate for the profit or gain (either direct or indirect), of its individual members, either from ongoing operations or on its winding up.

CRITERIA

1. Community Organisations

- a) Not for Profit organisations that exist primarily to undertake local community service activities and rely mainly on volunteer labour.
- b) Not for Profit organisations that have considerable paid labour, however a substantial local community benefit is provided.

2. Sporting and Recreation Organisations

- a) Not for Profit organisations that exist primarily to undertake sporting or recreational activities and rely mainly on volunteer labour.
- b) Not for Profit organisations that have considerable paid labour, however a substantial local community benefit is provided.

Pensioner

The ~~holder of a Queensland Pensioner Concession Card or a Queensland Repatriation Health Card (For all Conditions – Gold Card) issued by Centrelink or the Department of Veteran Affairs and is in receipt of~~ applicant is in receipt of Council's pensioner remission-concession for the property that the rebate is being requested.

Residential Property

Properties classed as residential on Council rates notices.

Conditions for receiving financial assistance

Approval of financial assistance is at the discretion of Cairns Regional Council and will only be granted as follows:

- All applications are to be submitted via the approved application form ("Application for Financial Assistance - Concealed Water Leak").
- The concealed water service leak must have been repaired by a Queensland (Qld) licensed plumber in a timely and effective manner to minimise water loss. Repairs must be completed within 14 days of a water account being issued or the customer becoming aware of a possible water leak via Council notification.
- The customer must also provide a copy of the Qld licensed plumbers invoice/report detailing the work undertaken and confirming the repair of the leak.
- The leak has been effectively repaired. Council may undertake water meter reads to confirm the leak has been repaired effectively.
- Applications must be received no more than 30 days after the issue of the water usage account for the period affected by the leak.
- The application must be for a residential property or a Not for Profit organisation that owns the property or is responsible for water usage charges under lease agreement.
- For residential properties within a Community Titles Scheme an adjustment may be made as per the following:
 - Individually sub-metered properties where sub-meters are being read by Council and the leak occurred within a property other than the common property, the property owner must submit the required application.

- Individually sub-metered properties where sub-meters are being read by Council and the leak occurred within the common property the body corporate must submit the required application.
 - Where the Community Title property is not sub-metered or is sub-metered but sub-meters are not read by Council, the body corporate acting on behalf of all lot owners must submit the required application.
- Only two applications may be granted per owner or organisation per property within a five year period (i.e. five years from the date of approval of the first application for financial assistance).

Assistance will not be considered for:

- leaks and/or bursts on internal appliances, fixtures or fittings including air conditioners, dish washers, swimming pools, hot water systems, toilet cisterns, valves, internal or external taps, sprinklers and irrigation
- situations where the leak is visible
- leaks not repaired by a Qld licensed plumber
- plumbing that is not compliant with government regulations
- vacant land.

Extent of Assistance

If the application for the financial assistance is approved the customer will pay for the full water charges of their average water consumption plus \$200 and 50% of the remaining excess water charge. The customer will only be required to pay a maximum of \$800 in excess of the average water consumption (comprising the initial \$200 plus a portion of the 50% balance). Council will provide assistance for all remaining charges above the required customer payments.

In the event that any one owner of a residential property is a pensioner and receiving both state and council pension concession, the calculation will be based on the average water consumption plus \$100 and 50% of the remaining excess water charge.

In the event that all owners of a residential property are pensioners, the calculation will be based on the average water consumption plus \$100 and 50% of the remaining excess water charge.

The following examples illustrate how the adjustment is calculated based on the above.

Example 1.

Customer's total bill is \$1,000. Customer's normal average usage is \$60

Bill Total		Assistance	You Pay
\$1,000	Average Consumption		\$60
	Plus \$200		\$200
	<i>Balance of bill is now \$740</i>		
	Council Pays 50%	\$370	\$370
	<i>Balance of bill is now NIL</i>		
	Total	\$370	\$630

Example 2.

Customer's total bill is \$2,500. Customer's normal average usage is \$120.

Bill Total		Assistance	You Pay
\$2,500	Average Consumption		\$120
	Plus \$200		\$200
	<i>Balance of bill is now \$2180</i>		
	Council Pays 50%	\$1,090	\$1,090 \$600*

*Your maximum excess payment is \$800 plus the average consumption.

	<i>Balance of bill is now \$490</i>	\$ 490	
	Total	\$1,580	\$920

Delegated Authority

The administration of this policy shall occur through the Chief Executive Officer delegated to the Chief Financial Officer.

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This policy is to remain in force until otherwise determined by Council.

~~General Manager Director~~ Responsible for Review:

Chief Financial Officer

ORIGINALLY ADOPTED: ~~22/06/2022~~23/06/2014~~23/06/2014~~
 CURRENT ADOPTION: ~~22/06/2022~~22/06/2022
 DUE FOR REVISION: ~~22/06/2026~~22/06/2026
 REVOKED/SUPERSEDED:

~~Ken Gouldthorp~~

~~Ken Gouldthorp~~
 Chief Executive Officer

Attachment 2: Concealed Water Leak Policy – Clean Version (#4356641)

CAIRNS REGIONAL COUNCIL



General Policy

CONCEALED WATER LEAK POLICY

Intent Cairns Regional Council (Council) will provide assistance to water customers who are a qualifying residential and Not for Profit recreation, sporting and community groups that have larger than normal water accounts due to the existence of a concealed leak. Provision of assistance is subject to conditions and assistance is calculated using a defined methodology.

Scope This policy applies to all residential properties and Not for Profit community, sporting and recreation organisations connected to the Council water supply scheme and have a Council approved water meter.

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PROVISIONS

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Director Responsible for Review:

Chief Financial Officer

ORIGINALLY ADOPTED: 23/06/2014

CURRENT ADOPTION: 22/06/2022

DUE FOR REVISION: 22/06/2026

REVOKED/SUPERSEDED:

**Ken Gouldthorp
Chief Executive Officer**