

UNDETECTED LEAK REBATE POLICY – NON-RESIDENTIAL COMMUNITY POLICY



1 Scope

This policy applies to non-residential properties in the Rockhampton Regional Council Region that are connected to Fitzroy River Water's water reticulation network and have registered a water meter reading higher than usual water consumption due to an undetected leak or other exceptional water loss within the property.

2 Purpose

The purpose of this policy is to provide clear and concise guidelines on seeking consideration of a rebate in respect of a water account received, due to an undetected leak or other exceptional water loss on a non-residential property.

3 Related Documents

3.1 Primary

Nil

3.2 Secondary

Undetected Leak Rebate Application Form

Water Access and Consumption Charges Fact Sheet

4 Definitions

To assist in interpretation, the following definitions apply:

Billing Period	In accordance with Council's adopted budget.
Council	Rockhampton Regional Council
Customer	An individual, business, organisation or a member of the public.
FRW	Fitzroy River Water is a commercialised business unit of Rockhampton Regional Council.
Non-residential	Land used in whole or in part, or intended for use in whole or in part, for commercial or industrial purposes.
Region	Rockhampton Regional Area defined by the Local Government Areas of Queensland.
Undetected Leak	Where a leak has occurred in the property's plumbing (for example, the water service line from the water meter to the property).

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5 Policy Statement

FRW receives requests for water accounts to be waived or rebated due to undetected water leaks or other exceptional water loss on the customer's side of the meter. These requests result from unexpected increases in the water rate consumption amount payable by the customer.

5.1 Applying for a Rebate

To apply for a rebate, complete an Undetected Leak Rebate Application Form and submit to Council along with all other required documentation (as per paragraph 5.2).

5.2 Criteria

The following criteria will be assessed prior to approving a rebate application:

- (a) The application must be in writing for a non-residential property and include the following:
 - (i) A statement signed by a licensed plumber who repaired the leak certifying that an undetected leak had occurred and was undetectable by the customer;
 - (ii) A receipted invoice from a licensed plumber, as confirmation that a suitable repair has been carried out. All leaks must be repaired by a licensed plumber at the property owner's cost;
- (b) The leak must have been associated:
 - (i) With either underground or internal plumbing that is not normally visible to the customer. Such a leak does not include leaking taps, or plumbing fixtures or fittings that have not been maintained adequately; or
 - (ii) An exceptional water loss due to unauthorised use of activity (for example, break and enter, water theft) during a period where the property is unattended for a period of greater than two weeks may be considered for a rebate subject to the provision of satisfactory evidence and demonstrated financial hardship. Evidence must include, a Police report, demonstrated absence from the property, the inability to claim insurance cover, and genuine circumstances of financial hardship;
- (c) The request must be received by Council within a reasonable timeframe from the date the leak was discovered or within 30 days of receipt of the water consumption account; and
- (d) The leak must be repaired within a reasonable timeframe from the date the leak was discovered.

5.3 Conditions

The following conditions apply:

- (a) Rebates are granted on a 'one off' basis per non-residential property and are not eligible if previously approved.
- (b) If the customer is not eligible for a rebate due to previously receiving an undetected leak rebate payment, however the criteria in paragraph 5.2 are satisfied, the Manager FRW may approve payment of the rebate if the customer can demonstrate genuine circumstances of financial hardship.
- (c) Rebates can be applied over two billing periods where there is evidence that the leak may affect the consumption charges over more than one reading cycle.
- (d) Where a rebate is granted, the following will apply:
 - (i) Customers will be charged based on their average consumption for the period the leak occurred;
 - (ii) An average consumption is calculated by averaging the previous three billing periods or previous three equivalent seasonal billing periods depending upon the usage pattern that is evident. The most consistent record is used to calculate the average use;

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- (iii) Arriving at the difference between the extraordinary water account and the average bill by deducting the average calculated in accordance with the above from the total amount of the water bill/s for which the claim for rebate is being made;
- (iv) Calculating the rebate based on 25% of the difference arrived at in the above; and
- (v) To the billing period in which the leak occurred up to a maximum of two billing periods or twelve months.

The Manager FRW is responsible for ensuring compliance with this policy and will determine all rebates.

6 Review Timelines

This policy is reviewed when any of the following occur:

- (a) The related information is amended or replaced; or
- (b) Other circumstances as determined from time to time by Council.

7 Document Management

Sponsor	Chief Executive Officer
Business Owner	General Manager Regional Services
Policy Owner	Manager Fitzroy River Water
Policy Quality Control	Legal and Governance



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