

UNDETECTED LEAK REBATE POLICY

COMMUNITY POLICY



1 Scope

This policy applies to properties in the Rockhampton Regional Council Region that are connected to Fitzroy River Water's water reticulation network and have experienced an undetected leak or exceptional water loss.

2 Purpose

The purpose of this policy is to provide:

- (a) Financial relief for ratepayers who have high water usage as a result of an undetected leak or an exceptional water loss; and
- (b) Clear guidelines on the administration of requests for a rebate on high water usage notices received as a result of an undetected leak or exceptional water loss.

3 Related Documents

3.1 Primary

Nil

3.2 Secondary

Plumbing and Drainage Act 2018

Plumbing and Drainage Regulation 2019

Undetected Leak Rebate Application Form

Rates Concession Policy

Revenue Statement

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
Ratepayer	As defined in the <i>Local Government Regulation 2012</i> , a person who is liable to pay rates or charges.
Delegated Officer	An employee appointed to a position with the relevant delegation under the <i>Local Government Regulation 2012</i> .
Exceptional Water Loss	An exceptional water loss due to unauthorised use or activity which may include break and enter or water theft whilst the property was unattended for a period greater than two weeks.

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Adopted/Approved:	Adopted, 20 May 2025, commenced on 1 September 2025	Department:	Regional Services
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FRW	Fitzroy River Water, a commercialised business unit of Council.
Licensed Plumber	A plumber who holds a Queensland Building and Construction Commission (QBCC) Plumbing and Drainage Trade Contractor License.
Non-residential	Land used in whole or in part, or intended for use in whole or in part, for non-residential purposes.
Region	Rockhampton Regional Area defined by the Local Government Areas of Queensland.
Residential	Land used as the ratepayer's principal place of residence, or vacant land where the intended use is for residential purposes.
Suitably Qualified Service Provider	Where repair work is not required to be undertaken by a licensed plumber under the <i>Plumbing and Drainage Act 2018</i> , repair work may be undertaken by a service supplier related to the type of leak (for example, landscapers, irrigation specialists or the like may be accepted).
Undetected Leak	A water leak on the ratepayer's side of the water meter, either underground or within walls where the occupant could not reasonably be expected to know of its existence.

5 Policy Statement

FRW regularly receives requests for water accounts to be waived or rebated due to undetected water leaks on the ratepayer's side of the water meter or exceptional water losses. These requests generally occur when a ratepayer receives a higher than normal water usage notice which has resulted from increased consumption.

5.1 Application

An Undetected Leak Rebate Application Form must be completed and received by Council within a reasonable timeframe from the date the leak or loss was discovered and rectified or within 30 days of receipt of the water consumption account

Additional supporting documentation is required in the following circumstances:

- Where there has been a change of property ownership, evidence is required that the applicant incurred the cost to repair the leak and paid the water usage notice for that period (for example solicitor settlement figures);
- If an undetected leak, include a receipted invoice and statement from a licensed plumber or suitably qualified service provider certifying that an undetected leak has occurred and that a suitable repair has been carried out; and
- Where the application is for an exceptional water loss, satisfactory evidence is required such as a police report, detailed circumstances of financial hardship, demonstrated absence from the property and documentation of inability to claim insurance cover.

5.2 Undetected Leak Criteria

Applications for an undetected leak rebate are assessed against the following criteria:

- The leak must be repaired by a licensed plumber or suitably qualified service provider within a reasonable timeframe from the date the leak was discovered; and
- The leak must be on the ratepayer's side of the water meter, either underground or within walls where the occupant could not reasonably be expected to know of its existence.

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Rebates are not granted for water loss from the following:

- (a) Water fittings or appliances including taps, toilets, hot water systems and other water appliances;
- (b) Water tanks that are plumbed to the water supply;
- (c) Sprinklers and above ground irrigation systems;
- (d) Swimming pools, spas, ponds and other water features and the related fittings and pipe work supplying them;
- (e) Hoses, hose pipes, external taps and fittings; and/or
- (f) Solar water heating panels or the associated pipe work.

No rebate is given for any repairs or excavation works associated with the leak.

A ratepayer is eligible for a maximum of one rebate per property in a three year period from the date of the repair of the previous leak.

5.3 Exceptional Water Loss Criteria

Applications for an exceptional water loss rebate are assessed on a case-by-case basis where satisfactory evidence has been provided.

5.4 Approvals

Applications are considered on a case-by-case basis and eligible applications are approved by a delegated officer.

5.5 Calculation of Rebate

Where a rebate is granted, the ratepayer's account is adjusted to reduce the charge rate of the higher consumption determined to be caused by the leak or exceptional water loss. Rebates are applied over two billing periods where there is evidence that the leak or exceptional water loss affected the consumption charges over more than one reading cycle.

This is determined by first calculating the average daily consumption for the previous three equivalent seasonal billing periods or the previous three billing periods depending upon the usage pattern that is evident.

This daily average is then applied to the relevant billing period/s.

5.5.1 Residential

The consumption higher than the normal averaged usage is then calculated at the lowest tier and added to the calculated average bill.

5.5.2 Non-Residential

A non-residential rebate is calculated at 25% of the consumption charges recorded higher than the normal averaged usage.

6 Review Timelines

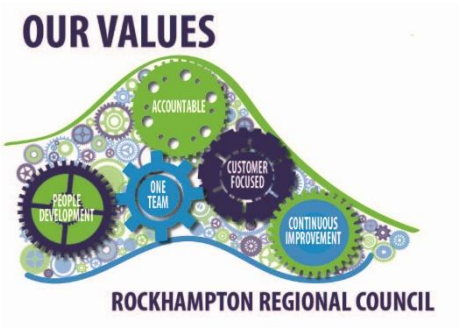
This policy is reviewed when any of the following occur:

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

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7 Document Management

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



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