

# Water, Sewer and Trade Waste Usage charges - Undetected Leak Policy

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Shoalhaven Water

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Policy Number: POL16/93

Adopted: 31/08/2004

Amended: 25/06/2009, 23/11/2012, 24/01/2017

Minute Number: MIN04.1060, MIN09.774, MIN12.1276, MIN17.26

File: 2213E

Review Date: 1/12/2020

## 1 PURPOSE

To make available assistance to customers by providing some relief for significantly higher Water Accounts emanating from undetected water leaks.

## 2 STATEMENT

Council provides potable water to the boundary of a property; water that has subsequently passed through a meter service connection becomes the responsibility of that property owner. This policy is not intended to provide full compensation to customers for water and sewer usage charges as a consequence of an undetected water leak on their property. However, as an act of good faith and in the interest of good public relations, Council provides a means by which some assistance for higher usage charges can be obtained, subject to the provisions of this policy being met.

## 3 PROVISIONS

**The limit to which Council will provide assistance will be:**

- A 50% reduction calculated according to the difference between the averaged water consumption for the previous five (5) periods and the consumption recorded on the Water Account issued immediately prior to the repairs being completed, or
- A 25% reduction calculated according to the difference between the averaged water consumption for the previous five (5) periods and the consumption recorded on the Water Account issued immediately prior to the repairs being completed for complying claims which are incomplete or inconsistent in detail.
- In respect of properties where the payment of sewer and trade waste usage charges are applicable, and an undetected leak has occurred and the water has not entered the sewerage system, the charges for sewer and trade waste usage will not be payable for consumption greater than the averaged water usage for the previous five (5) periods. Where claims are incomplete or inconsistent in detail, a 25% reduction only will be provided as assistance in the same manner indicated at dot point two above.

Council will not waive interest charges accrued on unpaid Water Accounts that are subject to a claim under this policy.

**Assistance will be subject to the submission of a complying claim, which must;**

- Involve a significant leakage on the property. A leakage is so determined to be significant if the water usage on the Water Account issued immediately prior to the repairs being completed is more than \$200 and 1.5 times greater than the previous five (5) period's daily average consumption.
- Involve a leakage in pipelines, which are undetected. Undetected leakage is defined as occurring within pipeline breaks or connections in the ground, under slabs or within walls etc and is clearly not visible to the owner.

- Include a statutory declaration indicating that the abnormally high water usage was applicable for an undetected water leakage and acknowledgement that subsequent claims under this policy will not be accepted,
- Contain supporting documentation that the water leakage was repaired immediately (within 30 days of an account being issued or after the customer learnt of its existence),

Include a statement or invoice from a licensed plumber indicating the cause and location of the water leak and that it has been repaired or in the case where a plumber was not employed, a statutory declaration by the owner with the equivalent details.

Where water usage charges are less than \$200 and/or 1.5 times the previous five periods and financial hardship is being experienced; customers could seek relief under the Payment Assistance Scheme.

**Claims will not be accepted which:**

- Is the result of a second occurrence at the same property and by the same owner regardless of whether it is a related event or separate undetected leakage.
- Involve a leakage from an appliance, pump, hot water systems, pressure release or float valves, solar panels or pool heaters, pool or pond lines, taps, cisterns and other water fittings etc.
- Involve a leakage caused directly by way of accidental or wilful damage.
- Do not contain the documentation or meet the terms of a complying claim.

## 4 IMPLEMENTATION

The Water Customer and Business Services Section of the Shoalhaven Water Group is responsible for the implementation and management of claims within this policy. The Director Shoalhaven Water (Water Customer & Business Services Manager) is authorised to determine applications for assistance and payment under the terms of this policy.

## 5 REVIEW

This policy will be reviewed within one year of the election of every new Council.

## 6 APPLICATION OF ESD PRINCIPLES

None Applicable