

Policy PP009 – Concealed Leak Detection Policy



Policy - Concealed Leak Detection Policy

Policy No. PP009

1. INFORMATION ABOUT THIS POLICY

Date Adopted By Board	27 October 2016	Resolution No.	16/112
Policy Responsibility	Corporate Services Manager		
Review Timeframe	2 yearly		
Last Review Date		Next Scheduled Review Date	October 2018

Document History

Doc No.	Date Amended	Summary of Changes

Further Document Information and Relationships

Related Legislation	
Related Policies	
Related Procedures / Protocols, Statements, Documents	

Policy - Concealed Leak Detection Policy

Policy No. PP009

2. TABLE OF CONTENTS

INFORMATION ABOUT THIS POLICY	1
TABLE OF CONTENTS.....	2
PURPOSE	3
SCOPE.....	3
DEFINITIONS.....	3
POLICY	3

Policy - Concealed Leak Detection Policy

Policy No. PP009

Policy Title: Concealed Leak Detection Policy

3. PURPOSE

To guide Councils decision making on the extent and conditions under which a reduced water account will be offered to property owners who have received a high water account as a result of a concealed leak.

4. SCOPE

This policy applies to Goldenfields Water County Council staff delegated to determine applications for a reduction in a water account due to the discovery of a concealed link.

5. DEFINITIONS

AMR means automatic meter reading.

Average consumption means where possible and/or relevant, the average of the last twelve months actual water consumption.

Concealed leak means a leak that has occurred in the main water supply pipe leading from the meter on the owner's property, and where the owner was not aware or could not reasonably be expected to be aware of the existence of a leak.

Policy means "Concealed Leak Detection Policy".

6. POLICY

Principles

- 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.
- Subject to any Council resolution approving the reduction in a water account under this policy, the property owner is responsible for the payment of the water account in full including consumption related leaks.

Policy - Concealed Leak Detection Policy

Policy No. PP009

Applicability

Council will only consider a request for a reduction of a water account due to a water leak where:

- the leak was a concealed leak; and
- an AMR device is installed on the meter at the property;
- the property owner took all reasonable steps to ensure the leak was repaired
- as soon as possible; and
- the leak was repaired by a licensed plumber.

Limitations and Exclusions

- Any reduction in a water account as a result of a decision by Council, will be limited to twelve months of water consumed immediately prior to the date of the property owner's application, for a reduction in their water account, being received by Council.
- Leaks in any area, other than in the main supply line, including but not limited to tap leaks, pool leaks, hot water system leaks, leaks in showers, bathrooms, toilets, inside walls in the building, or irrigations systems, are not covered under this policy.

Applying for a reduction in a water consumption charges

The property owner must apply in writing for a reduction in their water account due to a concealed leak. The application must outline the location and circumstances of the concealed leak. Evidence in support of a claim for a reduction in a water account must accompany the application. Each application must be accompanied by a report from the licensed plumber who repaired the leak detailing:

- the plumbers name, licence number, details of the plumbing repairs undertaken, including:
 - that the leak was in the main water supply from the meter to the premises;
 - the nature and location of the leak and how it was detected;
 - the date the leak was identified and subsequently repaired.

Review of this Policy

A review of the policy should be undertake at two yearly intervals.