

Policy No. PP009

Concealed Leak Detection Policy

1 INFORMATION ABOUT THIS POLICY

POLICY INFORMATION

Date Adopted by Board: 27 October 2016 27 June 2019 01 September 2022	Resolution No: 16/112 19/056 22/079
Policy Responsibility Corporate Services Manager	
Review Timeframe 4 yearly	
Last Review 01 September 2022	Next Scheduled Review September 2026

DOCUMENT HISTORY

DOCUMENT NO.	DATE AMENDED	SUMMARY OF CHANGES
19/5997	18/06/2019	6.3 Limitations reduced to 6 months water considered for reduction due to concealed leak
	18/06/2019	6.5 Review to be undertaken 4 yearly
	DD/MM/YYYY	
	DD/MM/YYYY	
	DD/MM/YYYY	
	DD/MM/YYYY	
	DD/MM/YYYY	

FURTHER DOCUMENT INFORMATION AND RELATIONSHIPS

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

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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

6.1 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.

6.2 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.

6.3 Limitations and Exclusions

- Any reduction in a water account as a result of a decision by Council, will be limited to six (6) 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.
- Where a reduction is granted, the reduction will be calculated as follows:
 - reductions of up to \$5,000: 75% of the calculated reduction
 - reductions in excess of \$5,000, and up to \$10,000: 50% of the calculated reduction
 - reductions in excess of \$10,000: 25% of the calculated reduction
- 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.

6.4 Applying for a reduction in a water consumption charge

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.

6.5 MyH2O App Download

The property owner is required, where practical, to download the MyH2O app after the initial leak in order to capture future issues with unusual consumption patterns

6.6 Review of this policy

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