



# Request for Reduction in Water and/or Sewerage Consumption Costs Policy

## 1 Document Information

<b>Version Date</b> <i>(Draft or Council Meeting date)</i>	[30 April 2019]
<b>Author</b>	Senior Rates Clerk
<b>Owner</b> <i>(Relevant director)</i>	Director of Finance & Corporate Services
<b>Status –</b> <i>Draft, Approved, Adopted by Council, Superseded or Withdrawn</i>	Adopted by Council
<b>Next Review Date</b>	Within 12 months of Council being elected
<b>Minute number</b> <i>(once adopted by Council)</i>	19/04/17

## 2 Summary

The purpose of the policy is to form the guidelines for processing requests for a reduction in water and sewerage consumption costs due to a water leak.

## 3 Approvals

Title	Date Approved	Signature
Director of Finance & Corporate Services		

## 4 History

Minute No.	Summary of Changes	New Version Date
09/02/20	Adopted by Council at February 2009 meeting	16 February 2009
10/02/17	Readopted by Council	15 February 2010
12/02/21	Readopted by Council with the addition of Sewerage	20 February 2012
13/04/15	Readopted with the following added "Responsibility for plumbing works on the household side of the water meter rests with the owner of each property. In <u>extreme</u> cases Council <u>may</u> consider a possible reduction... and determined to make a recommendation to Council	16 April 2013
13/09/30	Readopted as per s165(4)	17 September 2013

Version Date: [30 April 2019]

18/05/20	Readopted as per s165(4)	22 May 2018
19/04/17	Amendment to clause 11 to include “The General Manager may determine and approve requests for water account adjustments in relation to applications for adjustments under \$1000. Any adjustments over this amount will be directed to council for approval.”	30 April 2019

## 5 Reason

To provide a standard approach in dealing with these requests.

## 6 Scope

The policy applies to all residents within the Cabonne Local Government Area that are serviced for water or sewerage.

## 7 Associated Legislation

Local Government Act 1993

## 8 Definitions

## 9 Responsibilities

### 9.1 General Manager

The General Manager is responsible for the overall control and implementation of the policy.

### 9.2 Directors and Managers

Directors and Managers are responsible for the control of the policy and procedures within their area of responsibility.

### 9.3 Senior Rates Clerk

Ensure all requests for a reduction are dealt with in accordance with these guidelines.

## 10 Related Documents

Document Name	Document Location

## 11 Policy Statement

Responsibility for plumbing works on the household side of the water meter rests with the owner of each property. In extreme cases Council may consider a possible reduction but only after the General Manager has considered the following points and determined to make a recommendation to Council.

- A statement from a licensed plumber that repairs have been made and the service is now in good repair, if not repaired by a licensed plumber an explanation as to why a licensed plumber was not the repairer and a statutory declaration be supplied by the repairer.
- An inspection is to be carried out to sight where the problem/leak has been, when possible.
- The financial situation of the tenant is not a consideration on a rental property.
- Subsequent requests on the same property, even if from a new owner, should be more thoroughly considered and an inspection is mandatory.
- All owners be reminded that they are responsible for all water that passes through their meter, whether there is a leak or not.
- A maximum of 50% of consumption costs be written off, only after the owner has paid 50% plus other access charges for water.
- Non-residential sewer charges be reduced to reflect the same water consumption for the sewer calculation, where Cabonne Council is the water supply authority.
- Non-residential sewer charges be reduced to reflect the average water consumption for the previous three billing periods for the sewer calculation, where Central Tablelands Water is the water supply authority. The consumption for these billing periods is to be provided by Central Tablelands Water.
- The General Manager may determine and approve requests for water account adjustments in relation to applications for adjustments under \$1000. Any adjustments over this amount will be directed to council for approval.