

# Council Policy

## 2.28 Water Charges Concession Policy

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*Where there is a delegation identified in this policy, the reader will need to confirm if an alternative delegation exists in any Register of Delegation. If there is a perceived conflict between the delegation/s identified in this policy and of those contained in a Register of Delegation, then the delegation/s in the Register takes precedence. The Chief Executive Officer will, if necessary, be the sole arbiter in resolving any issues of conflict.*

# 1. Purpose

Council considers that it is appropriate to exercise the concessions powers provided in the *Local Government Regulation 2012* to grant a water consumption charges rebate if a ratepayer has experienced an increase in water consumption charges due to an unapparent plumbing failure.

This policy describes the eligibility criteria and the administrative processes used to deal with applications for the granting of water charges rebate.

## 2. Scope and application

In considering the application for water charges rebate, Council will be guided by the following principles:-

- The same treatment for ratepayers with similar circumstances;
- Transparency by making clear the requirements necessary to receive concessions.

## 3. Content

### 3.1 Application for rebate from water charges

Council may give partial rebate from payment of the water consumption charges where it is clearly established that:-

- 3.1.1 the quantum of the water consumption charge levied was as a consequence of abnormally high water consumption which, upon investigation, was found to be caused by an unapparent plumbing failure; and
- 3.1.2 when the owner of the relevant property became aware of the unusually high water consumption on the property and/or the unapparent plumbing failure, all reasonable steps were taken to locate and repair that failure without delay; and
- 3.1.3 the repair was carried out promptly by a licensed plumber.

### 3.2 Calculating amount of rebate

- 3.2.1 Where the water loss was a direct result of an unapparent plumbing failure, the amount of rebate will be calculated in accordance with the following formula:-

$$X = (Y - Z) \times 50\%$$

Where

X = the amount of rebate to be granted

Y = the total water charges levied for consumption

Z = the amount which would have been charged if the relevant property's actual consumption for the consumption period had been the deemed water consumption

The water rebate may be applied over two consecutive billing periods where there is evidence that the unapparent plumbing failure affected the consumption charges over more than one billing period.

- 3.2.2 Irrespective of the amount of rebate calculated under clause 3.2.1, the amount of rebate granted will be such that the gross amount to be remitted for any single water loss event will not exceed the sum of the amount which would have been charged if the relevant

property's actual consumption for the billing period had been the deemed water consumption plus \$500.00.

3.2.3 Where the water loss was a direct result of an unapparent failure in Council water infrastructure, the amount of rebate will be calculated in accordance with the following formula:-

$$X = Y - Z$$

Where

X = the amount of rebate to be granted

Y = the total water charges levied for consumption

Z = the amount which would have been charged if the relevant property's actual consumption for the consumption period had been the deemed water consumption

### 3.3 Deemed water consumption

3.3.1 Where the applicant was the owner of the relevant property for the whole of the four half yearly water billing periods immediately preceding the consumption period in which the water loss occurred, the deemed water consumption is the number of days in the consumption period in which the water loss occurred multiplied by the average daily consumption for the previous four half yearly water billing periods;

3.3.2 Where water consumption records do not cover the four half yearly water billing periods immediately preceding the consumption period in which the water loss occurred, the deemed water consumption is the number of days in the consumption period in which the water loss occurred multiplied by the average daily consumption for the periods for which water consumption records are available;

3.3.3 Where the applicant has owned the relevant property for less than four half yearly billing periods immediately preceding the consumption period in which the water loss occurred, the deemed water consumption is the number of days in the consumption period in which the water loss occurred multiplied by the average daily consumption for the period of ownership.

3.3.4 Where the applicant acquired the relevant property during the consumption period in which the loss occurred the deemed water consumption is the first tier consumption limit.

### 3.4 Requirements for application

The application must include the following:-

- Completed application form;
- Certification from the plumber who attended the work that the leak was unapparent;
- Copy of invoice from the licensed plumber (if applicable).

## 4. Related policies/documents

2.57 Revenue Policy (reviewed annually)  
Council's Annual Budget Resolution

## 5. Related forms

Application Form - Partial Discharge of Water Consumption Charges DM# 7843819

## 6. Definitions

Term	Definition
<b>Applicant</b>	The person in charge of lodging the application, usually the ratepayer or a representative of the ratepayer (e.g. real estate agent).
<b>Deemed Water Consumption</b>	Water consumption level for the property if the water leak did not occur.
<b>Deemed Water Loss</b>	Water consumption over and above the average consumption for a property caused by an unapparent plumbing failure.
<b>Unapparent Plumbing Failure</b>	A leak either underground, under or within concrete or paving or underneath a structure or anywhere that the occupant could not reasonably be expected to know existence of.
<b>Water Meter</b>	Council owned equipment that records the property's water consumption.

## 7. Policy Details

<b>Policy Category</b>	Council Policy
<b>Date Approved</b>	10 June 2021
<b>Endorsed by</b>	Chief Executive Officer
<b>Approval Authority</b>	Council
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<b>Policy Version Number</b>	6.00
<b>Policy Owner</b>	Financial Services Branch
<b>Contact Officer</b>	Principal Rates and Revenue
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## 8. Revision history

Policy version	Approval date	DM Reference
1.00	21 August 2012	5045213v1
2.00	23 July 2013	5498567v1
3.00	11 June 2014	5893638v1
4.00	19 October 2016	6353467v3
5.00	9 July 2018	7417507v2
6.00	10 June 2021	9305122v2