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REMISSION OF WATER METER RATES ATTRIBUTABLE TO WATER LEAKS POLICY**OBJECTIVE OF THE POLICY**

To provide relief to people in situations where water usage is high due to a water leak.

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To provide relief to people who use.

CONDITIONS AND CRITERIA

Council may remit water meter rates where all of the following apply:

- A remission application has been received; and
- Council is satisfied a leak on the property has caused excessive consumption and is recorded on the water meter; and
- The leak has been repaired within one calendar month of being identified (unless evidence is provided that the services of an appropriate repairer could not be obtained within this period); and
- Proof of the leak being repaired has been provided to Council promptly after repair of the leak. The amount of the remission will be the difference between the average consumption of the property prior to the leak, as deemed reasonable by Council, and the consumption over and above that average.

Remission is limited to the period where the leak was identified and fixed and the last invoice. Remission for any particular property will generally be granted only once every year. Where a remission for a water leak has been granted to a property under this policy within the last year, the remission decision is to be made by the Chief Financial Officer.

Any remission over 4,000 cubic metres of water is to be referred to the relevant Council Committee for decision.

