

This is an application to reduce the water consumption charges resulting from a concealed leak. Hinchinbrook Shire Council may, at its absolute discretion, provide a financial adjustment to the water rate notice in accordance with the Hinchinbrook Shire Council *Water Leak Relief Policy*.

To return your completed form or for further information, please contact Council's Corporate Services Department via email, [council@hinchinbrook.qld.gov.au](mailto:council@hinchinbrook.qld.gov.au), phone (07) 4776 4600, in person at Council's Main Office, 25 Lannercost Street, INGHAM QLD, or via post PO Box 366, INGHAM QLD 4850.

CONTACT DETAILS	
Name	
Address	
Postal Address (if different from above)	
Phone	
Email	

WATER LEAK DETAILS	
Property address where leak occurred	
Is the property where the leak occurred rented?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Date advised by Council of potential leak (if applicable)	
Date on which ratepayer first became aware of the leak	
Date on which the leak was repaired	
Specific location of incident/occurrence	
Any additional relevant information	

#### CHECK LIST TO CONFIRM THAT YOU MAY QUALIFY FOR RELIEF:

Please tick the following boxes if they apply to your application. If these boxes are not ticked or are not applicable to your application, it will not comply with Council's Policy and will be rejected.

- ☐ The water leak was repaired within 14 working days of the ratepayer becoming aware of it.
- ☐ The application is being submitted to Council within 60 days of the leak being repaired.
- ☐ The water leak was repaired, or the repair was sighted and confirmed, by a registered plumber.
- ☐ A copy of the Plumbers Invoice/Letter is attached, showing the date and details of the repair.
- ☐ You have not received Water Leak Relief in the past 3 years.

**I certify that** I have read Council's Policy/Procedure for granting Water Leak Relief, detailed on the back of this application form, and affirmed that all information provided is true and correct.

\_\_\_\_\_  
Date of Application

**Privacy Notice and Disclaimer**

\_\_\_\_\_  
Ratepayer's Signature

Hinchinbrook Shire Council is collecting your personal information to process your application for a Water Leak Relief application as stated in this form. The collection of this information is authorised under the *Local Government Act 2009*. Your personal information will not be disclosed to a third party unless required by law. You may access this information on the appropriate form obtainable from Council's website at any time.

## **COUNCIL CRITERIA FOR GRANTING WATER LEAK RELIEF POLICY**

Please note, this is an excerpt from the *Water Leak Relief Policy*

### **5.1 Criteria for granting relief as a result of a water leak**

The eligibility of a ratepayer, as defined in this policy, to receive water leak relief from Council will be determined in terms of the following criteria:

- 5.1.1** The ratepayer applying for relief from water consumption charges must be responsible for the payment of the water consumption charges.
- 5.1.2** The water leak that was repaired must have resulted from a break or other fault in a fixture, fitting, pipe or other plumbing within a premises that was not reasonably foreseeable or detectable resulting in unintentional loss of water within the premises.
- 5.1.3** As Water Leak Relief is permitted in terms of the 'Hardship' provision of the Local Government Act, relief may only be provided if a water leak causes water consumption to increase by over 50 kilolitres above normal consumptions as indicated in section 5.1.4.
- 5.1.4** Where the criteria in section 5.1.3 applies, Water Leak Relief of 50% may be applied to the difference between the water consumption of the applicable billing period and the water consumed during the same billing period in the immediately preceding financial year, which is indicative of the ratepayer's normal consumption, multiplied by the current water tariff.
- 5.1.5** In the case of an eligible pensioner, who is the holder of a valid Pensioner Concession Card or a Not-For-Profit/Charitable Organisation, relief of 100% may be applied to the difference between the water consumption for the applicable billing period and the water consumed during the same billing period in the immediately preceding financial year, which is indicative of the ratepayer's normal consumption, multiplied by the current water tariff. Relief is capped as per 5.1.7
- 5.1.6** Water Leak Relief is available to commercial or industrial ratepayers as defined by Council's current commercial or industrial General Rating Categories under the same eligibility criteria as for other ratepayers.
- 5.1.7** Relief is capped at \$500 per property to limit Council's financial commitment to a reasonable level and if the ratepayer has not received Water Leak Relief in the past 3 years.
- 5.1.8** A ratepayer must have a water leak repaired by a registered plumber, or must have the repair sited and confirmed by a registered plumber, within fourteen (14) working days of the ratepayer becoming aware of the leak, or of being advised by Council of a potential water leak, whichever occurs sooner, unless there are compelling reasons why this timeframe cannot be achieved, to limit the loss of this precious commodity due to a water leak.
- 5.1.9** Ratepayers must apply to Council for water leak relief by completing Council's prescribed application form, within sixty (60) days of having the leak repaired or from the date of the Council letter advising them of high water consumption which could indicate a leak, unless there are compelling reasons why this timeframe cannot be achieved. The application must be accompanied by either an account from a Registered Plumber providing details of the water leak that was repaired, or by a letter from a Registered Plumber providing details of the water leak that was repaired and confirming that the leak has been repaired correctly.
- 5.1.10** 'Compelling reasons' indicated in section 5.1.8 and 5.1.9 of this Policy shall exclude circumstances where ratepayers are unable to contact a plumber, or experience a delay in receiving the plumber's account, or have failed to advise Council of a change of address thus delaying the receipt of a high consumption letter, or where a ratepayer's Property Agent did not advise them about a potential water leak.

The following common circumstances are considered to be 'compelling reasons' which prevent the repair of a water leak or the submission of a water leak relief application within the time frame stipulated in the Policy:

- Medical reasons where medical evidence can be produced to state illness, which either housebound or hospitalised the applicant. Such evidence is to be supported by a statutory declaration declaring that the applicant had no one during the period that could act for them or conduct their business affairs.
- Infirmary of the ratepayer which prevented them from discovering a leak or making an application with the specified timeframe.
- Natural disaster, such as extensive flooding, which disrupted normal business and prevented normal action from being taken.
- Absence from the property for reasons such as overseas holiday where ratepayers were not aware of a leak and were not capable of submitting an application within the specified timeframes.
- Any other reason having circumstances 'so exceptional' as to render it a "compelling reason" as determined by the Chief Executive Officer.

### **5.3 The quantum of water leak relief to be provided**

Provided the ratepayer takes prompt action and has the water leak repaired within fourteen (14) working days of becoming aware of it, or of being advised by Council of a potential water leak, whichever occurred sooner, and applied to Council on the prescribed application form, Council may write-off 50%, or 100% in the case of eligible pensioners or Not-For-Profit/Charitable Organisations, of the difference between the water consumption charges for the applicable billing period and the water consumed during the same billing period in the immediately preceding financial year, which is indicative of the ratepayer's normal consumption, multiplied by the current water tariff up to \$500 maximum relief.

An example to illustrate this as follows:

Leak consumption for the half-year ended 31 December 2018	=	500 KL
Less: Normal consumption for half-year ended 31 December 2017	=	<u>200 KL</u>
	=	300 KL
50% of Increase in Water Consumption as a result of water leak	=	150 KL
Relief to be provided = 150 Kilolitres x \$1.03 per Kilolitre	=	\$ 126.00