

# PROCEDURE

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## CONCEALED LEAK REMISSION

### APPROVALS

|                                 |                               |                |         |
|---------------------------------|-------------------------------|----------------|---------|
| <b>PROCEDURE NUMBER</b>         | WW-PRO-004                    | <b>DOC. ID</b> | 3559376 |
| <b>DATE EFFECTIVE</b>           | 14 December 2022              |                |         |
| <b>PROCEDURE OWNER:</b>         | Water & Waste                 |                |         |
| <b>APPROVED BY THE DIRECTOR</b> | Director Water & Waste        |                |         |
| <b>ENDORSED BY</b>              | Council – Resolution No. 8165 |                |         |
| <b>POLICY REFERENCE NUMBER</b>  | WW-POL-046                    |                |         |

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## AIM

This procedure defines how Isaac Regional Council (Council) will apply a remission to a property owner's account due to a proven concealed (undetected leak) on the customer's property.

## SCOPE

This procedure applies to all customers who are connected to Council's water supply and receive a rate notice in their name that includes charges for water consumption.

## ROLES & RESPONSIBILITIES

### Chief Executive Officer (CEO) and Executive Leadership Team (ELT)

To enable effective implementation of this procedure, the CEO and ELT shall:

- Ensure adequate resources are applied to work related to this procedure.
- Actively support the implementation of this procedure.
- Ensure the development of documentation complies with the requirements of this procedure.

### Managers

- Ensure understanding of this procedure and support its implementation.

### All Employees and Contractors

- Ensure understanding of and compliance with this procedure.

## DEFINITIONS

| TERM               | MEANING  |
|--------------------|--|
| AMR                | Automatic Meter Reader. A device attached to each individual water meter that allows the water usage to be automatically uploaded to Council's system.   |
| Authorised nominee | A person or entity who has been nominated by the property owner to complete the Concealed Leak Remission Application on their behalf, i.e. Real Estate Agent. Nominations must be provided to Council in writing.  |
| Billing period     | The time between meter readings and does not refer to the issue date or the payment due date on the Water Notice.  |
| Concealed leak     | A leak that has occurred within the property owner's property in the main water supply pipe from the water meter to the primary constructed structure, either underground, under or within concrete, or underneath a building, where there are no visible signs of a leak and where the owner or occupant could not be reasonably expected to know of its existence, as determined by Council. |

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| Consumption charge | The component of Council's water charges that is applied for each kilolitre of water used.  |
| Council            | Isaac Regional Council.   |
| Licensed plumber   | A plumber that holds a current registered plumbing contractor's licence as issued by the Queensland Building and Construction Commission.   |
| Not for profit     | An organisation or association that does not earn profits for its owners and members and is: <ul style="list-style-type: none"><li>• An incorporated 'not for profit' organisation or association; or</li><li>• A company limited by guarantee that has been endorsed by the Australian Taxation Office as a charity, tax exempt fund or deductible gift recipient; or</li><li>• A club or organisation that, in the opinion of the Chief Executive Officer fulfil useful social and/ or charitable community needs, as identified in Council's Corporate Plan.</li></ul> |
| Tier 1 consumption | The Tier 1 consumption identified within the Revenue Statement as adopted by Council each financial year.   |
| Tier 2 consumption | The Tier 2 consumption identified within the Revenue Statement as adopted by Council each financial year.   |
| Tier 3 consumption | The Tier 3 consumption identified within the Revenue Statement as adopted by Council each financial year.   |
| Water meter        | A device, including equipment related to the device, for measuring the volume of water supplied to a property and installed on infrastructure that supplies retail water services.  |
| Water notice       | The notice issued by Council to the property owner which contains the water consumption charges.  |

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### APPLICATION

If a concealed leak is identified at a property and repaired by a licenced plumber in accordance with the Plumbing and Drainage Act 2002 and related standards, the property owner may be eligible to apply for a remission on their consumption charges. Claims for a remission on a water notice due to a concealed leak must meet the eligibility criteria as set out in the Concealed Leak Remission Policy. To apply for a Concealed Leak Remission, property owners must:

1. Complete a Concealed Leak Remission Application Form within 30 days of receiving their water notice.
2. Submit the Application and provide all required evidence as listed on the form to [records@isaac.qld.gov.au](mailto:records@isaac.qld.gov.au)

## EXTENT OF REMISSION

A remission in water consumption charges will be granted only once per property owner for each three (3) year period. A remission will be applied to the billing period in which the leak occurred up to a maximum of two (2) billing periods. A remission will only be considered if water consumption for the billing period(s) is within Tier 2 and Tier 3 consumption.

Council will apply up to a maximum of 70% remission on the consumption charge of the estimated water loss. Where the remission is calculated and this is less than the total value of Tier 1 consumption, no remission will be applied.

## CALCULATION OF REMISSION

*Note: Tiers and associated rates can be obtained from Council's Revenue Statement as adopted by Council each financial year.*

Council will use the following information to calculate the remission:

### Hourly Data Available through AMR

Where detailed hourly consumption data is available through an installed AMR, a Leak Report will be generated to determine the number of kilolitres consumed that can be attributed to the leak. The number of kilolitres that can be attributed to the concealed leak will be multiplied by the Tier 2 or Tier 3 Rate depending on which Tier the excess consumption falls under.

### No Hourly Data Available

Where no AMR is installed or no detailed hourly consumption information is available, the excess consumption that can be attributed to the concealed leak is determined by subtracting the number of kilolitres consumed on the excessive bill from the number of kilolitres consumed on a previous water notice for the same billing period.

Having determined the number of kilolitres attributable to the concealed leak, the calculation of the remission is identical to that described in the 'Hourly Data Available through AMR' section above.

## EXAMPLE OF CALCULATIONS

An example is contained in the following table where the Leak Report has determined the number of excess kilolitres that can be attributed to the concealed leak.

### Example 1:

TOTAL WATER CONSUMPTION: 400KL

EXCESS CONSUMPTION ATTRIBUTED TO LEAK: 145KL

Calculations based on residential dwelling (4 units):

|                           | TIER 1<br>0-150KL                            | TIER 2<br>150-300KL | TIER 3<br>>300KL |
|---------------------------|--|---------------------|------------------|
| REMISSION AMOUNT<br>IN KL | Nil  | 45kL                | 100kL            |
| CALCULATIONS<br>TOTAL     | (45kL x Tier 2 rate) + (100kL x Tier 3 rate) |                     |                  |
| REMISSION 70%<br>TOTAL    | Calculations Total x 70% = Remission Total   |                     |                  |

## PAYMENT OF REMISSION

Council can apply the remission as a financial adjustment to the property owner's outstanding water account or if the water account has been paid in full, the remission can be applied to the general rates account or an EFT refund or cheque can be issued.

## TRAINING

Council employees, contractors and others involved in processing the concealed leak remission will be trained in accordance with Council's Learning and Development Procedure (PRO-58).

## RECORDS

All records are to be kept in a safe and secure location and in accordance with Council's Record Keeping Policy.

## INCIDENTS

Council supports the reporting and investigating of all incidents relating to environmental matters. All incidents will be reported and handled in accordance with Council's Incident Management Procedure (DOC ID: 3555727).

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## REFERENCES AND RELATED DOCUMENTS

- *Water Act 2000*
- *Water Supply (Safety and Reliability) Act 2008*
- *Plumbing and Drainage Act 2018*
- *Plumbing and Drainage Regulation 2019*
- Queensland Plumbing and Wastewater Code
- AS/NZS 3500 Set:2013 – Plumbing and Drainage Set
- How to Manage Work Health and Safety Risks Code of Practice 2018
- Isaac Regional Council Customer Service Standards – Water and Waste

## DOCUMENT ID/NAME

| ID           | NAME                                      |
|--------------|---|
|              | Isaac Regional Council Revenue Statement  |
| WW-POL-046   | Concealed Leak Remission Policy           |
| WW-FRM-013   | Concealed Leak Remission Application Form |
| PRO-058      | Learning and Development Procedure        |
| CGFS-095     | Record Keeping Policy                     |
| CORP-PRO-038 | Incident Management Procedure             |