
CONCEALED LEAK REMISSION

APPROVALS

POLICY NUMBER	WW-POL-046	DOC.ID	3657145
CATEGORY	Community		
POLICY OWNER	Water & Waste		
APPROVAL DATE	14 December	RESOLUTION NUMBER	8165

OBJECTIVE

To outline how Isaac Regional Council (Council) will apply a remission to a property owner's account, in circumstances where water has passed through the water meter and been lost due to a proven concealed leak on the customer's property, resulting in abnormally high water consumption charges.

SCOPE

Council's Concealed Leak Remission Policy 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.

DEFINITIONS

TERM / ACRONYM

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.
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.
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.
Property owner	The owner or owners of the subject property, shall mean the organisation or person/s registered to be the owner of the connected premises. An owner is the registered proprietor of land under the provisions of the Land Title Act 1994; a person

	who has lawful control of the land; or a person who is entitled to receive rents and profits from the land. Includes the occupier of the land, i.e. a person who is in charge of the land, but not a tenant occupier, e.g. an occupier of residential or commercial premises under a tenancy or similar agreement.
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 at the premise.
Water notice	The notice issued by Council to the property owner which contains the water consumption charges.

POLICY STATEMENT

COUNCIL/MANAGEMENT POSITION ON MATTER

Once water has passed through a water meter, it becomes the legal responsibility of the property owner. Council has no obligation to adjust water accounts affected by leaks in private plumbing, however Council recognises that leaks do occur and when these leaks are concealed, it can be difficult for property owners to detect the leak prior to them receiving their biannual water notice. This Policy aims to support those property owners by providing them a means to apply for a remission for water usage that has been attributed to a concealed leak.

GUIDING PRINCIPLES

- Council is responsible for arranging the connection, maintenance and repair of water infrastructure up to the connection point of a customer's property, which includes the water meter and the pipes that connect the water meter to the water supply main.
- All pipes on the property side of the meter are the owner's responsibility and the property owner is responsible for the installation, repair, maintenance and replacement of all pipes, fixtures and fittings, including any mains connected water tanks on their property, up to the water meter. If a leak is detected, it is the property owner's responsibility to fix it as soon as possible to prevent further water loss.
- The property owner is responsible for managing their water consumption. This includes registering on MiWater to monitor the daily water consumption and/or manually reading the water meter and carrying out overnight consumption tests on a regular basis to monitor water usage and consumption charges.
- Tenants can apply for MiWater registration to monitor water consumption to ensure acceptable usage. This application must be approved by the property owner registered on MiWater.
- Council considers a concealed leak to be where a loss of water has occurred that is hidden from view, 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.

- A remission for a concealed leak is only considered after the customer has had all leaks repaired by a licenced plumber to the required plumbing/industry standards.
- To be considered for a concealed leak remission, property owners must complete an application as per the Concealed Leak Remission Procedure within thirty (30) calendar days from the date of their water notice.
- The value of the concealed leak remission will be calculated in accordance with the Concealed Leak Remission Procedure.

ELIGIBILITY

To be eligible for a remission for a concealed leak, the following criteria must be met:

- The leak must be a concealed leak as per the definition and applicability criteria set out in this policy.
- If an AMR is installed at the property, the property owner must be registered (or immediately apply to be registered) with MiWater with leak detection alerts in place.
- A Concealed Leak Remission Application Form must be completed by the owner of the property where the leak occurred, or their authorised nominee, within thirty (30) calendar days from the date of the water notice.
- During their ownership, the property owner must not have received a water consumption concealed leak remission on that same property within the last three (3) years.
- The concealed leak must have been repaired by a licensed plumber in accordance with the *Plumbing and Drainage Act 2018* and the *Plumbing and Drainage Regulation 2019* and related standards.
- Where a concealed leak has occurred on a not for profit property, the application must be made by the appropriate administrator for that not for profit organisation or association.

SPECIFIC EXCLUSIONS

Council will not offer a remission on the consumption charge component of a customer's water notice if:

- The leaks are visible and readily detected.
- The total water consumption for the billing period is less than the total usage allowable within the property's Tier 1 Consumption.
- The leaks are from water services that do not meet the current plumbing standards.
- The internal services are considered sub-standard or in a state of disrepair, illegal or unsuitable.

The concealed leak remission does not cover water loss from:

- Internal pipework (under floor or within walls), water fittings and appliances including taps, toilets, showers, sinks, hot water systems and appliances with water connections such as dishwashers, washing machines and fridges.
- Water tanks that are plumbed to the potable water supply, including solar water heaters and pipework related

to such tanks.

- External water taps, hoses, sprinklers and irrigation systems.
- Swimming pools, spas, ponds and other outdoor water features.
- Firefighting equipment and systems.
- Construction work, renovations, excavations or similar activities.
- Theft, vandalism, and inadvertent use (e.g. tap/hose left running due to an oversight).

LEGISLATIONS AND RELATED GUIDELINES

- *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
- Isaac Regional Council Customer Service Standards – Water and Waste

REFERENCES

ID	NAME
WW-POL-085	Water and Sewerage Connections and Disconnections Policy
WW-POL-084	Water Meter Reading and Billing Policy
WW-PRO-004	Concealed Leak Remission Procedure
WW-FRM-013	Concealed Leak Remission Application Form