水和污水泄漏救济政策

DETAILS

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| iSpot参考号: | 政策 23744656
价值主张 41437677 |

OBJECTIVES AND MEASURES

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| 目标 | 确保对水表和污水体积收费的统一/透明应用救济。

| 性能指标 | 实施救济的实例数量，根据审计识别，超过政策规定的范围。

| 风险评估 | 低 |

POLICY STATEMENT

《地方政府法2009》将责任放在物业所有者身上，负责所有通过水表的水费以及内部水服务的维护和修复。

《顾客水和污水服务代码南-东昆士兰（SEQ）》要求黄金海岸市议会（Council）拥有一个小型客户的隐形漏失政策，但它规定，这种要求并不使SEQ服务提供商对小型客户的基础设施负责，也不免除小型客户支付所供应的水的义务。

隐蔽泄漏可能在很长时间内未被检测到，如果水表未被客户主动监控。当理事会了解一个物业通过水表读数周期的消耗量增加时，我们努力尝试并通知客户。然而，客户不应依赖理事会提供此信息，它仅作为可能提供的 courtesy。

理事会确实承认有时存在合理情况下退还超出水消耗费的情况，因为业主可能无法合理知道其存在。理事会的隐形泄漏救济政策是为客户提供的一种好意。救济将根据附录A – “标准”考虑。作为回报，鼓励客户尽其所能监控水的使用并及时纠正其财产中的损坏的水基础设施。

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SCOPE

The policy is applicable to customers of Council who own property in Council’s local government area serviced by a water meter. Relief for volumetric sewage charges is available where water consumption usage is used as the basis for calculation.

DEFINITIONS

**Body Corporate for Community Titles Scheme (CTS)** – shall be classified as:

- Owner occupied residential customer where all the lots in the community titles scheme (CTS) supplied by a master meter are residential lots.
- Commercial customer where all the lots in the CTS supplied by a master meter are subject to a non-residential use.

**Body Corporate for a Mixed Use Community Titles Scheme (CTS)** – shall be classified as:

- Owner occupied residential customer where the majority of the lots in the CTS are subject to a residential use based on the contribution schedule lot entitlement of the CTS.
- Commercial customer where the majority of the lots in the CTS supplied by a master meter are subject to a non-residential use based on the contribution schedule lot entitlement of the CTS.

**Commercial Customer** – A commercial customer is the owner of a metered property the subject of non-residential use or multi-use residential use and non-residential water pricing, as specified in Council’s resolution of water utility charges applicable for the relevant financial year, that uses (or would use) more than 100 kilolitres of potable water per year.

**Concealed Leak** – Water escaping on the customer’s side of the water meter from the property’s main internal water pipe supplying water to the property. For the water leak to be considered concealed it must be difficult to locate and there must be no visual or audible evidence of the leak.

**Council** - Council of the City of Gold Coast

**Customer** – A person or organisation that has a direct billing relationship with Council.

**Eligible pensioner** – shall mean a person in receipt of a pensioner rate and/or water concession at the time the leakage occurred. Excludes owners of lots in a community titles scheme supplied by a master meter.

**Leakage** – is the difference between water consumed during the leakage period and water consumed during periods of normal consumption in a comparable billing period for the property. Normal consumption may be determined by analysing previous comparable billing periods, average daily consumption (particularly where the property has had a change of ownership), or other reasonable methodology as determined by Council.
Water and Sewage Leakage Relief Policy

**Not-for-profit organisation** – an approved non-profit community organisation, incorporated under the Associations Incorporations Act 1981 and currently in receipt of a rate donation under Council’s Rate Donation Policy. Shall be classified as

- Owner occupied residential customer where a not-for-profit entity is classified as category 1, 2, 3, or 5 under Council’s Rate Donation Policy
- Commercial customer where a not-for-profit entity is classified as category 4 under Council’s Rate Donation Policy

**Residential Customer** – A residential customer is the owner of a metered property the subject of a residential use and residential water pricing, as specified in Council’s resolution of water utility charges applicable for the relevant financial year.

- Owner Occupied – The property is owned and occupied by a customer of Council that is the customer’s principal place of residence.
- Non-owner Occupied – The property is owned by a customer of Council that is not the customer’s principal place of residence.

**Small Business Customer** – A small business customer is the owner or non-owner occupier of a metered property the subject of a non-residential use or multi-unit residential use and non residential water pricing, as specified in Council’s resolution of water utility charges applicable for the relevant financial year, that uses (or would use) less than 100 kilolitres of potable water per year.

**State Government Entity** – State government departments, state government bodies, state government owned corporations and state government authorities, commissions and boards. Includes bodies such as schools and hospitals operated by the Queensland State Government.

**RELATED POLICIES AND DELEGATIONS**

- Water Usage for Genuine Fire Emergencies Policy
- Concession for Water Consumption Charges Due to Renal Dialysis Patients Dialysing at Home Policy
- Revenue Policy
- Pensioner Rates Rebate Policy
- Rate Donation Policy

**LEGISLATION**

- Local Government Act 2009
- Local Government Regulation 2012
- Customer Water and Sewerage Code South-East Queensland
- South-East Queensland Water (Distribution and Retail Restructuring) Act 2009
- Energy and Water Ombudsman Act 2006
Water and Sewage Leakage Relief Policy

SUPPORTING DOCUMENTS
Attachment A – Standards

RESPONSIBILITIES

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1. Concealed Leak Remission

Where a concealed leak has occurred, the eligibility criteria have been met, and none of the specific exclusions are present Council may provide;

1.1 Owner occupied residential customers and small business customers, an adjustment of 100% of Council charges and a percentage of the bulk water charges such that the combined remission is 50% of the cost of the leakage.

1.2 Non-owner occupied residential customers, an adjustment of 100% of the Council charges on the leakage.

1.3 Commercial customers and State Government entities, an adjustment of 100% of the Council charges on the leakage.

1.4 Eligible pensioners, an adjustment of 100% of Council charges and a percentage of the bulk water charges such that the combined remission is 85% of the cost of the leakage.

Where a concealed leak has occurred and Eligibility Criteria 2.9 has been met, and none of the specific exclusions are present, Council may provide;

1.5 Customers subject to volumetric sewage charges, an adjustment of 100% of the total sewage volumetric charges attributable to the leakage.

2. Conditions for Granting Relief

Minimum Allowance

2.1 Residential, small business, and eligible pensioners must have experienced a minimum water loss of 50 kilolitres as a result of the concealed leak.

2.2 Commercial customers and State Government entities must have experienced a minimum water loss of 150 kilolitres as a result of the concealed leak.

Maximum Allowance

2.3 A maximum of two water billing periods will be considered for relief, including the period in which the leak was repaired (or the period in which the customer was notified of the potential leak, whichever is sooner) and the period immediately preceding that. This condition applies to all customers.

Availability

2.4 Residential customers, small business customers, and eligible pensioners are entitled to one leakage remission in any three year period for the same property. A customer may apply for a “replacement” leakage remission for a major leak within three years of a previous leakage remission, provided the customer forgoes the previous (minor) leakage remission.
Water and Sewage Leakage Relief Policy Standards

Attachment A – Standards

This is administered by providing a remission equal to the difference between the “replacement” leak and the previous remission. The three year period is not affected by the provision of a replacement remission for a larger leak. The maximum number of leakage remissions is three in any ten year period (including the provision of “replacement” remissions) for the same property.

2.5 Commercial customers and State Government Entities are entitled to one leakage remission in any ten year period for the same property.

Eligibility Criteria

All of the following criteria must be met for an application for a financial adjustment due to a concealed leak to be considered;

2.6 For the water leak to be considered concealed it must be difficult to locate and there must be no visual or audible evidence of the leak and the leak must be in the internal main water pipe supplying water to the property.

2.7 The leak must be repaired within two weeks of identification or notification of a potential leak (whichever is sooner), or as otherwise approved on a case-by-case basis by the Executive Coordinator, Revenue Services.

2.8 An application for relief must be made in writing by the customer within a term equivalent to one billing period of identification or notification of a potential leak (whichever is sooner). All details required in the “Water and Sewage Relief Application Form” must be provided.

2.9 The request in writing must be accompanied by a licensed plumber’s invoice as proof that the leak has been detected and repaired.

2.10 The property on which the leak occurred must not have been subject to development excavation or construction within the previous six months.

2.11 Where the leak has occurred within a Community Titles Scheme (CTS), the application for an adjustment must be submitted as follows;

- Where the CTS is individually sub-metered and the sub-meters have been approved to be read and billed by Council, and the leak occurred within a lot forming part of the CTS (i.e. not within the common property), the lot owner must submit the required documentation.
- Where the CTS is individually sub-metered and the sub-meters have been approved to be read and billed by Council, and the leak occurred within the common property, the body corporate must submit the required documentation.
- Where the CTS is not individually sub-metered, or the sub-meters have not been approved to be read and billed by Council, and the leak occurred elsewhere within the CTS, the body corporate acting on behalf of all lot owners in the CTS must submit the required documentation.
Specific Exclusions

Relief will not be provided for leaks that occur in the following circumstances as they are considered accessible and able to be actively monitored by the customer;

2.12 The leak occurred within a dwelling or building on the property and there were visible signs of the leak including dampness, wetness, or soaking.

2.13 The leak occurred in a water fitting or appliance including taps, toilets, hot water systems, and other water appliances.

2.14 Leaks in water tanks that are plumbed to the potable water supply.

2.15 Faulty plumbing or human error resulting in a rain water tank being filled from the potable water supply.

2.16 Leaks in sprinklers and irrigation systems.

2.17 Leaks in swimming pools, spas, ponds and other water features and the related fittings and pipe work supplying them.

2.18 Leaks caused due to construction, excavation, building, renovation or other similar activity on the property.

2.19 Leaks in hoses, hose pipes, external taps and fittings.

2.20 Leaks in solar panels or the pipe work supplying them.

General Conditions

2.21 Customers are responsible for the installation, repair, maintenance, and replacement of all the pipes, fixtures, fittings, and mains connected water tanks on their property up to the water meter. If a leak is detected it is the responsibility of the customer to have the leak detected and repaired by a licensed plumber as soon as possible.

2.22 An inspection of the property may be required by Council to verify the repair and establish the severity of the leakage before the application can be assessed. Further, before acting upon the request for relief from water consumption charges and/or sewage volumetric charges due to leakage, Council may need to seek additional clarifying information from the owner/agent of the property and/or the licensed plumber who repaired the leakage.

2.23 Council endeavors to notify customers of a potential leak based on consumption higher than previous meter readings. There may be other reasons for higher water use than a concealed leak, it is therefore recommended that customers first conduct their own assessment of water use (including meter read and leak test) prior to outlaying the cost of a licensed plumber for leak detection.
2.24 Following granting a leakage remission, Council expects that the customer will regularly monitor water consumption to ensure that any future leaks are detected early. For information on how to check for water leaks, use the following link: [http://www.goldcoast.qld.gov.au/environment/water-leaks-7864.html](http://www.goldcoast.qld.gov.au/environment/water-leaks-7864.html)

2.25 Where the property is tenanted and the tenant is advised of a potential water leak through a water meter read “high usage” card drop, it is considered that the tenant has informed the property owner or their agent.

2.26 Application of this policy is at the discretion of Council and customer requests for relief will be assessed against the eligibility criteria and specific exclusions.

2.27 In cases where continual claims are occurring for a property or a single large remission is claimed, the Director Gold Coast Water reserves the right to require the customer to pay for the relocation of their water meter to being above ground and on-property (where applicable) for ease of customer monitoring.