



Water Charging - Defective Services`

Version 1.1

Adopted by Council
at its meeting on
Tuesday 13 November 2007
Minute No: O290 and 179

Division:	Community & Natural Resources
Section:	Water
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Once water has passed through any water meter it becomes the responsibility of the person to whom the property is rated.

Council will only consider varying water consumption accounts where:

- a. The applicant is the owner of the property
- b. The applicant has satisfied the Council that the defect in the service was not readily visible or apparent and that all reasonable steps have been taken to repair the leak
- c. A copy of the invoice for repairs is provided to Council from a licensed plumber showing his licence number and the nature of the repairs carried out and confirming that in his opinion the leak would have been undetectable or a statutory declaration from the owner to that effect
- d. An application for adjustment of the account must be received within 30 days of the issue date of the water account.

Where an application meets the criteria specified and the usage is in excess of the average consumption recorded at the subject property during the previous three (3) years, the consumption which is in excess of the average usage for the previous three (3) years, may be reduced by 50% for billing purposes.

The Manager Financial Services be delegated authority to make adjustments to consumers' water account as per this policy and to endorse any arrangements entered into with the applicant to pay out the remaining accounts by instalments.

This policy to be reviewed in January 1998 after the next billing period.