

APPLICATION FOR REDUCTION OF WATER CONSUMPTION CHARGES DUE TO LEAKAGE

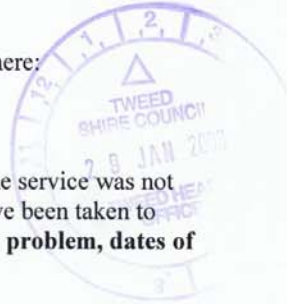
Property Number: 14163
 Owners Name: St Cuthbert's Anglican Church & Rectory
 Property Address: 13 Powell St. Tweed Heads NSW 2485

POLICY STATES: "Water Charging Policy – Defective Services"

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 charges 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. **(i.e. a letter from the owner detailing the problem, dates of repairs and how it was rectified)**
- (c) **A copy of the invoice** for repairs is provided to Council from a licensed plumber showing his licence number and the nature of repairs carried out and confirming that in his opinion the leak would have been undetectable or a **statutory declaration** from the owner if he/she carried out the repairs and copy of receipts for any parts used for the repair.
- (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.

IN ORDER FOR YOUR APPLICATION TO BE PROCESSED PLEASE ENSURE THAT ALL PARTS OF THE APPLICATION HAVE BEEN ADHERED TO AND ALL REQUIRED DOCUMENTATION IS ATTACHED.

[Handwritten Signature]
 Owners Signature
 Worden.

24th Jan 08
 Date

DOCUMENTS SUPPORTING

an

Application for the Reduction of water consumption charges due to leakage.

The property at 13 Powell St. Tweed Heads contains St Cuthbert's Anglican Church and the Rectory. The particular water meter measures the water to the Rectory. The line to the Rectory has a branch going under an asphalt driveway to a yard tap and a tap in the rear of the Church. The leak turned out to be under this driveway, in this branch to the yard tap then to the rear of the Church. The invoice for water usage and high sewerage charges is a massive blow to a church body with a 2007 budget of \$130,000.

PLEA FOR GREATER THAN 50% DISCOUNT FOR OUR EXCESSIVE ACCOUNT

The Parish believes it has a long history of low water usage as it has been using its own spear pumps (TWO) to water its own lawns and gardens for many years. The Shire records should confirm that our Church Hall and Rectory have this long history of low water use.

A combination of circumstances starting with a 12 month vacancy of the Rectory which is serviced by that water meter, a new Rector then occupied the Rectory in January 2007 and a Treasurer who paid a water bill in mid July without bringing the excessive water use in six months of 342Kl to the notice of the Parish Council.

At no time before a massive water pipe failure in late October 2007 which lifted the driveway was there any evidence of a water leak or any evidence of a wet area or even a "greening area" that anyone ever observed. We had been actively looking for evidence of a water leak since early 2007 when, after a 12 month vacancy of our rectory our new Rector and his family occupied it and soon after reported lower than expected water pressure in the upstairs bathrooms when a lower tap was used.

Our water usage records clearly indicate the leak must have started in early 2007 or even earlier when the rectory was vacant, because of the large mid 2007 reading of 342kl for six months. Timely advice to the Parish Council from the Shire Council in July may have saved the massive loss. Or had our Treasurer understood the large water usage and brought it to our attention we also may have become aware sooner.

It is now obvious the Shire's advice of the 21st December has come too late to save a massive loss of water which only became evident when the water broke through an asphalt driveway in late October 2007. Your invoice even at 50% discount is still a massive blow to our limited budget.

We still do not know the actual cause or size of the leak which can only have been leaking into the sand fill (then directly into the local high water table). Our whole site is land fill after the Back Channel was filled in, some time in 1964/65.

We can only assume that the black high density PVC water pipe that was about 450mm deep and ran under the asphalt driveway was ruptured by the constant driveway traffic and this rupture became progressively larger over a lengthy period. This leak, because of its location remained hidden from reasonable detection until the 24th October 2007. It clearly had been developing for some time in a branch of the water pipe that services the rectory.

Our Church was serviced by a Locum, Rev'd Ben Clarke who was a retired Anglican Minister (who lives at Bilinga on the Gold Coast) from late 2005 to January 2007.

History of Action by the Parish to identify the water leak

Soon after the Rectory was occupied in early 2007 Rev'd Bourke mentioned a low water pressure that caused the upper shower to need correcting when a lower floor tap was turned on. An investigation by our retired plumber who is an active church member found no evidence of any leak and it was assumed at the time that the house built in early 1972 and as the pipes visible under the floor were the old galvanized metal piping, that the run to the meter was most likely the same metal piping which was now rusting and clogging up.

As the problem was manageable and after a reasonable inspection of the ground above the water pipes and the meter we could not identify any leaking areas that needed attention. The Parish Council noted only that there was a need to replace underground pipes leading to the Rectory from the meter in the near future. (There has been no water pressure problem in the rectory since the leak was fixed in late October 2007.)

The midyear water bill for 342kl used by the now occupied Rectory was not brought to the attention of the Parish Council by the Treasurer who simply paid the high bill thinking it was caused by the now occupied Rectory.

At the 12th October 2007 Wardens meeting with the Rector, the water pressure problem in the Rectory had become an issue and it was agreed at the Parish Council meeting on the 16th October 2007 to move to address the (assumed) clogged water pipe issue.

That Sunday the 14th October 2007 a further inspection of both the grounds from the meter and under the raised floor of the rectory was carried out by our retired plumber Ron Owen. Again there was no evidence of leaking pipes.

Then mid afternoon on the 23rd October 2007 water began gushing from under the asphalt driveway from Florence Street near a yard tap. The actual asphalt roadway was raised by the water pressure of the large water pipe rupture.

The water was turned off immediately and the branch line of Black High Density PVC that went to the yard tap on the other side of the driveway was cut and plugged.

(See invoice from Bunnings South Tweed for items purchased at 17:11hrs on the 23rd October 2007)

After discussions both with the Wardens and our retired plumber further purchases were made on the 24th October 2007 to permanently address the problem and move the yard tap to the other side of the driveway which effectively bypassed the leak under the driveway. (See second invoice of the date).

(Tests have confirmed the leak is now fixed and there has been no water pressure problem in the rectory after the leak was fixes in late October 2007.)

The above history with evidence that the leak was addressed the moment we became aware of it is a true and correct account of the incident that has caused a massive loss evidently over a considerable time period.

In the past we have been conscious of water usage and we have not watered our gardens and lawns with Shire water because we installed our own spear and pump many years ago. We believe your records should indicate that we are efficient water users.

We are requesting special consideration be given to the Church and rectory and the Council recognize our low water usage for many past years.

We are requesting Council consider a greater than 50% reduction for our completely unavoidable loss which, because of our sandy soil, went unobserved for some time,



Laurence C Ganter
Warden and Secretary Parish Council

STATEMENT BY RONALD L OWEN - PLUMBER

21st January 2008

I am the now retired plumber who has held a Plumbing Licence in both Victoria and Queensland for well over 40 years before I retired. I investigated the loss of pressure at the Rectory at St Cuthbert's Church, Tweed Heads several times during 2007.

I confirm that because the loss of water came from a pipe failure about 450mm deep under an Asphalt driveway and there was never any visible evidence or dampness or greening of the dry and brown lawn on each side of the road I concluded that the lack of water pressure reported a number of times was from other causes. I checked the meter twice first in late December 06 and again in early January 2007 and noted it showed a low reading and did not appear to be moving and thus indicating a leaking pipe.

Further as all the water pipes I saw in the house were the much older metal pipes I assumed the run to the meter would also be the older underground type.

If I had known in July that the Rectory had used ³⁴²500kl I would have reached the obvious conclusion that there must have been a water plumbing failure and I would have gone looking for it much more aggressively. However I was never informed of this usage rate until a few days ago.

The repair was completed by our Rector, Rev'd Kevin Bourke who was a tradesman (Fitter and Turner) prior to joining the Church and the work has been supervised and inspected by me.

I confirm all work has been completed in a tradesmen like manner and there is no water loss from the external water pipes in the Church grounds at this time.

A copy of my Licence is enclosed.



Ronald L Owen (Retired Plumber)
Licence Plumber No 6028 (QLD)

January 2008

The Plumbers and ~~Craftsmen~~ ^{and} ~~Drainers~~ Examination and Licensing Board



Endorsement: Issued Subject to Reciprocity Agreement.
Holder of Victorian Certificate of Registration as
Plumber Class I No. 7813. *Blommer*

This is to Certify that

RONALD LINDSAY OWEN

has satisfied the requirements of the Board for the granting of a License
as Plumber.

This License shall remain in force until ~~the 30th day of July 1978~~
~~and thereafter is subject to renewal annually.~~

Dated at Brisbane this 8th day of Nov. 1977

(Signature of Holder) *R. L. Owen*

(Date) 16-11-77

W. Hunter
Chairman
Members of the Board

Blommer
Secretary to the Board

CUSTOMER COPY



TAX INVOICE

Bunnings Group Limited
ABN 26 008 672 179

BUNNINGS SOUTH TWEED

Ph: 07 5524 4776

KEVIN G BOURKE
ST CUTHBERTS ANGLICAN CHURCH
PO BOX 108
TWEED HEADS

TEAM ID: 168285
TRANS #: 300022685
ACCOUNT#: 232848
INVOICE #: 8129/83123

DATE: 23/10/2007
TIME: 17:11:10 PH821
ORDER #:
JOB #:

PAGE: 1 OF 1

LINE	FINELINE	DESCRIPTION	UOM	QTY	RETAIL INC.GST	DISC DESC	UNIT INC.GST	TOTAL INC.GST
1	4920121	TAPE-TEFLON 208408 10M PP FIX-A-TAP	EACH	1	1.75		1.75	1.75
2	4814544	PIPE-RURAL FTG-PLUG THRD 5177 68204 - 1 INCH THREADED	EACH	1	1.45		1.45	1.45
3	4814536	PIPE-RURAL FTG-PLUG THRD 5177 68202 - 3/4 INCH THREADED	EACH	1	1.25		1.25	1.25

*** "NO GST" INDICATES NON TAXABLE ITEM(S) ***

TOTAL (Incl GST): 4.45

Total GST Amount: 0.40

PRINT NAME Kevin Bourke

SIGNATURE [Signature]

23/10/2007 17:11:10 R3 P821 88129 C168285 #300022685

*** Thank you for shopping with Bunnings ***

Please retain receipt for proof of purchase

*First immediate purchase to cut
off branch of pipe with ham.*

E & OE
A restocking fee may apply for goods returned.

All materials are supplied at the purchaser's risk upon delivery to the purchaser or agent
and claims will not be recognised unless made within seven days from date of delivery.



TAX INVOICE

Bunnings Group Limited
 ABN 26 008 672 179

**BUNNINGS
 SOUTH TWEED**

Ph: 07 5524 4776

KEVIN G BOURKE
 ST CUTHBERTS ANGLICAN CHURCH
 PO BOX 108
 TWEED HEADS

TEAM ID: 192236
 TRANS #: 1200009760
 ACCOUNT#: 232848
 INVOICE #: 8129/83221

DATE: 24/10/2007
 TIME: 14:23:14 PH57
 ORDER #:
 JOB #:

PAGE: 1 OF 1

LINE	FINELINE	DESCRIPTION	UOM	QTY	RETAIL INC.GST	DISC DESC	UNIT INC.GST	TOTAL INC.GST
1	4920121	TAPE-TEFLON 208408 10M PP FIX-A-TAP	EACH	1	1.75		1.75	1.75
2	4811562	PIPE-C/W FTGS-ELBOW 7150 69348 ELBOW 90DEG F.I 25X3/4	EACH	1	10.75		10.75	10.75
	4950065	GALV-NIPPLE HEXAGON EQUAL 12015-1 20 GAL MAL HEX NIPPLE	EACH	1	2.22		2.22	2.22
4	4954988	GALV-TEE 12135-1 20 GAL MAL FEMALE	EACH	1	3.57		3.57	3.57
5	4950015	CLIPS-SADDLE GALV PIPE P/P 1401/10PP DN20 BSP 3/4IN PK/10	EACH	1	4.16		4.16	4.16
6	4703640	BRASS-PLUG HEXAGON P408 - 20MM	EACH	1	3.63		3.63	3.63

*** "NO GST" INDICATES NON TAXABLE ITEM(S) ***

TOTAL (Incl GST): 26.08

Total GST Amount: 2.37

PRINT NAME Kevin Bourke

SIGNATURE [Signature]

10/2007 14:23:14 R12 P57 S8129 C192236 #1200009760

*** Thank you for shopping with Bunnings ***

Please retain receipt for proof of purchase

*Final purchase to reconfigure
 underground water piping.*

E & O.E.
 A restocking fee may apply for goods returned.

All materials are supplied at the purchaser's risk upon delivery to the purchaser or agent and claims will not be recognised unless made within seven days from date of delivery.

WATER CONSUMPTION NOTICE



TWEED SHIRE COUNCIL

ABN 90 - 178 732 496

CIVIC CENTRE, MURWILLUMBAH
 PO BOX 816, MURWILLUMBAH 2484
 PH: (02) 6670 2400
 FAX: (02) 6670 2429
 EMAIL: tsc@tweed.nsw.gov.au
 WEB: www.tweed.nsw.gov.au

OFFICE HOURS
 8.00am to 4.30pm (Mon-Fri)

WATER ACCOUNT ENQUIRIES ONLY
 PH: (02) 6670 2515
 PH: (02) 6670 2418
 PH: (02) 6670 2650

DATE OF ISSUE	DUE DATE
14/01/2008	08/02/2008
PROPERTY NUMBER	
14163	
TOPAY BY PHONE	
13 18 16	
BILLPAY CODE	
0575	
REFERENCE NUMBER	
14062194	



042 / 3332

Saint Cuthberts Anglican Church
 PO Box 108
 TWEED HEADS NSW 2485

PROPERTY LOCATION AND DESCRIPTION
 13 Powell Street TWEED HEADS NSW 2485
 LOT 121 DP 548088

Meter	Present	Previous	Consumption KI	Adjust Consumption	Total KI Charged	Rate	Amount
Water Usage Charges							
03W560891	3756	1504	2252		2252	1.23	2769.96
	15/11/2007	05/06/2007					
9611390	1835	1802	33		33	1.23	40.59
	15/11/2007	05/06/2007					
Sewerage Usage Charges							
							Amount
Meter							
03W560891							999.89
9611390							14.65

Interest is charged on overdue water rates at 10% per annum accruing daily. If balance is not cleared by the due date or arrangements made with Council, legal action will be commenced to recover this amount resulting in additional costs.

AMOUNT	ARREARS	CURRENT	TOTAL AMOUNT DUE
	\$0.00	\$3825.09	\$3825.09

PAYMENTS MUST BE MADE BY THE DUE DATES OR INTEREST CHARGES MAY APPLY

DEDUCT PAYMENTS SINCE 08/01/2008

A receipt will not be issued for payments by mail unless both parts of the account are returned intact and signed. (.....)

Should the address shown on this notice be incorrect please notify council.

IMPORTANT - see overleaf for general information and methods of payment.

M. Ray
 GENERAL MANAGER

Tweed Shire Council - Water Payment

NAME: Saint Cuthberts Anglican Church

LOCATION: 13 Powell Street TWEED HEADS NSW 2485

PROPERTY NO: 14163

TOTAL AMOUNT DUE **\$ 3825.09**



Billpay Code: 0575
 Ref: 1406 2194

Pay in person at any post office, (by cash, cheque, eftpos or debit), phone 13 18 16 or go to postbillpay.com.au



*575 14062194



Bill ID: 951825
 Ref: 1406 2194

Pay in Person at Newsagents
 Look for the red Bill EXPRESS logo at newsagents to pay this bill with cash, cheque, debit card, MasterCard or Visa. For locations call 1300 739 250 or visit www.billexpress.com.au



Bill Code: 131284
 Ref: 1406 2194

Telephone & Internet Banking BPAY
 Call your bank, credit union or building society



Payment by Phone
 Call Tweed Shire Council on 1300 791 951 at any time to pay with MasterCard or Visa

Payment by Internet