

# Assistance for Undetected Water Leaks Policy

## 4.19

### Purpose

Provide a consistent and clear approach to how Riverina Water can financially support customers who have been impacted by undetected leaks.

### Policy Statement

Riverina Water is not responsible for plumbing beyond the water meter. However, where possible Council tries to support those customers who may have been impacted by an undetected leak at their property.

Undetected leaks are typically discovered due to an unexplained increase in usage in the next quarterly billing cycle. This policy details the process and criteria to be eligible for assistance with a water account.

The objectives of this policy are to:

- Maintain a consistent outcome for all Riverina Water customers
- Provide members of the public with the criteria that must be met when applying for assistance following an undetected leak

### Scope

This policy is relevant to all Riverina Water County Council customers who own a residential or commercial property within our supply area.

### Definitions

- **Undetected Leak:** An undetected leak is where there is no visible sign of water loss, and both the fault and/or loss could not have been reasonably identified prior to Riverina Water issuing you an account.
- **Licensed Plumber:** Any individual wishing to perform any type of commercial, industrial or residential draining, plumbing, or gas fitting work in New South Wales must

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possess a plumbing licence issued by New South Wales Fair Trading. NSW plumbing licences are limited to water, sanitary and sewerage plumbing only.

- **Similar consumption:** Comparing a customer's water consumption with both previous quarters and the same period in previous years.
- **Assistance:** A reduction in an eligible customer's bill when it is recalculated following an undetected water leak.

## Principles

Applications for assistance following an undetected leak are to be submitted via the undetected leak assistance form on Riverina Water's website or by requesting a copy by contacting Council Administrative Offices in Hammond Avenue, Wagga Wagga.

Applicants will only be successful if the undetected leak assistance form is completed in full, all required information is enclosed and the request meets the eligibility criteria.

In exceptional circumstances, Riverina Water may provide support to an ineligible applicant at the discretion of the Director Corporate Services.

To be eligible for assistance, applications must meet and address all the criteria as outlined on the undetected leak assistance form.

Riverina Water customers are required to provide evidence from a licensed plumber once the leak has been repaired (copy of tax invoice will suffice).

Riverina Water will not accept applications for assistance when the high consumption is caused due to a leak that can be discovered within the property. For example, leaking tap, toilet cistern, dishwasher or washing machine.

Further information on eligibility and ineligibility is as follows:

### Applications must meet the following criteria:

- The fault must be repaired by a licensed plumber
- The application for assistance must be submitted within 30 days of the due date shown on your bill
- No previous assistance for an undetected leak has been granted to the owner/s of the property within the last three years

### Applications may be denied in instances where:

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- Water is found seeping, spraying, pooling, bubbling, running, flowing, gushing etc.
- There is dampness on the surface, in walls or floors
- There is additional or unusual growth of grass or vegetation
- The loss of water was the result of faulty plumbing fixtures (eg taps, toilet cisterns, hot water services, cattle troughs, sprinkler or irrigation systems)
- The property is connected via a non-standard water service
- The leak is due to a known or recurring issue
- The fault was repaired by someone other than a licensed plumber

Riverina Water will provide the Tier 1 assistance to successful applicants as per the following table. Assistance beyond Tier 1 will be dependent on the individual circumstances of the leak as assessed by Riverina Water.

<b>Support tier</b>	<b>Assistance provided</b>
Tier 1	Recalculating up to two quarters of the bill based on typical consumption from previous years
Tier 2	Recalculating a bill up to two quarters based on the lower tariff for some or all consumption (for stepped tariff customers)
Tier 3	Other support dependant on exceptional circumstances or financial hardship as at the discretion of the Director Corporate Services

Riverina Water will report the total amount of assistance provided to customers to the Board at the conclusion of each financial year.

## **Non-Compliance**

Non-compliance with the adopted policy may be considered a breach under Council's Code of Conduct. As such, any suspected or known non-compliance will be reported to the Chief Executive Officer.

Customers found to be dishonest in an application for an undetected leak may have future applications denied.

### **Data and document control**

**Policy number** 4.19

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Responsible area Corporate Services

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Approved by Riverina Water Board – Res 22/048

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Approval date 27 April 2022

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Legislation or related strategy N/A

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Documents associated with  
this policy Adopted Fees & Charges

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Policy history Nil

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Policy details may change prior to review date due to legislative or other changes, therefore this document is uncontrolled when printed.

## END OF POLICY STATEMENT

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