

# Policy 1.15 Tenant Consumption Reset

## Strategic Alignment

- Key Result Area:** Customer Service  
**Commitment:** Excellence  
**Objective:** Achieve excellence in the provision of service to customers.

## Policy

1. Upon receipt of certified application from:

- Property owners; or
- Property managers; or
- Landlords

The rising step tariff rate per kilolitre (kl) charges for incoming tenants will be reset to the first tariff step.

The fee associated with providing this service will be invoiced to the person requesting the reset of the tariff.

2. All Housing Authority residential tenanted properties are exempt from this policy as long as their current policy of providing rebates to tenants is maintained.
3. The benefits of this policy are only available to properties where the tenant is responsible for all or part of the water consumption charge and evidence to this effect will be provided by the customer if requested.

## Objective

To provide some cost relief to incoming tenants who cannot be held responsible for a previous tenant's water consumption.

## Guidelines

- a) Application form to be checked and certified by Accounts Department staff.
- b) Policy information to be made publicly available on the Aqwest website. A link to this information to be provided on the rear of the supply and consumption notice.

## Definitions

**Kilolitre:** a unit of volume, equal to 1000 litres.

**Step Tariffs:** Aqwest has a four-tier step tariff that is used to calculate water consumption usage each financial year. Refer table below for the 2019/20 step tariffs.

Steps			Cost
First	150kl	@	\$1.05
Next	200kl	@	\$1.94
Next	150kl	@	\$2.77
Over	500kl	@	\$3.34



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## Background

None

### Document Management

#### Authority for Changes

Owner: Board of Directors

Responsible Manager: Manager Corporate Services

#### Publication Requirements

Security Level - Available to all staff

#### Distribution - Available on Intranet

Change Advice - Email advice to all staff

### Revision History

Rev.	Resolution Date	Resolution No.	Revision Due	Reviewer	Source
Original	28/02/1996	7	June 1997	Manager Finance & Administration	Manager Finance & Administration
1	13/05/1998	17	June 1999	Manager Finance & Administration	Manager Finance & Administration
2	09/06/1999	11(b)	June 2000	Manager Finance & Administration	Manager Finance & Administration
3	09/07/2002	11	June 2003	Manager Finance & Administration	Manager Finance & Administration
4	14/04/2003	11(b)	June 2004	Manager Finance & Administration	Manager Finance & Administration
5	09/06/2004	14(d)	June 2005	Manager Finance & Administration	Manager Finance & Administration
6	12/07/2006	13(c)	June 2007	Manager Finance & Administration	Manager Finance & Administration
7	13/06/2007	14	June 2008	Chief Finance Officer	Chief Finance Officer
8	11/06/2008	13	June 2009	Chief Finance Officer	Chief Finance Officer
9	10/06/2009	15	June 2010	Chief Finance Officer	Chief Finance Officer
10	09/09/2010	14	June 2011	Chief Finance Officer	Chief Finance Officer
11	06/07/2011	14	June 2012	Chief Finance Officer	Chief Finance Officer
12	04/07/2012	14	June 2013	Chief Finance Officer	Chief Finance Officer
13	10/07/2013	13	June 2014	Chief Finance Officer	Chief Finance Officer
14	11/06/2014	2	June 2015	Chief Finance Officer	Chief Finance Officer
15	20/05/2015	12	June 2016	Chief Finance Officer	Chief Finance Officer
16	08/06/2016	6	June 2017	Chief Finance Officer	Chief Finance Officer
17	12/07/2017	9	June 2018	Chief Finance Officer	Chief Finance Officer
18	13/06/2018	12	June 2019	A/Manager Corporate Services	A/Manager Corporate Services
19	11/07/2018	12	June 2019	A/Manager Corporate Services	A/Manager Corporate Services
20	10/07/2019	8	June 2020	Manager Corporate Services	Manager Corporate Services