

## Our Policy

1. A leak allowance may be granted to customers who have experienced an increase in water consumption which is subsequently found to have resulted from a hidden leak or burst.
2. Allowances shall not be granted if any of the following apply:
  - a. Visible leaks
  - b. The same owner on the same property has received a claim in the last 5 years
  - c. Claims of less than \$250.00
  - d. Claims lodged more than 3 months after read highlighting excess water used.

## Guidelines

### 1. General

These guidelines set out the conditions under which a leak allowance may be given where water is lost in circumstances beyond the customer’s reasonable care and control. Each case must be treated on its merits and staff are required to exercise discretion and judgement according to the individual case.

This policy does not in any way alter the existing position that the customer is totally responsible for the condition and maintenance of all plumbing and reticulation.

Where it is clear that the internal reticulation is sub-standard, the customer should bear the full costs involved.

However, if the loss has been incurred in circumstances beyond the customer’s reasonable care and control then it is appropriate for Aqwest to acknowledge that situation and offer some form of relief.

It is the intention of this policy that customers be given the benefit of any reasonable doubt.

Aqwest will take into consideration any special needs of a customer that may impede their ability to detect leaks.

### 2. Claims for Allowances

- a) In order for a customer to be considered for a leak allowance, a loss of water must have occurred which has been attended to by a licensed plumber who has completed an Aqwest Leak Allowance claim form.
- b) Where the water loss is not visible and is supported by the leak allowance claim form, a leak allowance should normally be given without the need for further investigation.
- c) In all cases where it can be shown that the loss was visible or clearly should have been detected, or where the internal service was patently sub-standard, a leak allowance will not be approved.
- d) A leak allowance application form must be provided to Aqwest within three (3) months of the initial read highlighting the excess water used.

### 3. Amount of Allowance

- a) A leak allowance will only be assessed on values greater than \$250.00 per claim. Claims of a lesser value will not be considered. Leak allowance claims are based on 50% of the estimated water loss above the calculated average consumption (kilolitres) for the property.
- b) A leak allowance of 50% of the estimated water loss may be granted and will apply only once to the current owner for any one property, every five years.

### 4. Calculation of Allowance

- a) The amount of the allowance which may be granted shall be determined by reference to:
  - i. the amount of water estimated to have been lost based on information supplied by the licensed plumber where the flow rate and period can be determined, or
  - ii. The increase in consumption compared to the previous consumption for the same period based on three years or less. When there is no consumption history for the same period, average consumption will be used.
  - iii. Where the leak has occurred over more than one meter reading period the calculated allowance shall be completed on the most current read that includes the repair.
- b) If a suitable period cannot be determined due to a change of ownership or tenancy arrangement or because of a change in watering habits of the occupier, consumption may be determined from the current water usage pattern using a subsequent base period.
- c) Water consumption charges are to be recalculated on the net consumption following deduction of the leak allowance.
- d) Aqwest will reset the tariff rate the customer is on post-leak to the pricing tier the customer would have been on (considering average consumption for the period) and the customer will proceed through the tariff rates as consumption occurs. The reset also applies to rejected claims of less than \$250 in value.

### 5. Customer Advice and Education

- a) When a customer is advised that a leak allowance has been granted for a claim, they are also to be advised that no further claims for the same property will be considered for the next 5 years. Customers who have experienced leaks or bursts are also to be encouraged to frequently read their water meter and record the usage so as to quickly identify future leaks or bursts at an early time.

### 6. Loss from Taps at Unattended Premises

- a) A leak allowance, calculated in accordance with this policy, may be considered where there has been a water loss from running taps at unattended premises. A plumber's report is not applicable in these instances, but the circumstances of the loss must be clearly beyond the customer's control.
- b) Any allowance granted will depend on the circumstances of the incident which resulted in the water loss.

## 7. Leaks in Irrigation System

- a) A leak allowance calculated in accordance with this policy may be considered where there has been water loss from a leak in the irrigation system.
- b) An allowance would be considered only after a plumber’s report showing the irrigation system has been brought up to irrigation industry standards (including a Watermark certified manual isolation valve and master solenoid) and with all leaks repaired.

## 8. Fault Within Aqwest Infrastructure

- a) Where a fault exists within assets controlled by Aqwest and any resultant loss has been meter registered, then full reimbursement will apply for the calculated loss of water. Regardless of the amount of water loss, no Board approval is required in such instances.

## 9. Approval

- a) All leak allowances for water loss in excess of 4,000 kilolitres value (per metered property) are to be approved by the Board.
- b) Allowances up to 2,000 kilolitres value may be granted by the Manager Corporate Services.
- c) Allowances between 2,000 kilolitres and 4,000 kilolitres value may be granted by the Chief Executive Officer.

NOTE: A leak allowance of 50% only can be granted.