

POLICY		Responsible Department	Finance
		Original Adoption Date	25.07.2018
		Current Adoption Date	26.11.2025
		Audit Committee Review Date	14.11.2025
		Date of Next Review	26.11.2028

WATER LEAKAGE ALLOWANCE	
Latest Review Changes	Adjustment of delegations
Previous Council Reviews	25.07.18, 29.06.22, 27.08.25, 26.11.25
Audit & Risk Committee Review	15.08.25, 14.11.25

Applicable Legislation

<i>Water Industry Act 2012</i> <i>Water Industry Regulations 2012</i>
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Related Policies (alphabetical list)

Fees and Charges

Related Procedures

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Reference Documents

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1. INTRODUCTION

Roxby Council's 'Roxby Water' business unit provides water and sewerage services within the Roxby Downs Township pursuant to Clause 13 of the Schedule to the *Roxby Downs (Indenture Ratification) Act 1982* (the Indenture) and Section 188 of the *Local Government Act 1999*.

Roxby Water also holds a Water Industry Retail Licence – Intermediate issued by the Essential Services Commission of South Australia (ESCOSA) pursuant to the *Water Industry Act 2012*.

This Water Leakage Allowance Policy Statement sets out the basis for determining if any discount is approved in situations when a customer uses excessive quantities of water due to leakage within the property boundary.

2. DEFINITIONS

Kilolitre (kL)	a unit for measuring the volume of a liquid that is equal to 1,000 litres
ESCOSA	The Essential Services Commission of South Australia (ESCOSA) is the independent economic regulator established by the State Government of South Australia, to regulate prescribed essential utility services supplied by the electricity, gas, water, ports and rail industries.

3. BACKGROUND

Roxby Water occasionally receives requests from customers for a discount of their water bill due to water leakage. If the source of the leakage is within the property boundary beyond the water meter, then the responsibility is typically with the customer. However, occasionally there are extenuating circumstances, for example if the leakage occurs but is concealed. The purpose of this Policy is to ensure that there is a clearly defined process for assessment of requests relating to discounts due to water leakage.

4. EXCLUSIONS

The following list outlines the range of situations which a discount shall not be provided:

- Faulty appliances or fittings, such as: Toilets, Rainwater Tanks, Swimming Pools or Pumps.
- Fixtures such as : Taps (internal or external)
- Vandalism
- Faulty workmanship
- Negligence
- Irrigation

5. ELIGIBILITY FOR CONSIDERATION

Roxby Water will consider the provision of a discount if:

- A leakage occurs which is concealed
- Any leakage is repaired within six (6) weeks of detection
- The customer has not previously requested a discount within the past five (5) years
- The customer completes a 'Water Leakage Allowance Request Form'.
- The customer provides photographs and a detailed description from a licenced plumber

6. LIMITATION TO ALLOWANCE

Any allowance provided shall be limited to a maximum of 50 percent of total estimated leakage and capped at 600kl. The calculation shall be:

Total Quantity Billed – Average consumption based upon past 3 years usage for the property during the same billing period.

In the event that the customer has no previous bills then the average typical consumption for the property type shall be used as the basis for the calculation.

7. REQUEST FOR ALLOWANCE DUE TO WATER LEAKAGE APPLICATION FORM

When a request for a discount or allowance for excessive water use is received, details of the request shall be evaluated against the exclusions and if the 'eligibility for consideration' criteria are met, then the customer should be provided with the Application Form 'Water Leakage Allowance Request Form'.

Once the customer has returned the form for evaluation, it should be sent to the Water Operations Officer for approval within seven (7) days.

8. POLICY REVIEW

This policy will be reviewed no less than every 3 (three) years.

9. AVAILABILITY

This Policy is available for inspection at the Council Office, 6 Richardson Place during ordinary business hours and is also available from Council's website <https://www.roxbydowns.sa.gov.au/council/about-roxby-council/policies>

WATER LEAKAGE ALLOWANCE REQUEST FORM

FORM MUST BE COMPLETED BY ACCOUNT HOLDER

CUSTOMER DETAILS

Customer Name: _____

Property Address: _____

Roxby Water Account Number: _____

CONTACT DETAILS

Email: _____

Mobile No: _____

LEAK DETAILS

Date leak was discovered: _____ / _____ / _____

Date leak was repaired: _____ / _____ / _____

Where was the leak located? _____

What was the cause of the leak? _____

REPAIR DETAILS

Were the repairs carried out by a licensed plumber? ☐ Yes ☐ No

Copy of invoice attached, or provide written details of repair work carried out and materials used ☐ Yes ☐ No

If no, please provide details: _____

Name: _____

Signature: _____

Date: _____ / _____ / _____

Mail form to: ROXBY WATER, PO BOX 124, ROXBY DOWNS SA 5725

Email form to: roxby@roxbycouncil.com.au