

## Leak allowance

Customers are completely responsible for the maintenance of all plumbing on their property, whether for drinking water or irrigation reticulation.

Lancelin South accept that leaks may occur and may not be obvious (i.e. are hidden) to customers and that significant volumes of water can be wasted. Lancelin South accept that this may have significant impact on a customer and consequently, may grant a leak allowance of up to 1,000 kilolitres, on either their potable or non-potable (irrigation) water supply, to a customer who has experienced an increase in water consumption caused by a hidden leak or burst.

A *Claim for Ex-Gratia Leak Allowance* form must be submitted to Lancelin South within three months of you receiving a bill which shows the excess water consumption. The form must be completed in full by the property owner and a licensed plumber.

## Eligibility criteria:

To be eligible for an ex-gratia allowance, the following criteria apply:

- The leak has occurred in circumstances beyond the customer's reasonable care and control
- The leak is hidden
- The internal plumbing must comply with the Plumbers Licensing and Plumbing Standards Regulations 2000 and AS/NZS 3500:2003
- The irrigation reticulation system plumbing must meet industry standards including a Watermark certified manual isolation valve
- Repairs need to be completed by a licensed plumber or approved Waterwise Garden Irrigator
- Customers can apply for one allowance per owner per property every five years

An allowance will not be considered for:

- Leaks in appliances including air conditioners, dishwashers, hot water systems, toilet cisterns, valves
- Leaks in swimming pools and spas
- Leaks on or due to internal or external taps
- Plumbing which is considered to be substandard, in disrepair, illegal or unsuitable
- Situations where the leak is not repaired by a licensed plumber
- Situations where the internal plumbing is open ended (i.e. not connected to anything)
- Situations where it can be shown that the loss was visible or clearly should have been detected

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## *Calculation of Allowance*

An ex-gratia leak allowance is limited to 50% of the estimated volume of water wasted. Allowances of less than 20 kilolitres will not be considered and the allowance is capped at 1,000 kilolitres.

The amount of the allowance which may be granted shall be determined by reference to:

- an estimate of the amount of water lost, using information from the licensed plumber that repaired the leak; or
- The estimated water usage:
  - in the previous billing period
  - in the equivalent billing period in the previous year(s)

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.

If a suitable period cannot be determined (for example due to a change of ownership or tenancy arrangement), consumption may be determined from the current water usage pattern using a subsequent base period.

Water consumption charges are to be recalculated on the net consumption following deduction of the ex-gratia allowance.

## *Exceptional circumstances*

Special consideration may be given to claims which do not meet normal eligibility guidelines; where exceptional circumstances have contributed to the waste of water. A detailed written request will be required to be submitted with all information and evidence to support the claim. Any allowance granted will depend on the circumstances of the incident which resulted in the water loss.

## *Outcome of Claim for Ex Gratia Leak Allowance*

Lancelin South Water undertakes to inform customers of the outcome of their claim within fifteen (15) business days of receipt of a completed application.