


Concealed Leak Policy		 Longreach Regional Council
Policy Number:	8.2	
Policy Category:	Rating Matters	
Authorised by:	Res-2022-03-069	
Date approved:	24 March 2022	
Review Date:	24 March 2024	

PURPOSE

Council recognises that property owners may request assistance to reduce the water consumption costs that are incurred due to a concealed leak. This policy is to outline the principles Council will use when dealing with requests for rebates of water accounts resulting from concealed leaks.

SCOPE

This policy applies to properties in the Longreach Regional Council area which have had a concealed leak and to the owners of those properties who seek a rebate for the associated water consumption.

DEFINITIONS

Concealed Leak - Where a loss of water has occurred that is hidden from view, either underground, under or within concrete, or underneath a building; where there are no visible signs of dampness or soaking and where the owner or occupant could not be reasonably expected to know of its existence.

Council - Longreach Regional Council.

POLICY STATEMENT

Council may receive requests for water accounts to be waived or rebated due to concealed leaks on the owner's side of the meter. The requests generally result when an owner has received a higher than normal water account which has resulted from an increased rate of water consumption.

Council will only consider varying an excess water charge where all of the following conditions are met:

1. The applicant is the owner of the land with the concealed water leak;
2. The excess water charge meets the definition of a concealed water leak;
3. The concealed water leak is not due to any of the following:
 - a) Leaking taps, toilet cisterns or other water appliances; or
 - b) Leaking or plumbing related faults with hot water systems, which includes solar hot water systems; or
 - c) Leaks in water tanks or faulty tank float valves that are plumbed to the portable water supply; or
 - d) Leaks in swimming pools, spas and other water features and fittings; or
 - e) Sprinklers and other irrigations systems; or
 - f) The malfunction or float fault of an air-conditioning system.
4. The application to vary an excess water charge is received within thirty (30) days from the date of the repair works;

Application

A written application to vary an excess water charge must be lodged to the Chief Executive Officer and accompanied by:

- (a) A licensed plumber's description of the repair work undertaken together with a copy of the plumber's tax invoice and receipt for payment of such work; and
- (b) A statement signed by the licensed plumber certifying that the repair work was caused by a concealed water leak.

Delegated Authority

The Chief Executive Officer has delegated authority under this policy to vary an excess water charge. In respect of excess water, a maximum variation of fifty (50%) applies to any application, if it meets the conditions above.

Authorised by resolution as at 24 March 2022



Scott Mason
Acting Chief Executive Officer