

CONCEALED LEAK POLICY

Introduction

Property owners are responsible for the installation, repair, maintenance and replacement of all the private fittings, mains connected water tanks and pipes on their property up to the water meter.

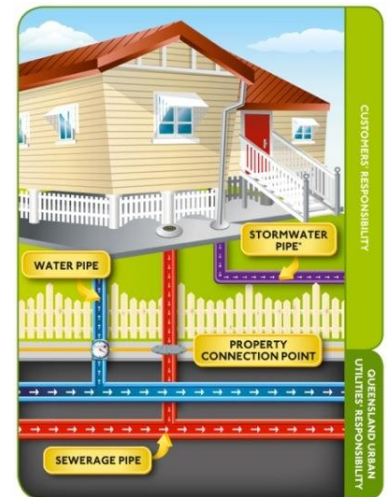
To reduce the likelihood of leaks going undetected, property owners are encouraged to actively monitor their water usage by taking regular readings of their water meter.

Concealed leaks can remain undetected for lengthy periods if the property's water meter is not monitored by the property owner.

If a leak or blockage is detected on the property side of the water meter, it is the property owner's responsibility to fix it. If a leak is identified, Queensland Urban Utilities recommends that a plumber be engaged to rectify the problem as soon as possible.

Queensland Urban Utilities is responsible for the water meter and the pipes leading away from the property. If a problem is detected in these pipes, it is our responsibility to fix it.

Where Queensland Urban Utilities becomes aware of an increase in a property's water consumption through our regular meter reading cycle, we will try to notify the property owner. Notification is provided where possible and as a courtesy only.



Purpose

Queensland Urban Utilities recognises that property owners may request assistance to reduce the water consumption costs incurred due to a concealed leak.

This policy explains how Queensland Urban Utilities will manage requests for financial adjustments related to concealed leaks.

FOR MORE INFORMATION VISIT
www.urbanutilities.com.au

GENERAL ENQUIRIES
13 26 57 (7am-7pm weekdays)

FAULTS AND EMERGENCIES
13 23 64 (24/7)

Scope

The assistance outlined in this policy applies in circumstances of concealed leaks of potable water only, and is applicable to the following eligible property owners:

- owners of residential owner-occupied properties
- registered genuine charities
- non-residential property owners with a permit to discharge trade waste (trade waste component only)

The following property owners are not eligible:

- owners of non-residential properties (excluding registered genuine charities and non-residential property owners with a permit to discharge trade waste)
- owners of residential non-owner occupied properties

Policy statement

Queensland Urban Utilities -

1. May assist eligible **residential owner-occupied** property owners and **registered genuine charities** with a financial adjustment:
 - a) of up to \$200 where the water lost is up to \$500 in value. A minimum adjustment of 40% will be applied in relation to water losses of up to \$500.
 - b) where the cost of the water lost exceeds \$500, an adjustment of 40% of the cost of the water lost will be applied up to a maximum of \$1000.
 - c) may provide additional assistance for residential customers who are **eligible pensioners**.
2. May assist non-residential property owners with a **permit to discharge trade waste** with an adjustment of the trade waste portion of the charges:
 - where the trade waste is calculated as a percentage of water measured through the property's water meter; and

For more information visit
www.urbanutilities.com.au
or call 13 26 57

Queensland Urban Utilities
PO Box 2765 Brisbane QLD 4001

ABN 86 673 835 011

- if increased trade waste charges occurred due to the relationship between water consumption volumes used to calculate trade waste charges and the concealed leak that occurred.
3. Will provide an adjustment for a maximum of two (2) consecutive billing periods. The period in which the leak was repaired, and the preceding period may be considered for adjustment.
 4. Will calculate the cost of water lost due to a leak by comparing the increased consumption with normal consumption for the property. Normal consumption will be based on a comparable billing period, average daily usage or other reasonable methodology as determined by Queensland Urban Utilities.
 5. Requires property owners to write a letter or complete the concealed leak policy application form available on our website and to provide evidence that the leak was repaired by a qualified and appropriately licensed plumber.
 6. Will not provide an adjustment that provides a residential owner-occupied property owner with assistance that is more than the total cost of the water lost due to the concealed leak. The assistance provided will take into account any financial assistance that may be provided due to the concealed leak under their Concealed Leak Insurance policy, any other insurance policy or any other benefit.

Application of this policy is at the discretion of Queensland Urban Utilities, and all requests for financial adjustment will be assessed against the entire eligibility criteria.

Specific exclusions

Queensland Urban Utilities will **not** provide assistance for leaks that occur in:

- internal water fittings and appliances including taps, toilets, hot water systems and other water appliances
- water tanks that are plumbed to the potable water supply
- sprinklers and irrigation systems
- swimming pools, spas and other water features and fittings or the pipe work supplying them
- hoses, hose pipes, external taps and fittings
- solar panels or the pipe work supplying them
- private Off Line Mains (OLM)

For more information visit
www.urbanutilities.com.au
or call 13 26 57

Queensland Urban Utilities
PO Box 2765 Brisbane QLD 4001

ABN 86 673 835 011

Assistance will also **not** be provided for:

- leaks caused due to construction, excavation, building, renovation or other similar activity on the property
- water lost due to vandalism, theft or carelessness (e.g. hose left running)
- any out of pocket expense to the property owner as a result of making a claim under their Concealed Leak Insurance policy, any other insurance policy or any other benefit.

Eligibility criteria

For a financial adjustment due to a concealed leak to be considered **all** of the following criteria **must** be met.

1. The water leak must be in the pipe work servicing the property, difficult to locate with little or no visual evidence of the leak.
2. The property on which the leak has occurred must not have been subject to development excavation or construction within the previous six (6) months of when the leak occurred and/or was identified.
3. The leak must not be within a dwelling or building on the property.
4. The leak must be fixed within one (1) month of identification/notification of the leak or notification from Queensland Urban Utilities that consumption at the property is higher than usual, indicating a possible leak. Notification by Queensland Urban Utilities is provided as a courtesy only.
5. An application must be made in writing by the property owner within three (3) months of identification/notification of the leak, or within one (1) month of receiving the Queensland Urban Utilities bill containing the leak period (where the leak period includes more than one billing period, an application must be made within one (1) month of receiving the first Queensland Urban Utilities bill containing the leak period).
6. Documented evidence including a plumber's invoice or report showing that the leak has been fixed must be provided from a licensed plumber and must accompany the request.
7. The property owner must not have received a concealed leak financial adjustment on the same account within the last three (3) years.
8. Where a residential property owner is a pensioner eligible for and receiving the State Government Pensioner Water Subsidy, additional assistance may be considered.

For more information visit
www.urbanutilities.com.au
or call 13 26 57

Queensland Urban Utilities
PO Box 2765 Brisbane QLD 4001

ABN 86 673 835 011

Definitions

Concealed leak

A water leak within a property's internal water infrastructure that is hidden from view be it underground, underneath a building or within concrete, and where there are no visible signs of dampness or soaking and where an occupant could not reasonably be expected to know of its existence, as determined by Queensland Urban Utilities.

Eligible pensioner

A person registered and approved to receive the State Pensioner Water Subsidy on their Queensland Urban Utilities account (status confirmed by Centrelink) for the property concerned at the time the leak occurred.

Potable water

Drinkable water that is safe for human consumption.

Property owner

A property owner that has a direct billing relationship with Queensland Urban Utilities.

Registered genuine charity

An organisation that solely operates for a charitable purpose. The charity does not earn money from a commercial activity or source, or earn profits for its owners or members. The charity must be directly for public benefit and not charge for services that it provides to the community.

The organisation **must** be registered on the Australian Charities and Not-for-profits Commission (ACNC) Register as a charity.

Residential owner-occupied

The property is owned and used for residential purposes. The residential property where the leak occurred must be the principal place of residence of the owner of the property. For properties owned by a Trust, the property must be the principal place of residence of a person who is a trustee of the Trust.

Residential non-owner-occupied

The residential property where the leak occurred is considered non-owner-occupied if it is not the principal place of residence of the property owner. This includes untenanted properties and vacant land.

Residential/non-residential

A property is considered to be residential or non-residential as determined by the rating category of the applicable local council. The Brisbane City Council rating category 'multi residential' is considered to be a non-residential rating category.

For more information visit
www.urbanutilities.com.au
or call 13 26 57

Queensland Urban Utilities
PO Box 2765 Brisbane QLD 4001

ABN 86 673 835 011

Trade waste

Trade waste is water-borne waste from a business or manufacturing premises, other than waste that is a prohibited substance (for example petrol, pesticide), domestic sewage (human waste) or stormwater.

Trade waste customer

A property owner that has a permit to discharge trade waste into the Queensland Urban Utilities sewerage system.

Related documents

- *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*
- Department of Energy and Water Supply, Customer Water and Wastewater Code

For more information visit
www.urbanutilities.com.au
or call 13 26 57

Queensland Urban Utilities
PO Box 2765 Brisbane QLD 4001

ABN 86 673 835 011