

Haemodialysis Allowance Policy

Purpose

This policy provides financial assistance towards water usage charges for Urban Utilities customers, who under the guidance of a medical professional are using mains water at the property in which they live, for the purpose of conducting haemodialysis at home.

Applicability of the Policy

This is a strategic policy, which is for internal and external use.

This policy will be made available on Urban Utilities' external website.

Scope

This policy applies to customers (including tenants) who reside at a property in Urban Utilities service area who regularly use mains supplied water for the purpose of conducting haemodialysis within their home.

Related Legislation

- *South East Queensland Water (Distribution and Retail Restructuring) Act 2009* (Qld)
- South East Queensland Customer Water and Wastewater Code 2017 (Customer Code)
- *Information Privacy Act 2009*

Policy Statement

Urban Utilities is committed to supporting customers in our service area who are undergoing haemodialysis treatment within their home.

Eligible customer

To be eligible to receive financial assistance the customer (or their representative) must:

- a) reside in a property that is billed for water usage by Urban Utilities;
- b) regularly use mains supplied water for the purpose of conducting haemodialysis within their home;
- c) make a request for financial assistance in writing to Urban Utilities; and

- d) provide supporting documentation by a doctor, renal specialist or a Queensland Health hospital or haemodialysis department confirming that the customer is receiving haemodialysis treatment within the home.

Customers who receive haemodialysis treatment outside of the home, at a hospital or other haemodialysis centre, are not considered eligible for financial assistance under this policy.

Financial Assistance

Urban Utilities recognises that performing haemodialysis at home can significantly increase water usage charges for customers. To assist with the cost of additional water usage, eligible customers will receive an annual allowance providing a credit for up to 200 kilolitres of water, which is an allocation of approximately 50 kilolitres per quarterly bill.

This allowance will be applied directly to the Urban Utilities billing account for the property. For tenanted properties, where a property owner elects to pass on water usage charges to a tenant, the property owner is also responsible for passing the allowance on to the tenant.

Uninterrupted Water Supply

Urban Utilities is committed to supporting customers who require an uninterrupted water supply for the purpose of performing home haemodialysis.

Where Urban Utilities has been notified of the need for uninterrupted water supply for a customer conducting home haemodialysis, this will be recorded against the customer account as a special need.

Information about water supply and water outages (both planned and unplanned) for customers with special needs can be found in the Customer Code and the Urban Utilities Residential Customer Charter on our website.

Definitions

Customer: For the purpose of this policy, a customer is any person who resides at a property within the Urban Utilities service area, including a tenant of a property.

Haemodialysis: The use of a machine by people with chronic kidney conditions which performs the function of pumping the patient's blood through a dialyser to filter the blood and remove toxins.

Related Documents

- South East Queensland Customer Water and Wastewater Code 2017
- Urban Utilities Residential Customer Charter

Review Date

This policy will be reviewed every 2 years or in accordance with changes to relevant legislation or business objectives.

Authorising Officer

Urban Utilities Board