

## Leak at Water Meter Policy

### Purpose

This policy outlines the assistance offered to customers who experience either a leak at the water meter servicing their property, or a leak on private plumbing following work on the water meter.

### Applicability of the Policy

This is an operational policy. This is also an external policy, available to customers and the public on our website.

### Scope

This policy applies:

- when a water meter leaks (whether work was recently completed on the meter or not), or
- when Urban Utilities or one of its contractors has recently completed works on the water meter, and a leak on private plumbing occurs.

Urban Utilities' Concealed Leak Policy applies to any concealed leaks which are not related to water meter works or are otherwise not covered by this policy.

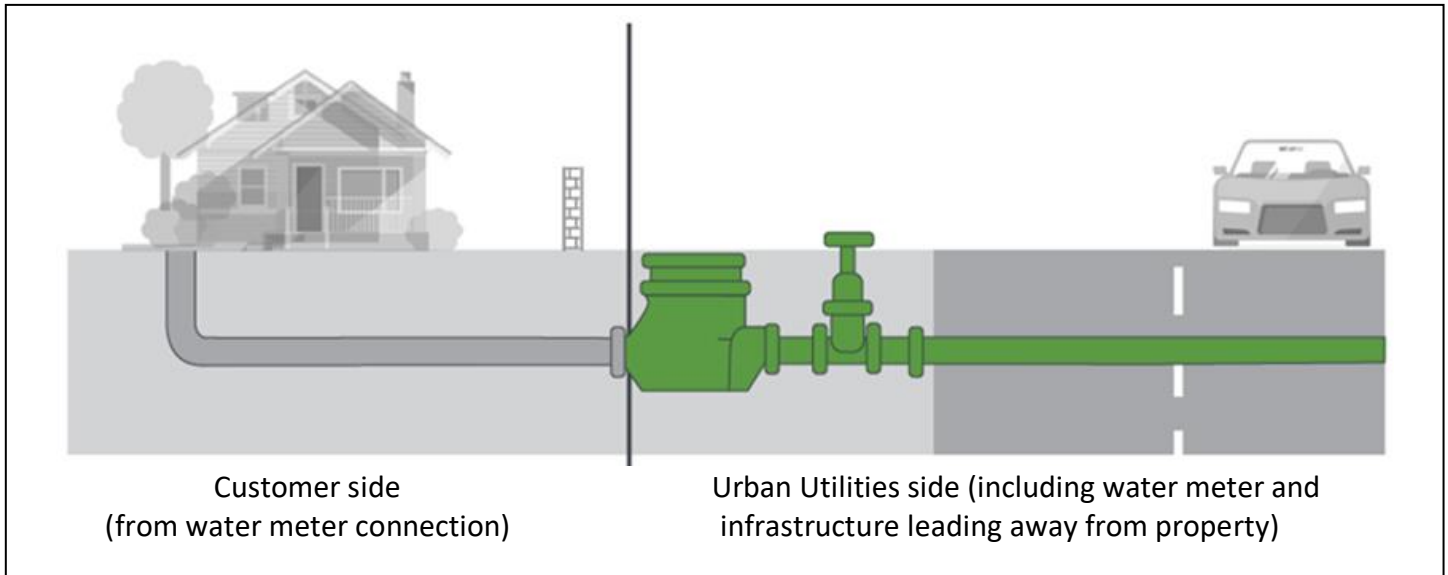
### Related Legislation

- *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009 (Qld)*
- *Body Corporate and Community Management Act 1997 (Qld)*

### Policy Statement

Urban Utilities is responsible for repairing leaks on its infrastructure, including its water meters. Where a leaking water meter results in an increase in a customer's consumption, Urban Utilities will provide a financial adjustment to the affected water and sewerage account.

Customers are responsible for repairing leaks and maintaining all private plumbing up to and including where it connects into the water meter. Urban Utilities' expectation when working on its infrastructure is that customers will maintain their private plumbing to such a standard that it is able to withstand the minimal disturbance required by Urban Utilities' maintenance activities.



As a customer service, however, where Urban Utilities considers that a leak on appropriately maintained private plumbing could reasonably have been caused by its works, it will arrange for the leak to be repaired. Where Urban Utilities determines that the leak increased the customer's water consumption, it will also provide a financial adjustment to the affected water and sewerage account.

### Repairs to Urban Utilities' infrastructure

Customers can advise Urban Utilities of the need to repair a leak on our infrastructure, including a water meter, by contacting us on 13 23 64, 24 hours a day, 7 days a week.

### Assistance with leak repairs on private plumbing

As a customer service, Urban Utilities will arrange repair of a leak on a customer's private plumbing (at no cost to the customer) where:

- the customer notifies Urban Utilities of the leak within 4 months of the date of water meter work performed by Urban Utilities or one of its contractors **and**;
- the scope of the water meter work involved temporary isolation of water supply **and/or** temporary disconnection of service **and**;
- there is no other obvious cause for the leak identified (eg, third party damage) **and**;
- the leak is located underground and within one metre of the water meter (measured from the back of the water meter box on the property side) **and**;
- the leak is not from a galvanized iron pipe.

Where a customer does not make contact with Urban Utilities but instead engages a private plumber to repair the leak, Urban Utilities will not consider requests for reimbursement of plumbing costs or assess the account for financial assistance under this policy. Urban Utilities' Concealed Leak Policy may instead apply.

### Financial assistance

Financial assistance will be provided to customers where:

- Urban Utilities has completed a repair of its water meter, or arranged for repair of a leak on the customer's private plumbing based on the above criteria **and**;
- based on the location of the leak, it could have registered as consumption on the water meter **and**;
- the customer's water consumption has increased as compared to usual water consumption (by assessing usage against a comparable billing period, average daily usage or other reasonable methodology as determined by Urban Utilities)

Where financial assistance is provided, an adjustment of 100% of the cost associated with the increase in consumption will be applied to the affected customer's water and sewerage account.

This adjustment will be calculated from either:

- up to 12 months before the date of the leak repair (where a water meter leak was not related to Urban Utilities work on the water meter) **or**
- the date of the water meter works up to the date of the leak repair (where the leak related to Urban Utilities work on the water meter).

### Non-residential, commercial and trade waste customers

Urban Utilities may also provide financial assistance by adjusting sewage disposal charges and trade waste charges (if applicable) where:

- the sewage disposal charge and/or trade waste charge is calculated based on a percentage of water measured through the property's water meter; and
- sewage disposal and/or trade waste charges increased as a result of increased water usage as a result of the leak.

## Definitions

### Consumption

means the amount of water used by a customer, as measured by a water meter.

### Private plumbing

means privately owned water infrastructure (not owned or maintained by Urban

Utilities) connecting a property to Urban Utilities' network. Private plumbing includes the pipework leading up to the water meter and the connection to the meter but does not include the water meter itself.

**Water meter**

means a device owned and maintained by Urban Utilities used to measure the flow of water from Urban Utilities' infrastructure into a customer's private plumbing.

**Related Documents**

- POL21 Concealed Leak Policy
- South East Queensland Customer Water and Wastewater Code (2017)

**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