

# nhulunbuy corporation

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## **UNDETECTED WATER LEAK** **POLICY – FM011**

<b>Title</b>	<b>Undetected Water Leak Policy</b>
<b>Policy number</b>	FM11
<b>Type</b>	Corporate Services
<b>Owner</b>	Chief Executive Officer
<b>Responsible Officer</b>	Manager Corporate Services
<b>Approval date</b>	May 2023
<b>Approval date</b>	May 2026

## 1. Purpose

This policy establishes the framework and criteria for providing relief to water account holders by partially crediting water consumption charges in cases of financial hardship resulting from an undetected water leak which has occurred on account holder's property.

## 2. Scope

The policy defines the criteria and means by which the Nhulunbuy Corporation will provide relief to water account holders who experience an undetectable water leak at their property which results in an increase in their water consumption charges.

## 3. Definitions

**Undetected Water Leak** means water escaping on the customer's side of the meter, which is hidden from view, be it underground or within concrete, underneath a building or within the walls of a building and where an owner or occupant could not reasonably be expected to know of its existence.

**CEO** means Chief Executive Officer of the Nhulunbuy Corporation.

**Nhulunbuy Corporation** means the Nhulunbuy Corporation Limited and its employees.

## 4. Responsibility of Managing Water Leaks

Property owners have primary responsibility for identifying, preventing, and managing water leaks at their property. Property owners are responsible for the installation, repair, maintenance, monitoring, and replacement of all the pipes, fixtures, fittings at their property up to the water meter. If a leak is detected it is the responsibility of the property owner to have the leak detected and repaired by a licensed plumber as soon as possible.

Water account holders may be granted relief, in accordance with this policy, where water has been lost due to a verified undetected water leak on the customer's property that has resulted in abnormally high-water consumption charge.

## 5. Criteria for granting relief as a result of an undetected water leak

The below essential conditions must be met to grant relief to a water account holder:

- Where the water account holder suspects an undetected water leak, they must notify Nhulunbuy Corporation in writing within 30 days of receiving the Water Notice for the period.
- Water consumption charges must result from an undetected water leak and not from high water consumption, as determined by Nhulunbuy Corporation.
- Efforts made to rectify the leak once identified.

- No prior relief granted at the property within the past 3-year period.

## 6. Assessing high water consumption as a result of an undetected water leak

For the purpose of this policy, an undetected water leak is defined as water escaping on the customer's side of the meter, which is hidden from view, be it underground or within concrete, underneath a building or within the walls of a building and where an owner or occupant could not reasonably be expected to know of its existence, as determined by Nhulunbuy Corporation.

Factors that do not constitute an undetected water leak include the normal operation of plumbing i.e., water loss from taps, hoses or any fixture connected to the plumbing whether such operation is accidental, inadvertent, or malicious.

In determining whether the water consumption charge relates to an undetected water leak or from high consumption, Nhulunbuy Corporation will review the electronic meter data for the period to determine the cause of the high-water consumption for the period.

## 7. Administration of relief granted

Water account holders that meet the qualifying conditions may be eligible to have a concession in the form of a credit applied to the water consumption charge of the water lost in accordance with this policy.

To determine the value of relief granted, Nhulunbuy Corporation will average the consumption for the period against the consumption for the prior 4 quarters. The difference between the averaged consumption and the consumption used in the period that the undetected water leak arose will be credited from the water account.

An illustrative example is as follows:

Leak consumption within the period	= 500 KL
Less averaged consumption for the prior 4 quarters	= <u>200 KL</u>
Credit applicable to water account	= 300 KL

Only one claim per property under this policy is to be considered in a 3-year period.

## 8. Review process

This policy will be reviewed three years after its adoption.

<b>Date</b> 24 July 2023	<b>Director (Name)</b> Andres Hoffman	<b>Signature</b> <i>Andres Hoffman</i>
<b>Acting Chief Executive Officer</b> <b>Shane Whitten</b>		<b>Signature</b> <i>Shane Whitten</i>