

PART 10: REMISSION OF EXCESS WATER RATES

OBJECTIVES

This policy is designed to assist ratepayers who have excessive metered water rates due to a fault or leak in the water reticulation system servicing their rating unit or due to any errors or omissions on the part of the Council.

CONDITIONS AND CRITERIA

This policy applies only to targeted rates for water supply where:

- There has been a misreading of a water meter or a faulty meter;
- There has been an error in data processing;
- There has been a leak in the water reticulation system;
- In the case of a leak a remission for leakage may be made where a ratepayer produces evidence of a timely repair of a leak;
- A "timely repair" means a repair completed within 30 days of the date of the invoice to which the application refers; and,
- The remission of will be calculated in accordance with the following formula:

50 percent of [A – B] x C

Where:

A = Current consumption as recorded by the water meter.

B = The estimated normal consumption for the period (this is the average of water used during the same period based on the previous two years).

C = The targeted water supply rate applicable to the invoice.

- In the case of an error in data processing or a misreading the error or reading will be corrected and any excess water rates charged will be refunded.