



WATER BY METER LEAK WRITE-OFF POLICY

1. Rationale

To provide for write-off of water by meter usage charges where genuine reasons exist to do so.

To encourage reduction in water usage through prudent application of policies.

2. Purpose

- To set out fair procedures for the write-off of water by meter charges where a leak has been detected.
- To reduce overall consumption through identification and repair of leaks.
- To recognise genuine and real hardship.

3. Guidelines

1. Current owners will be allowed one write-off under this policy per financial year.
2. The write-off will only apply where the leak identified is of such magnitude that usage will exceed the allowance set in any year. For example, a slowly dripping tap is unlikely to result in excess usage.
3. A copy of the invoice for repair is supplied. Again the nature of the repair must indicate that excess usage is likely.
4. Meter readers will be issuing notices where they suspect excess usage, at the time they read the meter. If this notice is not acted on within four weeks then this policy will not apply.
5. A write-off will be available due to council error, or the meter reading inaccurate usage.
6. If a property changes ownership during the year, usage for the rest of that year will start from nil from the time of change of ownership.
7. If a write-off is agreed, but the user has a history of usage in excess of the allowance, and estimated usage (based on historical usage) amount will be calculated and invoiced.

4. Delegation

Implementation of this policy is delegated to the Chief Executive who may further delegate as is seen fit.