



WATER AND WASTEWATER LEAKAGE RELIEF POLICY

DOCUMENT REFERENCES

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REVISION HISTORY

Version No#	Date	Author	Summary of Changes
1	26/09/2011		Approved for use – PTBC EGM
2	24/03/2014	Geoff Charleston	Approved for use – PBC EGM
3	24/06/2020	Eliza Court	Approved for use – PBC EC
4	09/09/2020	Eliza Court	Included wastewater/sewage leaks caused by PBC infrastructure
5	01/02/2024	Shanyn Fox	Update format/header and Document references
6	06/01/2026	Shanyn Fox	Review of policy and current processes against CoGC Concealed Water Leak policy

DISTRIBUTION

Name	Title
All	SCCSL Website

APPROVAL

Name	Position	Signature	Date
Cassie McAuliffe	GM Approved by PBC EC 15/01/2026		16/01/2026



WATER AND WASTEWATER LEAKAGE RELIEF POLICY

OBJECTIVE

To provide customers with relief from water consumption charges and wastewater volumetric charges in cases where a leak has been identified and repaired.

To provide customers with relief from damage and cleanup of sewerage leaks inside lots caused by a blockage on Body Corporate mains sewerage line.

POLICY STATEMENT

Relief will be assessed and applied in accordance with the procedure outlined in this policy and is based on the City of Gold Coast (CoGC) Concealed Water Leak Policy (2 July 2024)

SCOPE

Sanctuary Cove is made up of both commercial and residential areas. This policy includes all customers that are serviced by a water meter in Sanctuary Cove.

DEFINITIONS

SCCSL	Sanctuary Cove Community Services Limited
CoGC	City of Gold Coast City (Council)
Billing Period	is the time from when a meter is read and a water notice is issued, until the meter is next read and the next water notice issued.
PBC	Sanctuary Cove Principal Body Corporate
PTBC	Sanctuary Cove Primary Thoroughfare Body Corporate
Concealed Leakage	Is to be defined as water escaping on the customer's side of the water meter from the property's main internal water pipe supplying water to the property. For the water leak to be considered concealed, it must be difficult to locate and there must be no visual or audible evidence of the leak.
Leakage	Leakage is the difference between water consumed during the leakage period and water consumed during periods of normal consumption in a comparable billing period for the property. Normal consumption may be determined by analysing previous comparable billing periods, average daily consumption (particularly where the property has had a change of ownership), or other reasonable methodology as determined by SCCSL.
Main internal water supply	Is to be defined as the underground water supply pipe from which water enters the premises and / or property from the Principal Body Corporate (PBC) or Primary Thoroughfare Body Corporate (PTBC) metered supply.



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POLICY DETAILS

1. Requests for relief must be supported by a plumber's invoice / report showing that the leak has been repaired including photos of the exposed leak.

If the property owner wishes to claim relief from water consumption and/or water wastewater volumetric charges for a leak they must provide evidence that the leak has been repaired. This must be in the form of a plumber's invoice and report showing the location of the leak/s within the internal plumbing system, the date the leak/s was repaired, who repaired the leak/s and photos showing the exposed leak.

2. Sanctuary Cove Community Services Limited (SCCSL) inspection prior to application being assessed.

From time-to-time SCCSL may be required to inspect the site where the leak occurred to assess damage or severity of the leak. SCCSL may also require further information from the claim applicant.

3. Eligibility Conditions

Before applying relief under this policy SCCSL must first ensure the application meets the following eligibility criteria:-

- a) The leakage was located within the main internal water supply pipe servicing the premises and/or property. For the leak to be considered concealed, it must be difficult to locate and there must be no visual or audible evidence of the leak.

Relief from water consumption charges and/or wastewater volumetric charges WILL NOT be considered under this policy, without limitation to, the following circumstances:

- I. Water loss or leakage from above ground fixtures such as internal and external taps, toilet cisterns, hot water systems or other fixtures.
 - II. Water loss or leakage from plumbing/water pipes which service the property irrigation or sprinkler systems, swimming pools, spas, ponds, and other water features and the related fittings and pipe work
 - III. Water loss or leakage in water tanks that are plumbed to the potable water supply
 - IV. Faulty plumbing or human error resulting in a rainwater tank being filled from the potable water supply
 - V. Leaks caused due to construction, excavation, building, renovation, or other similar activity on the property
 - VI. Leaks in hoses, hose pipes, external taps, and fittings
 - VII. Leaks in solar panels or the pipe work supplying them
 - VIII. Leaks in pipe to a jetty or pontoon
- b) If the owner of the property was advised by SCCSL in writing that a leak may exist, that the subject leak was repaired within two (2) weeks of that notice.
- c) A copy of the plumber's account / report / invoice is received in accordance with section 1 of this policy.



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- d) Relief from water consumption charges have not been granted for the property in the previous 3 years.
 - In cases where relief from water consumption charges has previously been granted for a particular property, and the property remains owned or partly owned by the recipient of that leakage relief, no further relief will be considered under this policy for a period of three years, commencing from the start of the water consumption period immediately following the last water consumption period in which the leak/s occurred.
 - In cases where relief from water consumption charges has previously been granted for a particular property, however at the time of the subsequent leak the property was no longer owned or partly owned by the recipient of the initial leakage relief, further leakage relief can be considered.

Note – the 3-year criteria (as per Section 3(d) above) does not apply in respect to Wastewater Volumetric Charges.

- e) The application is received within a term equivalent to one billing period of identification or notification of a potential leak (whichever is sooner) and is made by the current owner (i.e. a rebate will only be applied to a levy statement and therefore the claimant must be the current owner).
- f) The property on which the leak occurred must not have been subject to development, excavation, or construction within the previous six months.
- g) There is an expectation that lot owners will do everything in their power to monitor water usage and act promptly to rectify damaged water infrastructure on their property.
- h) Water loss is greater than 25kl (over a maximum of one billing period)

4. Faulty meters are not classified as concealed leaks but may be considered separately where supporting evidence is provided, *please refer to IP-10 V2 - Faulty Water Meter Relief Policy*.**Process to determine relief value**

Once it has been established that an undetected leak has occurred and the application meets the eligibility criteria, the implementation officer will determine relief as follows:-

- 1) Calculation of the quantity of water consumed due to leakage, based on the following criteria:-
 - a) Where the previous two corresponding water consumption periods for the subject property/s are attributable to the occupant/s as at the date the leak occurred, then the quantity of water consumed due to leakage is to be calculated by subtracting the average water consumption for the two previous corresponding water consumption periods from the water consumption for the water consumption period in which the leakage occurred.
 - b) Where the previous two corresponding water consumption periods for the subject property/s are NOT attributable to the occupant/s as at the date the leak occurred then the quantity of water consumed due to leakage is to be calculated by subtracting the estimated water consumption subsequent to the leak being detected and repaired from the actual water consumption for that water consumption period.

The estimated water consumption for the water consumption period in which the leak occurred is to be based on the water consumption for the subject property/s after the leak/s has been repaired.



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- 2) Adjust the water consumption and/or wastewater discharge as follows:

Water Consumption- Reduce the total quantity of water consumed for the water consumption period by a quantity equal to one hundred (100) per cent of the Gold Coast City Council charges and a percentage of the State Government bulk water charges such that the combined rebate is fifty (50) per cent of the cost of the leakage

Wastewater Discharge- Reduce the total quantity of wastewater discharge volume for the discharge period by a quantity equal to one hundred (100) percent of the Gold Coast City Council charges due to leakage.

Should a leak/s occur in a water consumption period and not be fixed until the next water consumption period i.e. leakage occurs in both water consumption periods, then a request for relief under this policy shall be considered as a single relief request. However, each water consumption period will be assessed separately in accordance with this policy.

- 3) The maximum relief allowance applicable for a single relief request in accordance with this policy will be a rebate amount equivalent to a maximum of 201kL.

5. Relief for sewerage leaks

Once it has been established that the Body Corporate has had a sewerage mains line blockage which could have affected lots in a set area, a lot owner may apply for relief in the form of reimbursement for cleanup costs and any damage caused by the sewerage leak.

- 1) Relief may only be requested by the lot owner at the time of the sewerage leak.
- 2) The lot owner at the time of the sewerage leak must be the same person who is submitting the application for relief.
- 3) A sewerage leak relief claim must be made within the same Body Corporate financial year period- 1 November to 31 October – as the leak occurred.
- 4) A Claim for Monies Owed – Form 23 is to be completed and is to include documents supporting the claim at the time of submission.
- 5) Once received by Body Corporate Office, a relief claim will be issued to the next available PBC Executive Committee Meeting where the request will be considered, and a decision made.

REFERENCES

Document Number	Title
Form 10	Request for Water Relief
Form 23	Claim for monies Owed
IP-10 V2	Faulty Water Meter Relief Policy