

# WATER RELIEF FUNDAMENTALS

## WHO OWNS THE METER?

Water meters are owned and maintained by the Owner of the Lot. Owners are responsible for ensuring that their water meter is accessible for reading as well as functioning properly.

## HOW DO I CHECK FOR LEAKS AT HOME?

Leaking pipes, toilets and taps can waste a lot of water, leading to high water bills. For example, a tap that drips once every second will waste up to 33 litres a day. The Sanctuary Cove Principal Body Corporate (PBC) is responsible for water leaks from the supply system up to but not including the water meter.

Water leaks that occur from water pipes and fittings on the property side of the water meter are the responsibility of the property owner. If you think you may have a leak or would like to check, follow the simple steps contained in the 'Water Fact Sheet' on My-Community.com/sanctuary cove.

**If you find a leak, turn off your water supply immediately and call a licensed plumber**

## CONCEALED LEAKAGE – WHAT IS COVERED UNDER THE PBC'S WATER RELIEF POLICY?

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.

The 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.

Relief will not be considered for water loss or leakage from but not limited to fixtures such as internal and external taps, toilet cisterns, hot water systems, water tanks, valves, plumbing fittings/water pipes which service the irrigation system or swimming pool. Relief will not be considered for leaks caused by construction, excavation, building renovation or similar activity on the property.

## HAVE YOU MADE A CLAIM FOR WATER CONSUMPTION CHARGES FOR THE PROPERTY IN THE PREVIOUS 3 YEARS?

Only one application for water relief caused by leakage will be considered under the PBC's Water Relief Policy for potable water consumption charges every 3 years. However, the 3 year criteria does not apply to wastewater volumetric charges.

## HAVE YOU BEEN ADVISED IN WRITING BY SCBCS THAT A FAULTY METER OR LEAK MAY EXIST?

If the owner of the property was advised in writing by SCBCS that a faulty meter may exist or a leak on the resident's side may exist, the subject matter must be replaced / rectified within two weeks of that notice to be eligible for water relief.

After the leak is repaired, two meter readings must be taken to confirm that the leak has been repaired successfully. The application for water relief must be made within one billing period of identification or notification of the leak.

## IS THERE A MINIMUM OR MAXIMUM AMOUNT OF REBATE YOU CAN CLAIM?

Water loss must be greater than 25kl and the maximum relief allowance will be a rebate amount equivalent to 201kl.

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.