

AQUA FERRE (MUCHEA) PTY LTD
TRADING AS MUCHEA WATER
LEAKS & BURST MAIN RESPONSE
PROCEDURE



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1 Purpose

Aqua Ferre (Muchea) Pty Ltd trading as Muchea Water (**Muchea Water**) is committed to minimising the impact to your water supply and property as a result of leaks or bursts in our water mains.

The following details how we will address and minimise the impact of a burst or leak in our water supply mains.

2 Responsibility

Muchea Water is responsible for maintaining pipes from the mains to the customer's connection point on their property. The customer's connection point is defined as up to and including the water meter at the property boundary.

3 Water Leaks

If you suspect a water leak, it is a good idea to confirm this through reading your water meter. To do this:

- turn off all household and garden taps and water using devices in your home, flush the toilet
- record the numbers on your meter
- wait at least 15 minutes and then read the meter again.

If there is a difference between the two readings, you have a leak.

Contact your plumber to identify the source of the leak. If the leak is on your property between the water meter and your home, it will be your responsibility to repair.

In a situation where Muchea Water identifies a leak on your property, we will report the leak to you wherever possible. Water leaks that occur between the water meter and our water mains are the responsibility of Muchea Water to repair. Muchea Water will repair the leak as promptly as possible.

If a leak has been detected on your property, we encourage you to contact Muchea Water, on 08 9551 1620 to discuss your water usage statement.

If the leak is concealed, Muchea Water may provide you with a rebate of up to 50% of the water usage amount over your average bill. To claim the rebate, you will need to contact Muchea Water on 08 9551 1620 to discuss the claim requirements.

As a minimum, written evidence that the leak has been repaired by a licensed plumber will be required. Muchea Water allows one rebate per property for the duration of the ownership.

4 Water Main Failure and Flooding

Muchea Water understands the impact that flooding may cause and is committed to working with customers to resolve flooding issues.

As soon as becoming aware of water overflowing anywhere on or near your property or any damage caused by flooding, it is very important that you contact Muchea Water on 08 9551 1620.

We can be contacted 24 hours per day, 7 days per week.

Muchea Water will respond to flooding incidents during and after normal working hours as soon as possible.

In the event of a water main failure, we will isolate and repair the main as soon as it is possible to do so safely and in consideration of other customers.

If the main failure leads to flooding of your property, we will assist to prevent further water entering the property and remove flood water from your premises.

We will assist and offer advice for the initial clean-up of your premises, and also reimburse your insurance excess, providing the flooding is not as a result of issues outside our control such as:

- a defect on your own internal property plumbing
- a result of your own actions
- general surface flooding.

The extent of our financial liability is limited to where the flooding is caused by negligence on our part.

5 Insurance and Compensation

Damage to property from failed water pipes may be covered by your domestic household insurance. Contact your insurance company immediately if you have suffered loss or damage as a consequence of a water pipe failure. Please ensure that any damaged items for which you are claiming is not disposed of until the matter is resolved.

6 Complaints

If you are not satisfied with the outcome of the Muchea Waters response you may choose to utilise the Muchea Water Complaints Procedure and/or apply to the:

Energy and Water Ombudsman

In person: Level 2, Albert Facey House
469 Wellington Street
Perth WA 6000

Postal Address: PO Box Z5386
St Georges Terrace
Perth WA 6831

Phone: 08 9220 7588

Freecall: 1800 754 004*

** Calls made from mobile phones will be charged at the applicable rate.*

TIS: 131 450 (Translating and Interpreting Service)

TTY: 133 677 (National Relay Service)

Email: energyandwater@ombudsman.wa.gov.au
Fax: (08) 9220 7599
Freefax: 1800 611 279
Website: <http://www.ombudsman.wa.gov.au/energyandwater/index.html>

7 Review of Procedure

This procedure shall be reviewed by Muchea Water on a regular basis and if required be amended or reviewed to suit the requirements of Muchea Water and adherence to any applicable laws or regulations.