

MUCHEA WATER LEAK ALLOWANCE



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1 Purpose

Aqua Ferre (Muchea) Pty Ltd trading as Muchea Water (**Muchea Water**) is committed to assisting customers with the impact of hidden leaks.

The following details how we will address customer advice of a leak and requests for consideration of a leak allowance.

2 Responsibility

Customers are fully responsible for the condition and maintenance of all plumbing on their property, including irrigation reticulation. However, in certain circumstances Muchea Water may grant a leak allowance to a customer who has experienced an increase in water consumption caused by a hidden leak or burst.

An application for a leak allowance must be submitted to Muchea Water within three months of you receiving a bill which shows the excess water consumption. The application must be completed in full by the property owner and a licensed plumber.

3 Leak allowance – eligibility criteria

Eligibility Criteria

- The leak has occurred in circumstances beyond the customer's reasonable care and control
- The leak is hidden
- The internal plumbing must comply with the Plumbers Licensing and Plumbing Standards Regulations 2000 and AS/NZS 3500:2003
- The irrigation reticulation system connected to internal plumbing must meet industry standards including a Watermark certified manual isolation valve, a backflow prevention valve complying with AS/NZS 3500:2003 and master control solenoid
- Repairs need to be completed by a licensed plumber
- Customers can apply for one allowance per owner per property for the duration of ownership

An allowance will not be considered for:

- Leaks in appliances including air conditioners, dishwashers, washing machines, hot water systems, toilet cisterns, shower heads, or other water appliances and valves
- Leaks in swimming pools, spas, ponds, water features and related fittings
- Leaks on or due to internal or external taps
- Plumbing which is considered to be substandard, in disrepair, illegal or unsuitable
- Situations where the leak is not repaired by a licensed plumber
- A garden irrigator valve (if applicable) if it does not as a minimum have a manual isolation valve and master solenoid installed
- The leak is on vacant land or a property under construction, uncapped meters and open-end meters with no standpipe

- Situations where the internal plumbing is open ended (i.e. not connected to anything)
- Situations where it can be shown that the loss was visible or clearly should have been detected

4 Leak allowance calculation

Allowances are calculated based on up to 50% of the estimated wasted water volume above the average consumption (kilolitres) for the property. Allowances less than 20 kilolitres will not be considered and allowances are capped at a maximum of 1,000 kilolitres.

The amount of the allowance which may be granted shall be determined by reference to:

- an estimate of the amount of water lost, using information from the licensed plumber that repaired the leak; or
- where the rate and duration of the leak cannot be determined, the excess consumption over the average consumption in the corresponding periods

Where the leak has occurred over more than one meter reading period the calculated allowance shall be completed on the most current read that includes the repair.

If a suitable period cannot be determined (for example due to a change of ownership or tenancy arrangement), consumption may be determined from the current water usage pattern using a subsequent base period.

Water consumption charges are to be recalculated on the net consumption following approval of a leak allowance.

5 Exceptional circumstances

Special consideration may be given to claims which do not meet normal eligibility guidelines, where exceptional circumstances have contributed to the waste of water. A detailed written request will be required to be submitted with all information and or evidence to support the claim. Any allowance granted will depend on the circumstances of the incident which resulted in the water loss.

6 Applying for a leak allowance

To apply there's a few things you'll need:

- Your latest bill – you'll need to provide your account number, verify your water use amount in kilolitres (kL) or water use charges. All this information can be found on your bill
- Your meter number
- Your current meter reading or meter reading following the repairs
- A digital copy of the repair invoice from your licensed plumber and details of the leak and repair and confirmation of the state of the plumbing/irrigation prior to repair
- Photos of the leak and repair

Muchea Water's Customer Support staff will advise you of any other information requirements to support your application for a leak allowance.

7 Claim outcome

Muchea Water undertakes to inform customers of the outcome of their claim within ten business days of receipt of an application for a leak allowance.

8 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>

9 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.