



LITHGOW CITY COUNCIL

8. FINANCE

Policy 8.6

EXCESSIVE WATER USAGE ALLOWANCE FOR BREAKAGES

Version 2

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8.6 EXCESSIVE WATER USAGE ALLOWANCE FOR BREAKAGES

OBJECTIVES: This policy provides a concession for excessive water usage which may be provided to landowners on the first occurrence that a breakage occurs which is beyond their control and causes excessive water usage accounts that are obviously out of step with previous bill levels for the same owner on the same property.

POLICY:

1. The policy applies to property owners.
2. The policy applies once only for a particular property.
3. If an application is received in writing for Council to determine an account as showing excessive water usage due to damage to infrastructure on property owner's side of the meter, Council may consider relief for the account if it is evident that the ratepayer will incur financial hardship.
4. Applications should be addressed to the Internal Services Manager who will assess and determine the legitimacy of the application in accordance with investigation and with consideration of Council's Hardship Policy.
5. Proof of the breakage in infrastructure will need to be substantiated by the way of a tradesman's account showing the date of repairs and or supply of goods.
6. Council will average an account using the past four readings if it is determined the account is eligible for an excess water usage allowance.
7. The allowance is capped at \$200 in total per property and is available in a one off instance per property only.

Maintained by Department:	Internal Services	Approved by:	Council	Exhibition	
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