

# Remission of Excess Water Charges Policy

## Objective

**12.1** To standardise procedures to assist ratepayers who have excessive water rates due to a fault (leak) in the internal reticulation serving their rating unit, having acted promptly in remedying the fault.

## Conditions and Criteria

**12.2** The Council may remit all or part of the excess water rates where the application meets the following criteria:

- The policy will apply to applications from ratepayers who have excess water rates due to a fault(s) in the internal reticulation;
- That all applicants are requested to submit their application in writing;
- That proof of the repairs to the internal reticulation be submitted for verification (i.e. plumbers repair account);
- That proof be submitted for verification of the repairs being carried out promptly once the existence of a fault has been identified;
- That the ratepayer be charged the full amount for normal consumption;
- That part or all of the excess amount be remitted.

## Remission

**12.3** The rate payer will be charged the full amount for normal consumption of water, and the excess amount will be remitted.