
UTILITY CHARGE REMISSION – EXTRAORDINARY CIRCUMSTANCES

APPROVALS

POLICY NUMBER	WW-POL-053	DOC.ID	3663765
CATEGORY	Community		
POLICY OWNER	Water and Waste		
APPROVAL DATE	28 October 2021; Revised 12 June 2024	RESOLUTION NUMBER	7564

OBJECTIVE

To outline the criteria associated with how Council will approve and apply a remission to a customer's account, in circumstances where there has been a failure to deliver a product or service to the established quality, due to an extraordinary event.

SCOPE

Council's remission due to failed products and services applies to:

- All water, sewerage utility charge and/or waste service customers of Isaac Regional Council.

DEFINITIONS

TERM / ACRONYM	MEANING
Billing period	Shall mean the date range between the start date and end date when a product or service is charged and does not refer to the issue date or the payment due date.
Consumption charge	Shall mean the component of Council's water charges that is applied for each kilolitre of water used.
Rates Notice	Issued under the <i>Local Government Act 2009</i> for waste services, land rates, water and sewerage infrastructure charges and general council services.
Council	Shall mean Isaac Regional Council.
Customers	Shall mean consumers or users of a council product or service.
Residential/Non-residential	Shall mean a property considered to be residential or non-residential as determined by the rating category applied by Council.
Waste Service	Shall mean an agreed Council service related to the collection of customers' waste or recycling bin from the customers' places of residence or business.
Water Notice	Shall mean the notice issued by Council to customers containing water consumption charges.

POLICY STATEMENT

COUNCIL'S POSITION ON MATTER

Council is responsible for the quality and supply of products and services it delivers to its customers within the Isaac region. In situations where Council fails to deliver these products and services to the established standard due to an extraordinary event, Council will grant a remission to those customers under the following conditions.

ELIGIBILITY

To be eligible for a remission, the event must meet the following criteria:

Threshold parameter 1 – nature and gravity of event

A remission would only apply when Council deems by resolution that it has formed the view that the event is of severe gravity and is extraordinary in nature.

Threshold parameter 2 – extent of affected customers

A remission would only apply when the proportion of affected customers in a supply district is equal to or greater than 30% of the total number of customers within that district.

Threshold parameter 3 – duration of event

A remission would only apply when service standards are not satisfied for equal to or longer than seven (7) days.

CALCULATION OF ANNUALISED REMISSION

Council will use the following information to calculate the annualised remission:

(Number of days = to or greater than seven (7) divided by number of days in the year) multiplied by (the normal charge for the product or service affected).

For example:

If the period were sixteen (16) days out of the year and the charge for the service in question were \$520, then the remission would be:

- $16/365$ which is .0438, times \$520, which is \$22.79.

Note: Associated rates can be obtained from Council's Rates, Fees and Charges.

Council may elect to apply the remission to a single billing period instead of the full year in some cases.

PAYMENT OF REMISSION

Council will apply the remission as a financial adjustment to the property owner's account. If the account has been paid in full a credit will be applied to a subsequent notice.

LEGISLATIONS AND RELATED GUIDELINES

- Australian Drinking Water Guidelines
- Water and Waste Customer Service Standards
- Isaac Regional Council Customer Charter
- *Local Government Act 2009*
- *Water Supply (Safety and Reliability) Act 2008*
- *Local Government Regulation 2012*

REFERENCES

ID	NAME
CORP-POL-085	Water and Sewerage Connections and Disconnections Policy
WW-POL-084	Water Meter Reading and Billing Policy
WW-POL-108	Water Supply and Wastewater Service Complaints Policy