
Retail water customer account assistance

Responsible Officer: Group Manager Corporate and Commercial (Geoff Ward)

Recommendation

That Council in accordance with section 356 (1) of the *Local Government Act 1993* and its 'Retail Water Customer Account Assistance' policy, approve financial assistance as listed in Table 1 of this report.

Background

Five applications for financial assistance in accordance with section 356 (1) under Council's 'Retail Water Customer Account Assistance' policy has been received. Details of the application are set out below Table 1.

Table 1

Section 356 (non pensioner)					
Account	Date application received	Nature of leak	Original water charges due	S356 financial assistance to be approved	Adjusted water charges due after approval
10298-10000-8	31-Aug-22	Undetected leak found in the underground pipe near the cattle trough and chicken pan	\$3,556.62	\$1,647.04	\$1,909.58
11797-12000-0	6-Sep-22	Underground pipe broken in the dairy farm area	\$2,814.78	\$1,088.82	\$1,725.96
10063-12000-9	9-Sep-22	Leak located under the slab in garden area. Undermining of concrete slab was required to complete repairs.	\$5,056.52	\$2,769.39	\$2,287.13
11598-11000-2	12-Sep-22	Leak was found under the concrete slab. The cost to dig through concrete and locate the leak was deemed too high. A new system was set up to bypass the existing one and isolate the area.	\$6,481.49	\$3,838.49	\$2,643.00
11663-11000-2	13-Sep-22	Failed solenoid valve/controller caused water to flow freely into the pool and overflowing water was running into the drain.	\$7,057.89	\$4,250.74	\$2,807.15

Finance

The 2022/23 financial year budget allocation for applications made in accordance with the 'Retail Water Customer Account Assistance' policy is \$25,000.

Budget Table S356/S582		
2022/23 financial year budget	\$25,000.00	<u>No. of applications</u>
S356 assistance approved financial year to date	\$4,641.29	1
S582 assistance approved financial year to date	\$0.00	
S582 assistance approved since last Council meeting	\$0.00	
Proposed S356 assistance approval this Council meeting	\$13,594.48	5
Proposed S582 assistance approval this Council meeting	\$0.00	
Budget remaining 2022/23 financial year	\$6,764.23	

Legal

This proposal has been assessed against the public notice requirements contained in section 356(3) of the *Local Government Act 1993* as it relates to the granting of financial assistance and determined that no prior public notice is required prior to Council granting the assistance outlined in this report.

Conclusion

The total value of section 356 financial assistance equates to \$13,594.48 by application of Council's '*Retail Water Customer Account Assistance*' policy. It is proposed that Council grant the recommended financial assistance.