

Retail Water Customer Account Assistance

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

Recommendation

That Council receive and note the Retail Water Customer Assistance listed in Table 1 of this report, approved by the General Manager, in the six-month period January to June 2023.

Background 5

Two applications for financial assistance, in accordance with section 356 (1) under Council's 'Retail Water Customer Account Assistance' policy, were received in the six-month period January to June 2023. Details of the applications are set out below.

Table 1

Account	Application received	Nature of leak	Original water charges due	S356 financial assistance to be approved	Adjusted water charges due after approval
10421-11000-7	24-Apr-23	Joint between pipes split, causing an underground leak. Joint was replaced.	\$12,671.44	\$8,396.46	\$4,274.98
10309-10000-5	4-May-23	Multiple leaks due to ageing pipe. Difficulty locating due to being underground. Consequently, the whole pipe was replaced to ensure all leaks were repaired.	\$7,196.48	\$4,294.08	\$2,904.40
10068-11000-5	5-May-23	Leak found on underground tee joint and pipe on the inlet of the meter.	\$4,159.20	\$2,010.72	\$2,148.48
12091-10000-3	5-May-23	An underground fitting split. Fitting has been replaced.	\$7,748.96	\$4,703.04	\$3,045.92
Total			\$31,778.08	\$19,404.30	\$12,373.78

Please note: Above applications (x4) were approved at Council's meeting June 2023

Account	Date application received	Nature of leak	Original water charges due	S356 financial assistance to be approved	Adjusted water charges due after approval
10547-11000-6	29-Jun-23	Underground water pipe fitting was damaged by tree roots causing a leak. The water pipe joint was replaced.	\$3,730.36	\$1,689.09	\$2,041.27
10226-10000-5	29-Jun-23	Underground poly pipe from the meter to the house was damaged by tree roots in four locations. Poly pipe was replaced.	\$3,435.24	\$1,469.70	\$1,965.54
Total			\$7,165.60	\$3,158.79	\$4,006.81

Finance

The 2022/23 financial year budget allocation for applications made in accordance with the 'Retail Water Customer Account Assistance' policy is \$50,000.

Budget Table S356 / S582		
2022/23 financial year revised budget	\$50,000.00	Number of applications
S356 assistance approved financial year to date	\$43,478.68	11
S582 assistance approved financial year to date	\$ 0.00	-
S582 assistance approved since last approval	\$ 0.00	-
Proposed S356 assistance approval	\$3,158.79	2
Proposed S582 assistance approval	\$ 0.00	-
Budget remaining 2022/23 financial year	\$3,362.53	-

Legal

Section 356 of the *Local Government Act 1993 (NSW)* allows Council to 'contribute money or otherwise grant financial assistance'. Section 377(1A) allows Council to delegate to the General Manager authority to grant financial assistance provided it is (a) part of a specified program (b) included in the Operational Plan (c) the program budget does not exceed 5% of Council's income for that year, and (d) the program applies to all persons uniformly.

Conclusion

The total value of section 356 financial assistance equates to \$ 3,158.79 by application of Council's 'Retail Water Customer Account Assistance' policy. It is proposed that Council receive and note the financial assistance that was approved by the General Manager in the six-month period January to June 2023.