

# Retail Water Customer Account Assistance

Responsible Officer: Group Manager Organisational Services (Helen McNeil)

## Recommendation

That Council receive and note the Retail Water Customer Account Assistance listed in Table 1 of this report approved in the six-month period January to June 2024 by the General Manager under delegated authority.

## Background

Six applications for financial assistance, in accordance with section 356 (1) and 582 (1) *Local Government Act 1993* (LG Act) and Council's 'Retail Water Customer Account Assistance' policy, were received in the six-month period January to June 2024. Details of the applications are set out below:

**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
11662	5-Apr-24	An underground pipe between the meter and the customers house was damaged by tree roots. Leak detection equipment was used to locate the leak and it was subsequently fixed.	\$2,632.11	\$795.72	\$1,836.39
10545	24-Apr-24	A pipe connecting to a cattle trough was leaking underground and the section of pipe closer to the surface had been damaged by cattle.	\$8,699.66	\$5,344.32	\$3,355.34
11636	8-May-24	A pipeline underneath a pond was found to be leaking. The service line isolating the shower taps was also leaking.	\$3,882.10	\$1,732.80	\$2,149.30
10101	20-May-24	A leak was found under a planter box at the entrance of the customers house.	\$1,882.33	\$232.56	\$1,649.77
10027	20-Jun-24	A water leak was located approximately 5 metres from the water meter.	\$2,554.90	\$763.80	\$1,791.10
<b>Total</b>			<b>\$19,651.10</b>	<b>\$8,869.20</b>	<b>\$10,781.90</b>

### Section 582 (pensioner)

Account	Date application received	Nature of leak	Original water charges due	S582 financial assistance to be approved	Adjusted water charges due after approval
10647	30-May-24	A licensed plumber located a leaking pipe deep underground and subsequently repaired it.	\$1,214.63	\$152.76	\$1,061.87
<b>Total</b>			<b>\$1,214.63</b>	<b>\$152.76</b>	<b>\$1,061.87</b>

### Governance

- Finance

The 2023/24 financial year budget allocation for applications made in accordance with the 'Retail Water Customer Account Assistance' policy is \$25,000.

**Table 2**

Budget Table S356/S582		
2023/24 financial year budget	\$25,000.00	No. of applications
Natural disaster - Major Feb/Mar 22 Flood events	\$550.22	1
S356 assistance reported in the July to December 2023 period	\$8,373.03	3
S356 assistance approved in the January to June 2024 period (Table1)	\$8,869.20	5
S582 assistance approved in the January to June 2024 period (Table1)	\$152.76	1
<b>Budget remaining 2023/24 financial year*</b>	<b>\$7,054.79</b>	

\*Remaining budget for 2023/24 does not get carried forward

- Legal

Section 356 of the LG Act allows Council to 'contribute money or otherwise grant financial assistance'.

Section 377(1A) of the LG Act 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 financial assistance granted by the General Manager under delegated authority, and in accordance with Council's 'Retail Water Customer Account Assistance' policy, during the period January to June 2024 equated to \$ 9,021.96.