



## Water Supply Recovery of Unpaid Charges

Application	Finance Staff, Water Operators and Water Supply Customers
Responsible Officer	Director Corporate & Community Services
File No	CM:POL:CWP
Authorised by	Council
Effective Date	16 October 2018
Distribution	Internet / Intranet / Public Exhibition

### Purpose

The purpose of this policy is to put in place customer disincentives in order to ensure that any outstanding water supply charges are paid within villages and towns

### Definitions

- Council: Carrathool Shire Council
- Charge: an amount of money payable to the Council for the cost of provision of water and sewerage services
- Flow Restrictor: a hydraulic device installed within a water supply pipe to restrict the flow of water to a pre-determined rate.

### Reference

This policy complements other legislation and where it is silent on matters referred to in the following legislation such matters must be followed in accordance with the legislation.

Local Government Act 1993

### Policy statements

1. That Council maintain records of water consumption and forward accounts at regular intervals for payment by customers.
2. That Council forward reminders and final notices when accounts are unpaid to customers in accordance with normal business practices.
3. That where an account remains unpaid and arrangements have not been made for payment, Council will provide 14 days notice of the intention to fit a flow restrictor at the customer's expense on Council's side of the meter.
4. That where an account remains unpaid following the 14 day notification period, Council will install a flow restrictor at the customer's expense.
5. That upon payment of all outstanding charges along with the prescribed removal fee as shown in the Council's approved Schedule of Fees & Charges, Council will remove the flow restrictor.

### Revision Table

Minute /Date	Amendment Summary	Reason or Reference
1366 / 15.05.2012		Adopted
0658 / 15.04.2014		Reaffirmed
0741 / 16.10.2018		Amended



## Council Policy 146

### **Associated Documents**

Form 2 – Rates-Charges-Debtors-Payment-Agreement  
Annual Schedule of Fees & Charges

### **Review**

This policy may be amended from time to time and will be reviewed within four years of its adoption (or latest amendment) with reference to any relevant legislation and best practice guides.