

WATER — LEAK CHARGES

**1206. Hon DIANE EVERS to the minister representing the Minister for Water:**

In relation to the Water Corporation, Aqwest and Busselton Water, and in regard to charges for leaks or expected leaks if this can be determined, I ask —

- (1) Will the minister please advise the number of residential customers that have been charged amounts over \$3 000 in any one billing period by each agency; and —
  - (a) how many of these have been contested;
  - (b) how many of these have been withdrawn; and
  - (c) how many of these were for leaks and drainage issues resulting from the agency conducting maintenance or upgrades?
- (2) What is the estimated volume of water lost to leaks on residential accounts on the resident's side of the meter by each agency?

**Hon ALANNAH MacTIERNAN replied:**

I thank the member for the question. The Minister for Water has provided the following answer.

The water corporations provide financial assistance to customers who have received a high water use bill as a result of an internal leak on the customer's side of the meter that is not visible, usually underground. The leak allowance program has been developed to consider the specific circumstances of each customer and their actions to minimise water losses now and in the future. Allowances are generally calculated based on 50 per cent for the estimated wasted water volume above the average consumption in kilolitres for the property. The figures for 2018–19 are as follows.

- (1) For Aqwest, five residential customers were billed over \$3 000 after leak allowance applied, due to a possible leak, and —
  - (a) two were contested;
  - (b) one was withdrawn; and
  - (c) no customers were charged for leaks determined to be a result of Aqwest.

For Busselton Water, nine residential customers were billed over \$3 000 after leak allowance applied, due to a possible leak, and —

  - (a) one was contested;
  - (b) none were withdrawn; and
  - (c) no customers were charged for leaks determined to be a result of Busselton Water.

For Water Corporation, 99 residential customers were billed over \$3 000 after leak allowance applied, due to a possible leak, and —

  - (a) none were contested;
  - (b) none were withdrawn; and
  - (c) no customers were charged for leaks determined to be a result of Water Corporation.
- (2) The estimated volumes of water lost to leaks on residential accounts on the resident's side of the meter are: Aqwest, 14 426 kilolitres; Busselton Water, 40 681 kilolitres; and Water Corporation, 1 460 603 kilolitres.