



WATER CONCESSION FOR MEDICAL CONDITIONS

Summary:

The purpose of this policy is to provide clear direction for the staff and the public regarding the provisions of a concession to ratepayers who have extraordinary water usage within private households due to medical conditions.

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Department	Office of the Chief Corporate
Policy Custodian	Manager Finance & Technology
Superseded Documents	Res No. 168/17
Related Legislation	N/A
Delegations of Authority	Manager Finance & Technology

1. Overview

This policy has been developed to enable Council to establish guidelines for the staff and the public regarding the provisions of a concession to ratepayers who have extraordinary water usage within private households due to medical conditions.

2. Policy Principles

Certain medical conditions require additional water usage as part of best practice treatments. This policy provides a means for Councils to grant relief from increased water consumption in these cases.

3. Policy Objectives

Assist members of the community with a medical condition requiring dialysis or colostomy bag.

4. Policy Statement

1. That Council grant a concession of:
 - a. 10KL per billing period (equivalent to 20 KL per financial year or part thereof) to a registered ratepayer with a medical condition requiring a colostomy bag;
 - b. 50KL per billing period (equivalent to 100 KL per financial year or part thereof), to a registered ratepayer required to use a Home Haemodialysis machine in the home.
2. This concession is to be granted on application, submitted annually and supported by a letter from the governing Health Service (i.e. Hunter New England Area Health, North Coast Area Health, NSW Health etc.) verifying a Colostomy / Home Haemodialysis machine is in use at the property.
3. For Haemodialysis patients;
 - a. Connections to the water service shall comply with the following:
 - i. A stop valve, strainer and backflow prevention device shall be installed at the connection of the water supply to the haemodialysis machine.
 - ii. Haemodialysis machines shall be installed in accordance with the manufacturer's instructions.
 - b. The water service to the haemodialysis machine shall be capable of maintaining the flow rate recommended by the manufacturer of the haemodialysis machine during periods of peak demand.
 - c. Where a water meter is installed, it shall be blue in colour denoting that a haemodialysis machine is connected to the water supply.
 - d. Service valves either side of the blue water meter are also painted blue to ensure staff do not shut valves.

4. Scope

To provide concessions for consumers with medical conditions, as well as ensure supply through identification of critical users meters.

5. Accountability, Roles & Responsibility

Elected Council

Adopt the Concessions for Medical Conditions Policy

General Manager, Executive and Management Teams

Adopt the Concessions for Medical Conditions Policy

Management Oversight Group

N/A

Individual Managers

Responsible for ensuring compliance with Policy, Regulation and guidelines.

Finance Manager revision of policy

Manager Water, Wastewater and Waste implementing meter colour.

6. Definitions

N/A

7. Related Documents, Standards & Guidelines

N/A

8. Version Control & Change History

Version	Date	Modified by	Details
V1.0	27/03/13	Council	Adoption of Original Policy (Res No. 73/13)
V2.0	24/06/15	Council	Review/Amended (Res No. 195/15)
V3.0	23/08/17	Council	Review/Amended (Res No. 168/17)
V4.0	28/02/24	Council	Review/Amended (Res No. 10/24)