

<b>Title:</b> <b><u>Killone Group Water Scheme</u></b>  <b>Leak Claim Procedure</b>	Revision #:One	Issue Date: September 2022
	Superseded No:	
	Dated:	

**Purpose:** To describe the procedure for responding to leak claim applications.

When a member expresses an interest in applying for a leak claim follow the procedure below;

1. Inform the member of the following;
  - a. The KGWS committee has a code of practice regarding leak claims.
  - b. Every member is entitled to a **once off** leak allowance subject to criteria set out in the code of practice.
  - c. This code of practice along with a leak claim form can be sent to the member.
  - d. Claim forms are to be completed by the member and sent to the committee..
2. Check whether the member has received a leak allowance previously in the records.
3. If the committee awards an allowance, inform the member in writing and send them an amended invoice. Store a soft copy of the letter sent to the member in the Leak Claims folder.
4. To calculate the amended water charge, follow the instructions below – Calculating Leak Allowances.
5. Change the relevant invoice and save it in the invoice folder.
6. Update the ‘relevant year’ spreadsheet in the accounts folder to reflect the adjusted amount now owing by the member.

### **Calculating Leak Allowances**

Once the Committee has decided on the percentage allowance to be awarded, follow these steps to calculate the adjusted water charge. In the below example the claim refers to a leak in 2022. Therefore the relevant invoice is the 2023 invoice:

1. Calculate the average consumption of the previous two years: Consult the meter readings spreadsheets to obtain the volumes (m<sup>3</sup>) used in the previous two years. Add these volumes and divide by two.
2. Subtract this average from the volume used in the year of the leak in order to estimate the leak volume.
3. Multiply the leak volume by one of the following three figures, depending on the allowance awarded by the committee, in order to calculate the leakage allowance:
  - a. 80% reduction – multiply by 0.80
  - b. 65% reduction – multiply by 0.65
  - c. 50% reduction – multiply by 0.50
4. Deduct the resulting leakage allowance from the volume used in the year of the leak.
  - a. For domestic meters, subtract an additional 115 m<sup>3</sup> from this figure.
5. Multiply by €2.43 to calculate the amended invoice total.

### Example

A member has a leak in 2022 on a domestic meter, submits a claim and is awarded a maximum 80% allowance. The claim refers to the 2023 invoice.

Invoice	Volume Consumed (m <sup>3</sup> )	Charge
2023	320	€498.00
2022	120	€12.00
2021	131	€39.00

2022/2021 average consumption =  $(131 + 120) / 2 = 126 \text{ m}^3$

Leak volume =  $320 - 126 = 194 \text{ m}^3$

Leak allowance =  $194 \times 0.8 = 155 \text{ m}^3$

$320 - 155 = 165 \text{ m}^3$

$165 - 115 \text{ (domestic allowance)} = 50 \text{ m}^3$

$50 \text{ m}^3 \times €2.43 = €122.00$

**Amended invoice total = €122.00**