

PROCEDURE

Health Conditions - Water Concessions and Exemptions to Water Restrictions



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1. Purpose

1.1 Overview

The objectives of this procedure are to:

- ensure uniform/transparent application of relief from water consumption charges for customers who require renal dialysis or who consume a significant amount of water as a result of medical treatments
- establish a framework for the granting of an exemption to current water restrictions for residential premise based on health and safety considerations.

1.2 Scope

This procedure applies to all owners of residential properties with a metered water service within the City of Logan.

1.3 Regulatory context

This procedure is underpinned by a comprehensive legislative framework that governs waste management, drinking water supply, wastewater services, environmental protection, and public health. Key legislation includes *the Local Government Act 2009*, *Local Government Regulation 2012*, *Water Supply (Safety and Reliability) Act 2008*, *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*, *South East Queensland Water and Wastewater Code*, *South East Queensland Water Supply and Sewerage Design and Construction Code*, *Water Act 2000*, *Queensland Plumbing and Wastewater Code*, *the Waste Reduction and Recycling Act 2011*, and *the Body Corporate and Community Management Act 1997*.

2. Procedure

2.1 Medical conditions

Customers who require home dialysis or who require water to treat a medical condition may experience high water consumption as a result of their health condition. This procedure is intended to provide some financial relief from the expense of high water consumption as a result home dialysis or a medical condition requiring water for treatment. The relief from water consumption will be inclusive of the state government bulk water price.

2.1.1 Home dialysis

The relief for home dialysis will be applied to the metered property at which the customer resides. If the customer is not the property owner, the patient may request consideration under this procedure on presentation of receipts or documentation evidencing that they have paid for the water consumed. Queensland Health must advise Council the property address of patients currently dialysing at home and the applicable level of water consumption for the purpose of dialysing.

2.1.2 Other medical related treatment

Customers that require medical treatment which requires the use of a substantial amount of water to treat the condition and who can demonstrate that they are required to undertake treatment in their home will be provided with an annual concession of 80 kilolitres (20 kilolitres per quarter). This concession will be applied in equal proportions to each quarterly account if the following conditions are met:

- (a) The water to be consumed to treat the medical condition is to be used internally in the home. Under no circumstances will the provision of water to swimming pools or spa pools/baths be considered under this procedure.
- (b) The person with the serious medical condition must be the owner of the property or must live in a property owned by a spouse, relative or their carer on a permanent basis. Evidence of the permanent address is required.
- (c) Applications are to be made in writing and must include confirmation by a qualified medical practitioner registered with the Medical Board of Australia of the serious medical condition that requires water for medical treatment. The medical practitioner must provide:
 - i. Details as to why a significant amount of water is required to treat the medical condition.
 - ii. An estimate of the water required to be used to treat the medical condition including a breakdown as to how this estimate has been arrived at. At a minimum the treatment must require at least 80 kilolitres of water per annum to receive an allowance under this procedure.
 - iii. The property must have used a minimum of 320 kilolitres for the preceding 12 month period (80 kilolitres per quarter) to qualify for a concession or is estimated to

use this amount, when consumption from the volume of water required for medical treatment i.e. 80 kilolitres per annum is taken into account.

- iv. Once the above has been confirmed, a concession of 80 kilolitres per annum (20 kilolitres per quarter) will be applied commencing from the next quarterly rate notice issued after the date a request for a concession is approved. Under no circumstances will a concession be provided on a retrospective basis. Only one concession will be permitted for each property.
- v. Customers that are receiving a concession may be required, at any time, to demonstrate compliance with the abovementioned conditions.
- vi. Should water no longer be required for medical treatment, the property owner must inform Council and the concession being provided will be concluded and calculated on a pro rata basis. Failure to notify Council will result in the concession being cancelled and revocation of all prior concessions provided.
- vii. Customers that are the recipients of a concession for water for medical treatment are to re-apply annually for the concession every August. When re-applying the criteria set out in item (c) above are required to be met prior to a further concession being provided.

2.2 Exemptions to current water restrictions

To be eligible for an exemption to current water restrictions the applicant must have a medical condition or physical impairment which would affect the applicant being able to water within the designated water restriction times.

The following criteria applies:

- (a) The application must be submitted by the resident or authorised agent of the premises on the prescribed application form.
- (b) Supporting documentation must be supplied with the application. Supporting documentation should include a letter from the applicant's doctor supporting reasons applicable to the exemption.

- (c) The application must relate to a property address in the City of Logan.

An authorised staff member may be required to visit the site prior to approval/non approval being given for an exemption to current water restrictions.

2.2.1 Conditions of approval

- (a) The exemption is not transferable to any other party or location and is the responsibility of the nominated permit holder for the address nominated on the application form.
- (b) The water related activity must be carried out on the site referred to on the application form.
- (c) Only one exemption is allowed per property address.
- (d) Under current restrictions, every effort will be made to conserve water at all times.
- (e) Any violation of the terms of the exemption will result in immediate disqualification of the exemption.
- (f) The exemption is provided in relation to the level of water restrictions in place at the time of the granting of the exemption. A new application form should be completed at the commencement of a new water restriction level.
- (g) Exemptions will only be allowed in relation to an amendment to watering times.

2.2.2 Audits

Logan Water reserves the right to conduct spot audits at any time on premises that have been issued an exemption to water restrictions.

Where an authorised person visits the premises of the applicant, the exemption letter must be presented on request.

3. Definitions

Customer: A person who owns a single self-contained residential property i.e. house, home unit, flat, townhouse which is independently metered. Customer includes a relative, spouse or other person permanently residing at the property.

Significant amount of water for medical treatment: A minimum of 80 kilolitres per annum.

4. Related Documents

Title	Location
Nil	

5. Document control

Version Control	File Number	Document Number	Description of Change	Approval Date
1.0	832669-1	19242077	Document creation	24/02/2026