

POLICY



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Policy title: HOME DIALYSIS AND MEDICAL TREATMENT WATER CONCESSIONS

Directorate: OFFICE OF THE CEO

Branch: WATER SERVICE PERFORMANCE

Policy objective: To ensure uniform/transparent application of relief from water consumption charges for customers who require renal dialysis or customers who consume a significant amount of water as a result of medical treatment.

Policy scope:

This policy applies to all owners of residential properties with a Logan City Council metered water service.

Definitions:

TERM	DEFINITION
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.

Policy statement:

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 policy 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.

1. **Home dialysis**

The relief for home dialysis will be applied to the metered property at which the customer resides and if the customer is not the property owner, the patient may request consideration under this policy, 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.

Before determining an application under this policy the responsible officer must ensure that correct notification and consumption estimate has been received from Queensland Health.

Once it has been established that a concession applies, the responsible officer is to grant a concession based on the consumption estimate provided by Queensland Health.

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 policy.
- (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 policy.
- (d) 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.
- (e) Once the above has been confirmed, the responsible officer is to apply a concession of 80 kilolitres per annum (20 kilolitres per quarter) 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.
- (f) Customers that are receiving a concession may be required, at anytime, to demonstrate compliance with the abovementioned conditions.
- (g) 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.
- (h) 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 1 to 4 above are required to be met prior to a further concession being provided.

Related policies/legislation/other documents:

DOC ID	DOCUMENT TYPE	DOCUMENT NAME