



Our Ref: 1958
Contact Name: Rates (NS)
Telephone: 1300 242 686
Fax: 1300 242 687
Email: enquiries@chrc.qld.gov.au
Address: PO Box 21, Emerald QLD 4720

3 February 2025

Mr IR Rankine & BM Reid ATF 4TTrust
PO Box 1946
EMERALD QLD 4720

Dear Sir/Madam,

Water Consumption Relief – Concealed Leak

I refer to your enquiry on 30 January 2025 in relation to the water relief application for your property located at 15 Topaz Street EMERALD.

Council has conducted a review and can advise that your application has been approved. Council has applied the provisions of its Concealed Leaks Policy and applied a credit to your account.

The water usage charge under that Policy has been calculated utilising your previous average consumption. On this basis, an adjustment of \$4,448.08 has been calculated and applied to your water rate assessment.

The Concealed Leaks Policy stipulates that the rebates are applied to the billing period in which the variance occurred, up to a maximum of two billing periods. The second rebate will be considered at time of next bill due October 2025.

Your water account balance as at today is \$4,448.08CR.

Should you have any queries regarding this matter please contact the Council's Rates Department on 1300 242 686 or via email to enquiries@chrc.qld.gov.au.

Yours faithfully



Desley Theophanides
Coordinator Rates & Revenue