



25<sup>th</sup> May 2021

**Re:** Water Consumption Charge for AREC, 10054

To whom it may concern,

We are writing regarding a questionable Water Consumption Charge. The invoice in question was issued on 14/4/2021.

We have been in contact with the Revenue Officer, Annalice Coleman, and she has informed us that the organisation that would normally test the meters is unable to do so but provided no other direction.

We have reviewed the water usage data provided by Annalice and have determined that the majority of the alleged water use (over 650,000L) on this invoice occurred from 30/01/2021 to 05/02/2021, with approximately 4,000L being used every hour during that period.

Annalice stated that for the undetected leak policy to apply, a leak would need to have been present and then repaired. We have consulted with all users of our AREC and there was definitely no leak during this time. 650,000L would leave a very large, noticeable amount of water.

We wish to question the accuracy of this data used in the invoice and hope it can be reviewed by Council. We would also like to have the meter replaced.

Being a Not-For-Profit charity, we can't afford unexpected expenses like this and would appreciate if Council could please investigate this matter further.

King Regards,  
James Sullivan  
Chairman

Cassandra Stanford  
General Manager