

## Plumber's Claim Reimbursement Application

### Reporting a blockage/choke in a wastewater connection or main

*These payments are effective 1 July 2011 and are GST inclusive*

#### Property details

SA Water job number \_\_\_\_\_ Time \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Property address \_\_\_\_\_

#### Licensed plumbing contractor details (Person/company making this claim)

Claimant name \_\_\_\_\_ Claimant signature \_\_\_\_\_ Expiry date \_\_\_\_/\_\_\_\_/\_\_\_\_

Licence number \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

#### Registered plumbing worker who attended the property

Name \_\_\_\_\_ Phone \_\_\_\_\_

Licence number \_\_\_\_\_ Expiry date \_\_\_\_/\_\_\_\_/\_\_\_\_

Please tick appropriate reason for call out:

The blockage was located in SA Water's wastewater connection point (WWCP) or main, and/or

Was unable after reasonable attempts to locate SA Water's WWCP to determine if the blockage was located in SA Water's WWCP or main (refer to page 2 for eligibility criteria).

#### Customer details (Property owner, occupier, representative for the property)

I understand the plumber will submit a claim to SA Water for a reimbursement claim (refer to page 2 for payments and eligibility criteria). I am liable for any difference between the plumber's standard charges and the reimbursement.

Customer name \_\_\_\_\_ Phone \_\_\_\_\_

Customer signature \_\_\_\_\_

Plumber contacted - Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Time \_\_\_\_\_ and arrived onsite - Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Time \_\_\_\_\_

I was present when the plumber attended my property:  Yes  No

Were you charged by your plumber for the blockage :  Yes  No

**Please ensure you submit this application and the original tax invoice with a tax invoice number within 60 days of the work being performed and forward to SA Water using one of the following options:**

**Email:** plumbersclaims@sawater.com.au

**Mail:** Customer Technical Services, GPO Box 1751, Adelaide 5001

**Facsimile:** (08) 7003 1117

**SA Water will conduct random audits to verify details. Errors and omissions will result in the claim being returned.**

#### Office Use Only

Date claim received \_\_\_\_/\_\_\_\_/\_\_\_\_ Claim number \_\_\_\_\_ Claim amount \$ \_\_\_\_\_

Claim rejected or the amount adjusted to \$ \_\_\_\_\_ for the following reason \_\_\_\_\_

Claims Officer \_\_\_\_\_

# Plumber's Claim Reimbursements effective 1 July 2011

SA Water in consultation with the plumbing industry association have developed the recommended plumber's claim reimbursement payments. These payments are reviewed annually and are increased in accordance with CPI.

Day	Time	Amount	GST	Total Reimbursement
Monday - Friday	7.00am - 4.30pm	\$79.55	\$7.95	\$87.50
Monday - Friday	4.30pm - 7.00am	\$125.00	\$12.50	\$137.50
Saturday	before 11.00am	\$125.00	\$12.50	\$137.50
Saturday	after 11.00am	\$165.91	\$16.59	\$182.50
Sunday, Public Holidays	all day	\$165.91	\$16.59	\$182.50

## Eligibility Criteria

The following outlines the eligibility criteria for plumber's claim reimbursements.

- SA Water will reimburse plumber's for attending property owners/occupier's blocked drain calls. The plumber will only receive reimbursement if;
  - The blockage is located in SA Water's wastewater connection point (WWCP) or main, and/or
  - Was unable after reasonable attempts to locate SA Water's WWCP to determine if the blockage was located in SA Water's WWCP or main (Refer to Clause 8).
- The plumber will need to call SA Water on 1300 883 121 if the WWCP cannot be located and report the possible wastewater blockage. The job call number allocated by SA Water will need to be recorded by the Plumber, in order for any reimbursements to be paid.
- Plumbers must complete and forward the 'Plumbers Claim Reimbursement Application' to SA Water to be reimbursed.
- Plumbers cannot be reimbursed by both the customer and SA Water for the same call out.
- The claim must not exceed the current reimbursement payments. Please refer to the above table.
- Payment is made 30 days from date of invoice. Invoice date cannot pre-date completion of work.
- Claims must be submitted to SA Water within 60 days of the work being performed.
- Claims for the location of SA Water's WWCP must meet the following policy criteria;
  - The blockage was located in SA Water's WWCP or main;
  - The WWCP was not located within a reasonable distance of the standard location for the WWCP in footpaths, which is approximately one metre from the side boundary and approximately 0.3m out from the front boundary;
  - The WWCP casting was more than 75mm below the surface or under a paved surface;
  - The plumber attended the property at a time when information on the location of the WWCP could not be obtained by calling SA Water 1300 884 037.

*If it has been determined that actions (a), (b), (c) and (d) have been met, this claim will be approved by SA Water.*
- Plumbers conducting the work must be appropriately licensed.
- Claims for plumbers conducting work at their own property cannot claim reimbursement of costs.

Reporting Blockages: 1300 883 121  
 Claim Enquiries: (08) 7424 1117  
 Facsimile: (08) 7003 1117  
 Website: [www.sawater.com.au](http://www.sawater.com.au)  
 Email: [plumbersclaims@sawater.com.au](mailto:plumbersclaims@sawater.com.au)  
 SA Water, Customer Technical Services, GPO Box 1751, Adelaide 5001

