

Property details

SA Water Service Request Number

Email: plumbersclaims@sawater.com.au

Mail: Customer Care Centre, GPO Box 1751, Adelaide 5001

Plumbers claim reimbursement application

Time

Reporting a blockage or choke in a wastewater connection or main

Licensed plumbing co	ontractor deta	ils (person/	′company	makin	g this clair	n)					
Claimant name				Sign	ature						
Expiry date		Licens					Phone				
Email		·						·			
Registered plumber v	vho attended	the propert	ty								
Name				Phor	ne						
License number				Expi	y date						
Please tick appropriate	e reason for co	all out:									
The blockage was I	ocated in SA W	ater's wastew	vater conn	ection p	oint (WW0	CP) or r	main, a	nd/or			
Was unable after re SA Water's WWCP		npts to locate	e SA Wate	r's WW(CP to deter	mine if	the blo	ockage	e was i	ocatea	'n
SA Water's WWCP	or main										
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30 days of the work being performed and forward to SA Water using one of the following options:

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

Date

Plumbers claim reimbursement effective 1 July 2025

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

Eligibility criteria for plumber's reimbursements

- 1. SA Water will reimburse plumber's for attending a property owner/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 9).
- 2. The plumber MUST notify SA Water on 1300 883 121 if unable to locate the WWCP or there is a blockage/choke in the WWCP (or main) at the time of attendance at the customer's property. The Service Request number allocated by SA Water will need to be recorded by the plumber, in order for any reimbursements to be paid Any claim, where the owner/occupier has called and logged a job prior to the plumber contacting SA Water, will not be assessed for reimbursement.
- 3. Plumbers must complete and forward the 'Plumbers Claim Reimbursement Application' to SA Water to be reimbursed, along with a Tax Invoice for the approved reimbursement price (please refer to the table above). The Tax Invoice must not exceed the current reimbursement price.
- 4. Plumbers cannot be reimbursed by both the customer and SA Water for the same call out. The customer is liable for any difference between the plumbers standard charges and the reimbursement.
- 5. SA Water's policy requires the plumber to obtain the owner/occupier's signature on the reimbursement form to be eligible. Claims will not be paid without customer details and signature.
- 6. Payment is made 20 days from date of invoice. Invoice date cannot pre-date completion of work.
- 7. Claims must be submitted to SA Water within 30 days of the work being performed.
- 8. If providing supporting documentation with the claim (ie: photo), it must be time and date stamped.
- 9. All rejected claims to be re-submitted within 10 days of rejection being received in order for your application to be re-assessed.
- 10. Claims for the location of SA Water's WWCP must meet the following criteria;
 - a. 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;
 - c. The WWCP casting was more than 75mm below the surface or under a paved surface;
 - d. 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 650 950.

If it has been determined that actions (a), (b), (c) and (d) have been met, this claim will be approved by SA Water.

- 11. Plumbers conducting the work must be appropriately licensed.
- 12. Plumbers cannot be reimbursed when reporting an issue with the water meter owned by SA Water.
- 13. Plumbers cannot be reimbursed by SA Water when additional plumbing work is conducted for the customer at the time of attendance for the wastewater blockage.
- 14. Plumbers cannot be reimbursed for conducting work at a property in their ownership (i.e. own residence or rental property).