

Plumber's Claim Reimbursement Application

Reporting a blockage or choke in a wastewater connection or main

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

N.B. Blockage must be located in SA Water's WWCP for claims to be approved. (Refer to Clause 9 of 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

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 Care Centre, 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 2021

SA Water 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 to 5:00pm	\$95.17	\$9.52	\$104.69
Monday - Friday	5:00pm to 7:00am	\$149.53	\$14.95	\$164.48
Saturday	Before 11.00am	\$149.53	\$14.95	\$164.48
Saturday	After 11.00am	\$198.49	\$19.85	\$218.34
Sunday & Public Holiday		\$198.49	\$19.85	\$218.34

Eligibility Criteria for Plumber's Reimbursements

1. 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 9).
2. 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.
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. The claim must not exceed the current reimbursement payments. Please refer to the above table.
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. 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;
 - b) 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.
10. Plumbers conducting the work must be appropriately licensed.
11. 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.
12. Plumbers cannot be reimbursed when reporting an issue with the water meter owned by SA Water.
13. Plumbers must notify SA Water on 1300 883 121 of the blockage/choke in the WWCP or main at the time of attendance at the customer's property.
14. Plumbers cannot be reimbursed for conducting work at a property in their ownership (ie: own residence or rental property).