

Reimbursement for Plumbing Work Form

TasWater will consider reimbursement for plumbing work when it is determined the blockage is in the TasWater system and/or TasWater authorise a plumber to carry out work to unblock it, in accordance with the [policy](#). Completion of this form does not guarantee approval; all claims are reviewed to meet TasWater guidelines and will only be paid once. **Plumbers Invoice must be submitted with this form.**

1. Your Details (requesting customer)

I am the ...	Plumber <input type="checkbox"/>	Property Owner <input type="checkbox"/>
Name		
Address		
Suburb	Postcode	
Phone	Email	

2. Property Details

Address		
Suburb	Postcode	

3. Work Completed

Please ensure plumber invoice is attached to this form

Has the invoice been paid?	Yes <input type="checkbox"/>	Payment will be made to the payee named on the invoice
	No <input type="checkbox"/>	Payment will be made directly to the plumber

4. Claim

Claim Amount	\$
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5. Bank Account Details

Account Name			
Bank / Institution			
BSB	<input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/>	Account number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

6. Please return form to TasWater

Mail	GPO Box 1393 Hobart TAS 7001	Email	enquiries@taswater.com.au
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Reimbursement Information – Customer to keep

In accordance with the Water & Sewerage Industry Act 2008, TasWater is responsible for the maintenance of sewer mains and branch lines to the customer's connection point. The property owner is responsible for all drains, fixtures and apparatus upstream of and including the first inspection opening (IO) or boundary trap (BT) or if no such device is fitted, then to the property owner's boundary (the private system).

The following information provides guidelines for plumbing contractors and property owners involved in the removal of a blockage in a TasWater or private system.

1. Customer's Responsibility

If a customer identifies a sewage problem relating to their private system, then it is their responsibility to:-

If IO is known and accessible:

- If the IO is clear, then this indicates there is a blockage in the service connection on the private property and the IO may be used to provide access for a plumber to clear the blockage.
- If sewage flows out of the IO, this indicates a blockage from outside the property boundary and TasWater should be called to attend.

If IO is unknown/inaccessible:

- The property owner is responsible to locate the IO or engage a registered plumber/drainier to install one. This may require contacting local councils to consult drainage plans. Property drainage plans are not kept or maintained by TasWater.
- The first IO inside the property boundary shall be raised to ground surface level as an inspection shaft forming part of the private system achieving compliance with current standards. The owner is responsible for the cost of work performed on the private system and in all cases responsible for the cost of raising the first IO to the surface.
- Upon installation of an IO, the process of determining the source of a problem is as detailed above.

TasWater may reimburse a plumber for costs incurred (to a maximum of 2 hours work) to ascertain that TasWater is responsible for the blockage. (NOTE: The costs incurred to locate the IO and/or install an IO shall be directed to the customer regardless of where the blockage lies).

2. Plumber's Responsibility

Private plumbers who have been contracted by private property owners to perform work on private systems:

- Are not permitted to open or otherwise access TasWater infrastructure, such as manholes, without TasWater authorisation
- Are prohibited from performing any construction or maintenance work, including the clearing of blockages on TasWater infrastructure, including the clearing of blockages located within TasWater sewer infrastructure without TasWater authorisation; and
- Must contact TasWater on 13 6992 upon diagnosing a blockage within TasWater's infrastructure.

For more information visit the [Blockages, Leaks and Water and Sewerage Flooding](#) section of TasWater's website.

Privacy Statement

In accordance with the *Personal Information Protection Act 2004* (Tas) and the *Privacy Act 1988* (Cth) we may collect, hold and use your personal information in order to enable us to provide you with our services. To understand more about our obligations and your rights please refer to our Information Protection Statement and our Privacy and Credit Reporting Policy on our website at www.taswater.com.au/About-Us/Governance-and-Policies, email us at enquiries@taswater.com.au or write to our Privacy Officer, c/- TasWater, GPO Box 1393, Hobart TAS 7001.