

Plumber's Claim Reimbursement Application

Reporting a blockage or choke in a wastewater connection or main

Property details

SA Water Service Request Number _____ Time _____ Date ____/____/____

Property Address _____

Licensed plumbing contractor details (person/company making this claim)

Claimant Name _____ Signature _____ Expiry Date ____/____/____

Licence number _____ Phone _____ Email _____

Registered plumber 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 10 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 completed application and Tax Invoice (made out to SA Water) within 30 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

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 2025

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	REBATE	GST	TOTAL REBATE
Monday-Friday	7.00am to 5.00pm	\$109.21	\$10.92	\$120.13
Monday-Friday	5.00pm to 7.00am	\$171.56	\$17.16	\$188.72
Saturday	Before 11.00am	\$171.56	\$17.16	\$188.72
Saturday	After 11.00am	\$227.74	\$22.77	\$250.51
Sunday & Public Holidays		\$227.74	\$22.77	\$250.51

Eligibility criteria for plumber's reimbursements

- 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).
- 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.
- 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.
- 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.
- 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.
- Payment is made 20 days from date of invoice. Invoice date cannot pre-date completion of work.
- Claims must be submitted to SA Water within 30 days of the work being performed.**
- If providing supporting documentation with the claim (ie: photo), it must be time and date stamped.
- All rejected claims to be re-submitted within 10 days of rejection being received in order for your application to be re-assessed.
- Claims for the location of SA Water's WWCP must meet the following 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 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 (ie: own residence or rental property).

