



We try hard to prevent negative impacts on the community's safety and wellbeing while we do our work.

However, we realise unfortunate events do happen.



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wannonwater.com.au

Property damage - who's responsible?



wannonwater.com.au

What to do if your property has been damaged

If you have experienced any property damage as a result of a burst water pipe or overflowed sewer pipe, we recommend you contact your insurance company immediately.

We understand it can be very stressful when the unexpected happens. This brochure provides guidance on the process to get things back to how they were.

Background

Many factors like seasonal changes, tree roots, changed ground conditions, illegal flushing of wet wipes or just general wear and tear can cause a water pipe to burst or a sewer pipe to overflow.

When we fix a water pipe or attend a sewer overflow, we also assess it for future maintenance requirements to reduce the possibility of the problem reoccurring. We also fix any damage to footpaths, nature strips or roads.

If you have experienced any property damage as a result of a burst water pipe or overflowed sewer pipe, we recommend you contact your insurance company immediately. They will help you arrange any required clean up, repairs or replacement of damaged property.

What will Wannon Water do?

Where your property has been impacted by a burst water pipe or overflowed sewer pipe, we arrange an initial clean up. For an overflowed sewer pipe we will also disinfect the area to ensure it is safe. When our maintenance operators are on site, they may be required to document and take photos of the damage.

Our maintenance operators may revisit the property the following day for further clean up, disinfection or reinstatement of garden beds for example. This work may also be carried out by a contractor on our behalf.

The maintenance operators attending are not trained in insurance processes. They are on site to complete works to repair the water or sewer pipe, assist with the initial clean-up and reinstatements where required.



Our first priority is to make the area around the burst water pipe or overflowed sewer pipe safe.

Our customer relations team are available to assist with any questions you may have regarding the incident.

What will my insurance company do?

Your insurance company has all the readily available resources and expertise to get your property back to how it was.

They will arrange further clean-up if required, provide assistance to fix any damage, and help with organising the replacement or repair of damaged items.

What if I cannot contact my insurance company?

If you are unable to contact your insurance company, we recommend you contact a professional cleaner immediately until you are able to contact your insurance company.

What should I do if I don't have insurance?

If you don't have insurance cover, we may consider providing financial assistance, determined on a case-by-case basis.

To submit a 'request for compensation' if you don't have insurance, you will need to:

- Provide copies of any clean-up bills, such as paid invoices from your cleaner
- Provide copies of bills and estimates for the damaged items
- Provide evidence such as photographs, video and/or independent expert advice
- Retain any damaged items for which you are claiming.

A Request for Compensation Form can be downloaded at wannonwater.com.au. Please contact us if you need help accessing or completing the form.

How do I make a claim to recover my insurance excess?

Please contact us and we'll be able to advise you how to do this.

How to contact us

Call us on 1300 926 666 or email info@wannonwater.com.au during business hours 8:15am to 5pm, Monday to Friday, excluding public holidays.