

Reimbursement of Plumbing Expenses

Date of Sewer Block: _____ Amount being claimed: \$ _____

Customer Details

Names: _____

Fault Address: _____

Postal Address: _____

Home Phone: _____ Mobile Phone: _____

Email Address: _____

Plumbers Details

Names: _____

Office Phone: _____ Mobile Phone: _____

Reimbursement refund options: Please tick your preferred refund option

Payment into your bank account

Account Name: _____

BSB: _____ Account Number: _____

Refund by cheque

Name on cheque: _____

Brief description of claim details: _____

Claimant Signature: _____ Date: _____

Please attach a copy of the invoice/receipt/proof of payment and return to:

Mail: Wannon Water
PO Box 1158
Warrnambool
Vic, 3280

Email: info@wannonwater.com.au

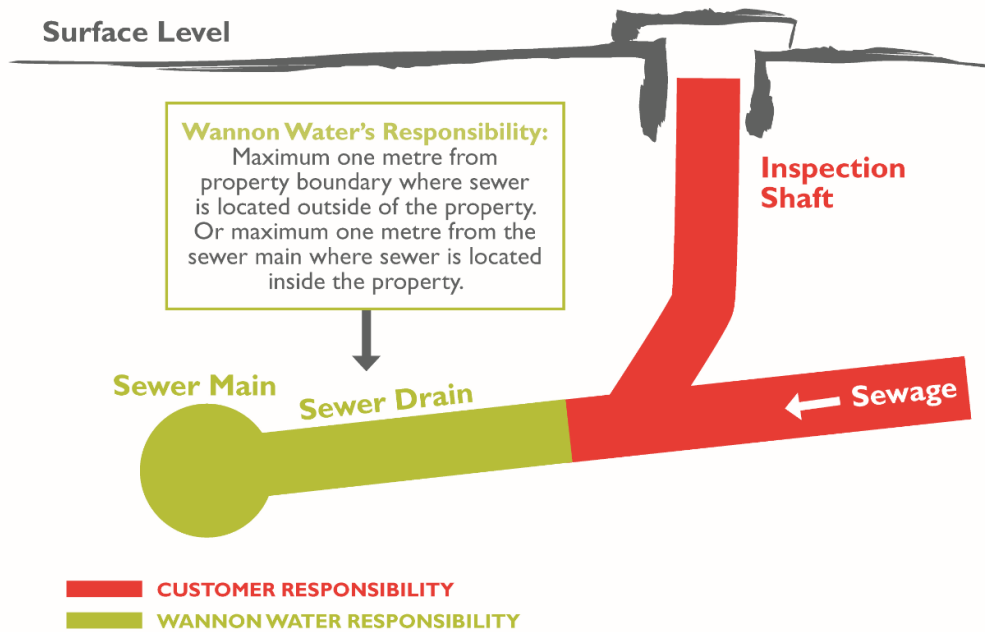
Fax: 03 5565 6050

What happens if I call a plumber and the blockage is found to be located in a section of pipe that Wannon Water is responsible for?

- The plumber will advise Wannon Water and bill Wannon Water for a spotter's fee for making the call to Wannon Water.
- If the plumber bills you for the time spent locating the blockage, Wannon Water will reimburse you for the reasonable costs incurred by the plumber.
- Wannon Water will attend on site to clear the blockage at no cost to you. Wannon Water may choose to engage the plumber on-site to clear the blockage at Wannon Water's cost.

What are reasonable costs?

- Wannon Water considers that attending the site and confirming the location of a blockage would normally take up to one hour (where an inspection shaft is accessible).
- If the plumber bills the customer for reasonable costs associated with locating a blockage that is Wannon Water's responsibility, the plumber's bill must include the Wannon Water job number provided to the plumber when the plumber reported the blockage to us.
- It is Wannon Water's preference that the customer makes payment directly to the plumber.
- Wannon Water has developed this standard claim form for customers to seek reimbursement from us.
- Wannon Water will not reimburse for costs associated with the installation of an inspection shaft as this is the responsibility of the customer.
- Wannon Water will not reimburse for costs associated with works on any part of the sewer connection drain that the customer is responsible for maintaining.



For office use only - Payment Authorisation

Requested by: _____ Authorised by: _____

Date: _____ TRIM Ref No: _____ Ledger Code: 4.13.214.3.16. .00

Important Note: This document is being treated as an Internal Tax Invoice for Tax Purposes.

wannonWATER

PO Box 1158
Warrnambool VIC 3280
Ph: 1300 926 666 Fax: 03 5565 6050

www.wannonwater.com.au