

# Plumbers Blocked Sewer Identification Fee

## Fact sheet

### Clearing blockages in Unitywater sewers

Unitywater is responsible for maintaining its entire infrastructure, up to and including the property inspection opening for each private property.

When a Unitywater drain is blocked, it is Unitywater's responsibility to repair the infrastructure, even if the blockage has been identified by a private plumber.

This helps to avoid unnecessary costs for customers and save time for plumbers. Plumbers who identify a blockage in Unitywater's infrastructure are now able to request payment of a Blocked Sewer Identification Fee when they report the issue which results in Unitywater action to repair.

### The Blocked Sewer Identification Fee

The Plumbers Blocked Sewer Identification Fee is payable to licensed plumbers only (not customers).

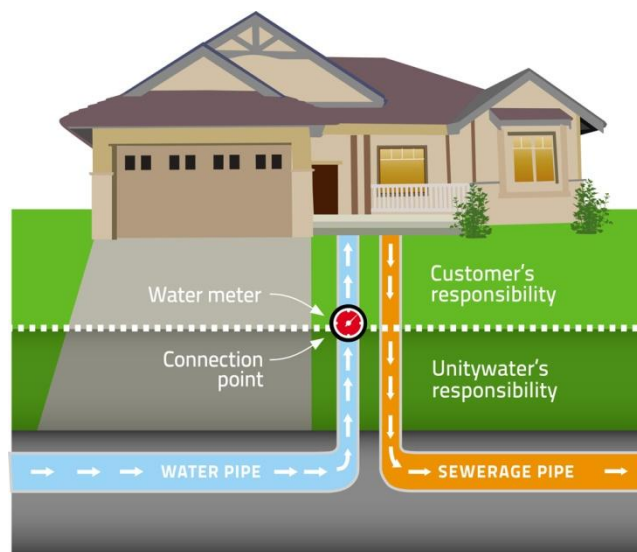
Private plumbers are eligible to request payment of an Identification Fee when they have:

1. Identified a blockage in Unitywater's infrastructure
2. Notified Unitywater immediately and received a reference number
3. Not undertaken any works within the Unitywater infrastructure
4. Submitted a valid Plumbers Blocked Sewer Identification Fee claim form and detailed invoice

Payment of a Plumbers Blocked Sewer Identification Fee is up to the maximum published amount, currently at \$250.00 (inc. GST).

### How to submit a claim

- Download the Plumbers Blocked Sewer Identification Fee claim form: <http://www.unitywater.com.au/Blocked-sewers>
- Email your completed claim form and invoice to [PBI@unitywater.com](mailto:PBI@unitywater.com)
- Refer to Unitywater's *Clearing Blocked Private Sewer Pipes Policy*



Unitywater is responsible for infrastructure up to and including the property inspection opening for each private property. Plumbers should never undertake work within Unitywater infrastructure.

#### What to do if you locate a blocked sewer in Unitywater infrastructure

Plumbers who locate a blockage in infrastructure that is the responsibility of Unitywater should report the blockage to Unitywater immediately by calling 1 300 0 UNITY (1300 086 489).

Private plumbers may inspect Unitywater infrastructure, however they are prohibited from performing any work on Unitywater infrastructure including the clearing of blockages located within Unitywater sewer jump ups and sewer mains.

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### FAQs

■ **When is Unitywater responsible for fixing blockages and drainage problems?**

Unitywater is responsible for maintaining its entire infrastructure, up to and including the property inspection opening for each private property.

■ **Can a plumber repair or work on Unitywater infrastructure and request payment from Unitywater?**

Plumbers may inspect Unitywater infrastructure but **cannot** perform any work on Unitywater infrastructure at any stage. If a licensed plumber locates a blockage in Unitywater infrastructure they must report it to Unitywater via 1 300 0 UNITY (1300 086 489) immediately to be eligible for payment of an identification fee.

■ **What is the maximum Unitywater will pay a licensed plumber for identification of a blocked sewer?**

Payment of the Plumbers Blocked Sewer Identification Fee is up to \$250.00 inc. GST (as per the published amount – refer to Unitywater’s *Clearing Blocked Private Sewer Pipes Policy*).

■ **Can a private property owner claim the Plumbers Blocked Sewer Identification Fee or claim reimbursement of a plumber’s fee from Unitywater?**

Only licensed plumbers in receipt of a valid claim and invoice are eligible for payment of a Plumbers Blocked Sewer Identification Fee.

Unitywater customers cannot claim reimbursement for private plumbing investigations done on Unitywater infrastructure, so it’s important that plumbers communicate directly with Unitywater and do not charge the customer for these investigations.

If a customer has been charged, it is the customer’s responsibility (not Unitywater’s) to seek reimbursement from the plumber and the plumber to issue a Plumbers Blocked Sewer Identification Fee claim.

■ **What happens to the blockage once a plumber reports it to Unitywater**

When Unitywater has been notified of a blocked sewer within their infrastructure, Unitywater will respond in accordance with its customer charter to quickly rectify the issue.

### For more information

- Visit [www.unitywater.com/Blocked-sewers](http://www.unitywater.com/Blocked-sewers) for facts, the policy and process information
- Phone Unitywater’s Customer Service Centre on 1 300 0 UNITY (1 300 086 489)