



Rates for reimbursement

Valid from 1 July 2026 to 30 June 2027



Simplified 'tie excavation' reimbursement rates

**All tie excavation reimbursements
are to be at the simplified 'tie excavation'
rates unless otherwise agreed.**

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Reimbursement guide

1. **Invoices must be submitted directly to Icon Water, not to the customer.**
 2. After hours includes weekends, public holidays and Monday to Friday 5pm to 7.30am.
 3. Licensed plumbers/drainers must comply with ACT drainage regulations and Australian Standards. Plumbers/drainers licensed to work in the ACT must provide licence number and expiry date with all claims.
 4. Investigations must be carried out by experienced operators so costs are minimised for the customer. Failure to operate in a cost effective manner may result in non-payment of unnecessary work.
 5. Secondary blockages – in the event the boundary riser is clear on arrival day and subsequently fills after internal clearing, plunge riser and eel to tie point only. If the blockage fails to clear, call Faults & Emergencies (02) 6248 3111 (select option 1). The property owner should be billed for such occurrences.
 6. All original receipts/invoices for sub-contractors, plant and equipment must be submitted with claims for reimbursement requests.
 7. Requests for reimbursement will only be considered if received within 3 months of the event, unless exceptional circumstances apply.
 8. Work performed on the internal sanitary drainage system is the financial responsibility of the owner.
 9. Claims submitted directly to Icon Water by the customer will be considered. The claim must include a detailed breakdown of works from the plumber/drainer.
 10. We will not reimburse for blockages resulting from the entry of unapproved wastes into the sewerage system. For example clothing, nappies, grease, fats and oils. The sewerage system is designed to carry human excrement, degradable toilet paper and washing water only.
 11. Claims must be submitted on numbered invoices detailing labour, materials, plant and equipment, with a description of the works undertaken. Supporting documentation must include the customer's name, address and/or block and section, dates of attendance, Icon Water reference number, and copies of any other supporting documentation.
 12. Invoices for consideration should be made out to Icon Water Limited. Invoices may be submitted by online application at www.iconwater.com.au/plumbersreimbursement or posted to **12 Hoskins Street, Mitchell ACT 2911.**
 13. The property owner is responsible for costs associated with repair, replacement or reinstatement of unapproved encumbrances in an easement protection envelope. For further information on easement protection envelopes visit iconwater.com.au or call (02) 6248 3111 (select option 3).
 14. Disputes in the first instance can be communicated by phone to (02) 6248 3111, by email to PlumberReimbursements@iconwater.com.au or in writing to Customer Services at 12 Hoskins Street, Mitchell ACT 2911.
 15. Legal action may be taken if there is evidence of fraud.
 16. We will pay reasonable costs in accordance with Icon Water's Standard Customer Contract.
 17. Icon Water must be contacted so our maintenance team can perform an onsite inspection and clear the blockage in our network.
 18. No reimbursement will be provided if a plumber or other non-authorised person removes or relieves a blockage in the utility network.
- For more information contact:**
Customer Services (02) 6248 3111 (select option 3) between 8.30am to 5pm business days.

Reimbursement rates

These rates are set by Icon Water, taking into account various factors, including consultation with relevant industry groups, desk-based research, industry experience and feedback. They are reviewed on a regular basis, including to adjust for CPI.

Mechanical excavation

Depth	GST exclusive rate Business hours	exclusive rates After hours
0 to 1000mm	\$3,074.79	\$3,695.46
1000m to 1500mm	\$3,841.05	\$4,823.76
1500mm to 2000mm	\$5,314.90	\$6,556.22
2000mm to 2500mm	\$5,961.33	\$7,461.27
>2500mm	Case-by-case negotiation; prior approval	

These prices include some or all of the following: service call, labour, eel or high velocity jet, Access Canberra permit, electronic locator, mechanical excavator or hand digging, concrete cutting, removal of waste, new boundary riser and sundry sanitary pipe materials, backfill, compaction, topsoil, and general tidy. Choice of equipment is the responsibility of the plumber/drainer. Depths are measured from natural contoured ground or approved fill level.

Authorisation to commence excavation works must be obtained using the following protocol:

1. Obtain an Access Canberra 'tie' depth illustration from <https://services.accesscanberra.act.gov.au/s/public-registers/plumbing-ties>
2. Call Icon Water Faults and Emergencies on **(02) 6248 3111** (select option 1) to initiate Icon Water investigation and attendance to confirm the fault in Icon Water assets and to obtain a reference number to quote in submission of claim.
3. Notify Icon Water of any changes to the expected nature of the works.
4. Notify the property owner, in writing, of all costs to be borne by the property owner (i.e. clearing internal blockages, internal CCTV inspections, etc).

Icon Water reserves the right to visit the site at any time during the progress of the works.

Icon Water will pay for the rectification of driveway pavements, paths, fences, landscape features and other ancillary works to the value of **\$1,482.94 (GST exclusive)** upon presentation of the invoice. Restoration in excess of this value must have an Icon Water approved quotation (provided Icon Water has approved these structures for construction over or near Icon Water assets).

Icon Water will pay for any demolition work to the value of **\$1,119.46 (GST exclusive) and \$1,429.78 after hours (GST exclusive)** upon presentation of the invoice. This covers excavating, cutting, demolishing and removal of debris (eg, driveways, retaining walls).

Labour rates

Investigation by a licensed plumber/drainer to either:

Service call fee	GST exclusive rate Business hours	GST exclusive rates After hours
For the identification of an overflowing manhole or a suspected blockage in Icon Water's network where there is no riser.	\$206.88 per job	\$310.32 per job

OR

For the identification of an overflowing boundary riser. (includes: service call fee, labour and the use of clearing equipment to the bottom of the bend to determine that the blockage is not in the riser or at the tie point).	\$387.84 per job	\$491.27 per job
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Additional labour	GST exclusive rate Business hours	GST exclusive rates After hours
Tradesperson per hour	\$206.88	\$310.32
4th year apprentice per hour	\$197.48	\$296.20
3rd year apprentice per hour	\$136.67	\$205.01
2nd year apprentice per hour	\$119.23	\$178.84
1st year apprentice per hour	\$115.26	\$172.91

Plant and equipment

Description	GST exclusive rate
Use of clearing equipment (eel and/or high velocity water jet). ¹	\$180.95 per job
Use of self-operated and owned camera, including the supply of the electronic copy.	\$180.95 per job (with video supplied)
Sub-contracted camera with photographic or video records. ²	Invoice of supplier plus 10% admin charge
Use of self-operated and owned cable/pipe locating equipment.	\$180.95 per job
Sub-contracted cable/pipe locating equipment. ²	Invoice of supplier plus 10% admin charge
Backhoe, bobcat and excavator with operator per hour plus travel, if owned. (Start and finish times must be provided. If self-operated, deduct from labour hours).	\$634.52 per hour (up to 1.8 tonne) \$693.26 (1.8 to 3.5 tonne) Over 3.5 tonne (negotiation; requires prior approval)
Sub-contracted professional plant operator.	\$206.88 per hour
Any hired or sub-contracted equipment.	Invoice of supplier plus 10% admin charge

1. Icon Water will not reimburse extra-over charges for water jets used to investigate faults discovered in the utility network. The customer is required to pay extra-over rates when high velocity water jets are chosen to clear sanitary drains inside the property boundary.

2. Can be claimed once only per job until complete. Maximum labour allowance of one hour.

Materials

Description	GST exclusive rate
Replacement of pavement, concrete, landscaping, etc.	Detailed invoices plus 10% admin charge
Barricades – webbing (per metre).	Nil – no reimbursement
Barricades – star pickets (each).	Nil – no reimbursement
Temporary fencing (per job).	\$310.20
Access Canberra Minor Works Permit, including travel. A copy is to be provided with the claim.	\$33.94

