



Rates for reimbursement

As agreed with the Master Plumbers ACT

Valid from 12 November 2018 to 30 June 2019



Terms and conditions

1. **Invoices are to 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 plumber/drainers are to 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 are to 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 Icon Water (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 not be considered unless 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 is to include a detailed breakdown of works from the plumber/drainer.
10. Icon Water will not reimburse for blockages resulting from the entry of unapproved wastes into the sewerage system. For example clothing, nappies, sanitary napkins, tampons, condoms, grease, fats and oils. The sewerage system is designed to carry human excrement, degradable toilet paper and washing water only.
11. Claims are to 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 are to be made out to Icon Water Limited. Invoices may be emailed to: **PlumberReimbursements@iconwater.com.au** or posted to **12 Hoskins Street, Mitchell ACT 2911**.
13. Costs for repair, replacement or reinstatement of unapproved encumbrances in an easement protection envelope are to be at the cost of the property owner. For further information on easement protection envelopes visit **www.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.

For more information contact:

Icon Water Customer Services
(02 6248 3111 (select option 3) between 8.30am to 5pm business days

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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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Mechanical excavation

Depth	GST exclusive rate Business hours	GST exclusive rates After hours
0 to 1000mm	\$2,112.81	\$2,570.10
1000m to 1500mm	\$2,639.33	\$3,354.81
1500mm to 2000mm	\$3,652.08	\$4,559.70
2000mm to 2500mm	\$3,815.20	\$4,569.58
>2500mm	Case-by-case negotiation; prior approval	

These prices include some or all of the following: service call, labour, eel or high velocity jet, Environment and Planning Directorate (EPD) 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 drainage. 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 EPD website 'tie' depth illustration from www.planning.act.gov.au/tools_resources/legislation_plans_registers/plumbing_tie_search
2. Phone Icon Water faults and emergencies **(02) 6248 3111** (select option 1) to initiate Icon Water investigation and attendance to confirm fault in Icon Water assets and to obtain a registration 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 rectification of driveway pavements, paths, fences, landscape features and other ancillary works to the value of **\$867.69 (GST exclusive)** upon presentation of the invoice. Restoration in excess of this value must have an Icon Water approved quotation (provided Icon Water would approve these structures for construction over or near Icon Water assets).

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.	\$120.56 per job	\$180.84 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).	\$234.10 maximum	\$294.38 maximum
Additional labour		
Trades person per hour	\$129.17	\$193.76
4 th year apprentice per hour	\$126.62	\$189.94
3 rd year apprentice per hour	\$92.94	\$139.41
2 nd year apprentice per hour	\$76.03	\$114.05
1s year apprentice per hour	\$64.92	\$97.38

Plant and equipment

Description	GST exclusive rate
Use of clearing equipment (eel and/or high velocity water jet). ¹	\$113.54 per job
Use of self-operated and owned camera, including the supply of the electronic copy.	\$113.54 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.	\$113.54 per job
Sub-contracted cable/pipe locating equipment. ³	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).	\$257.89 per hour (up to 1.8 tonne)
	\$291.71 per hour (1.8 to 3.5 tonne)
	Over 3.5 tonne (negotiation; requires prior approval)
Sub-contracted professional plant operator.	\$120.56 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 requirement 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.

³ 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)	\$228.75
EPD's Minor Works Permit, including travel. A copy is to be provided with the claim.	\$38.62 maximum

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