



Rates for reimbursement

As agreed with the Master Plumbers ACT. Valid from 1 July 2017 – 30 June 2018.

Simplified 'tie excavation' reimbursement rates

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

Mechanical excavation of

0 to 1500mm deep	\$2,414.65 (GST Exclusive)
1500 to 2500mm deep	\$2,977.75 (GST Exclusive)
+ 2500mm deep	Case-by-case negotiation

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 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 EPD web site 'tie' depth illustration from
www.planning.act.gov.au/tools_resources/legislation_plans_registers/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 (ie. 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 **\$703.80 (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).

Materials

Replacement of pavement, concrete, landscaping, etc.	Detailed invoices plus 10% admin charge
Barricades – Webbing and star pickets become the property of Icon Water once claim has been paid.	\$10.55 per picket and \$2.70 per meter of webbing
EPD's Minor Works Permit Including travel. Copy is to be provide with claim.	\$37.90 max

Labour rates

All tie excavation reimbursements are to be at the simplified 'tie excavation' rates (see page 1) unless otherwise agreed.

Investigation by a licensed plumber/drainer to either;

Service Call Fee - for the identification of an overflowing manhole or a suspected blockage in Icon Water's network where there is no riser.

\$97.45 per job

\$146.20 per job

or

Identify 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.

\$152.65 max

\$256.60 max

Followed by a call to Icon Water Faults & Emergencies 02 6248 3111 (select option 1)

Note: Can be claimed once only per job until complete.

Unless exceptional circumstances apply, after hours rate to be agreed with Icon Water on a case-by-case basis

Additional Labour

Trades-person or 4th year apprentice (for persons additional to the callout plumber/drainer)

\$110.45 per hour

1st year apprentice

\$50.90 per hour

2nd year apprentice

\$66.05 per hour

3rd year apprentice

\$84.45 per hour

Plant and equipment

Use of clearing equipment (eel and or high velocity water jet)

\$81.20 per job

Note: 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.

Use of self operated and owned camera. Including the supply of the electronic copy.

\$97.45 per job with video supplied

or

Sub-contracted camera with photographic or video records

Invoice of supplier plus 10% admin charge

Note: Can be claimed once only per job until complete. Maximum labour allowance of 1 hour.

Use of self operated and owned cable/pipe locating equipment

\$97.45 per job

or

Sub-contracted cable/pipe locating equipment

Invoice of supplier plus 10% admin charge

Note: Can be claimed once only per job until complete. Maximum labour allowance of 1 hour.

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.

Up to 2 tonne -
\$129.95 per hour

After hours rate to be agreed with Icon Water on a case-by-case basis

Over 2 tonne -
\$157.00 per hour

or

Sub-contracted backhoe, bobcat and/or excavator with professional plant operator

Invoice of supplier plus 10% admin charge

Note: Rates to be negotiated with Icon Water if exceptional circumstances apply.

Labour and materials required to install riser located at the boundary IO, irrespective of location of blockage. Includes BTS, PVC pipe, adaptor & concrete box.

\$129.95 per job

Terms and conditions

- After hours includes weekends, public holidays and Monday to Friday 5:00pm to 7:30am.
- Licensed plumbers/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.
- 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.
- 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 (2) 6248 3111 (select option 1). The property owner should be billed for such occurrences.
- All original receipts/invoices for sub-contractors, plant and equipment must be submitted with claims for reimbursement requests.
- Requests for reimbursement will not be considered unless received within 3 months of the event unless exceptional circumstances apply.
- Invoices are to be submitted directly to Icon Water, not to the customer.
- Work performed on the internal sanitary drainage system is the financial responsibility of the owner.
- 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/drainers processing.
- 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.
- 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.
- 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.
- Costs for the 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 please see the Icon Water website, or call **02 6248 3111** (select option 3).
- Disputes in the first instance can be communicated by phone to **02 6248 3111** (select option 3), by email to **PlumberReimbursements@iconwater.com.au**, or in writing to Customer Services at 12 Hoskins Street, Mitchell ACT 2911
- Legal action may be taken if there is evidence of fraud.

For more information contact:

Icon Water General Enquiry Line

Phone: 02 6248 3111 (select option 3) between 8.30am – 5.00pm