



Rates for reimbursement of sewer drainage repair claims by ActewAGL

As agreed with The Master Plumber's, Drainers' and Gasfitters' Association of the ACT

Valid from 1st July 2011 – 30th June 2012

	GST Exclusive Rate in business hours	GST Exclusive Rate after hours
LABOUR RATES		
Investigation (Blocked branch line or overflowing manhole) The discovery of an overflowing boundary riser or manhole followed by a call to ActewAGL Faults & Emergency. Blocked branch line – Includes the use of cable to the bottom of the bend to determine that the blockage is not in the riser or at the tie point. No machining is necessary.	\$105.00 max	\$152.00 Unless exceptional circumstances apply then after hours rate to be agreed with ActewAGL on a case-by-case basis
or Service Call <i>By a licensed drainer (once only per job until complete) – includes the 1st half hour</i>		
Additional Labour		After hours rate to be agreed with ActewAGL on a case-by-case basis
<i>Trades-person, 4th year & Journey (for persons additional to the callout drainer)</i>	\$98.00 per hour	
<i>1st year apprentice</i>	\$44.00 per hour	
<i>2nd year apprentice</i>	\$59.00 per hour	
<i>3rd year apprentice</i>	\$74.00 per hour	
<i>Labourer</i>	\$93.00 per hour	
PLANT AND EQUIPMENT		
Drain cleaning equipment when used (eel and high velocity water jet) <i>Note: ActewAGL 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.</i>	\$61.00 per job	\$61.00 per job
Sub-contracted pipe locator and camera with photographic or video record.	Invoice of supplier plus 10% admin charge	Invoice of supplier plus 10% admin charge



Owned camera and locator with operator. Start and finish times must be provided. If self operated deduct from labour hours.	\$187.00 per job with video supplied	\$187.00 per job with video supplied
Backhoe, bobcat and excavator with operator by a professional.	Invoice of supplier plus 10% admin charge	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.	Up to 1.2 Tonne \$84.00 per hour Up to 2.4 Tonne \$98.00 per hour 2.4 of Heavier \$105.00 per hour unless exceptional circumstances apply	After hours rate to be agreed with ActewAGL on a case-by-case basis
MATERIALS		
Riser installation (A without liability service to assist the Customer and ACTEW to gain cheap and immediate access if the tie or branch line blocks in the future). ActewAGL pays for the costs of basic riser materials. Drainer's invoice should itemise all materials used.	Detailed materials list.	Detailed materials list.
Replacement of pavement, concrete, landscaping etc.	Detailed invoices plus 10% admin charge	Detailed invoices plus 10% admin charge
Barricades – Webbing and star pickets become the property of ActewAGL once the claim has been paid	\$9.30 per picket and \$2.35 per meter of webbing.	
ACTPLA's Minor Works Permit Including travel. Copy is to be provided with claim.	\$30.20 max	

Terms and conditions

- After hours is between 1700 to 0730 Monday to Friday, weekends and public holidays.
- Licensed drainers are to comply with ACT drainage regulations and apply tradesman-like practice.
- Investigations are to be carried out by experienced operators so that costs are minimised for the customer and ActewAGL. Failure to operate in a cost effective manner may result in non-payment of unnecessary work.
- All original receipts / invoices for sub-contractors, plant and equipment must be attached.
- Requests for reimbursement will not be considered unless received within 3 months of the event unless exceptional circumstances apply.
- A drainer who is licensed to work in the ACT must submit claims. Drainer Number and expiry date is required.
- Invoices are to be submitted directly to ActewAGL, not to the customer.
- Work paid for directly by the customer is to be restricted to work on the internal sanitary drainage. Claims being submitted by the customer will be considered, however clarification is required from the drainer and needless delays may result.
- ActewAGL will not reimburse for blockages resulting from the entry of unapproved wastes into the sewerage system, for example clothing, nappies, sanitary napkins, tampons and condoms, fats and grease. The sewerage system is designed to carry human excrement 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 customers name, address and/or block and section, dates of attendance, ActewAGL reference number, and copies of any other supporting documentation. For examples please see the two dummy invoices available on request.
- Invoices for consideration are to be made out to *ActewAGL Distribution*. Invoices may be posted to 12 Hoskins Street, Mitchell ACT 2911. Alternatively may be emailed to:
PlumberReimbursements@ActewAGL.com.au
- Costs for the repair, replacement, or reinstatement of unapproved encumbrances in an easement or pipe protection envelope are to be at the cost of the property owner. For further information on easements and pipe protection envelopes please see the ActewAGL website, or call us on 6248 3555.
- Disputes in the first instance should be submitted in writing to the Manager of Network Customer Support ActewAGL Water Division, GPO Box 366 Canberra City 2601.
- Legal action may be taken if there is evidence of fraud.

For detailed information refer to the 'Sewer Blockages and Surcharges' booklet.

Trade and technical enquiries - telephone 6248 3555, 8.30am to 5.00pm Monday to Friday

Simplified 'tie excavation' reimbursement

Drainers have the option of claiming (under the conditions of the ActewAGL reimbursement guidelines) for 'tie' excavations using the following ActewAGL unit rates:

Mechanical excavation of tie 0 to 1500mm deep	\$2,115.00
Mechanical excavation of tie 1550 to 3000mm deep	\$2,459.00
Mechanical excavation of tie + 3000mm deep	\$ Case by case negotiation

These prices include some or all of the following: service call, labour, eel or high velocity jet, ACTPLA permit, electronic locator, mechanical excavator or hand digging, 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 to be measured from natural contoured ground or approved fill level.

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

1. Obtain an ACTPLA web site 'tie' depth illustration from http://apps.actpla.act.gov.au/TieBooks/TieSearch_new.asp
2. Phone ActewAGL Faults and Emergencies number 13 11 93 to explain the nature of the job and obtain a registration number that must be quoted with all claims.
3. Notify ActewAGL 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. (e.g. clearing internal blockages, internal CCTV inspections, etc..)

ActewAGL reserve the right to visit the site at any time during the progress of the works.

Rectification of driveway pavements, paths, fences, landscape features and other ancillary works to the value of \$500 will be paid by ActewAGL upon presentation of the invoice (provided these structures would be approved by ActewAGL for construction over or near ACTEW assets).

Rectification of driveway pavements, paths, fences, landscape features and other ancillary works of a value in excess of \$500 must have an ActewAGL approved quotation or be carried out by an ActewAGL sub-contractor (provided these structures would be approved by ActewAGL for construction over or near ACTEW assets).

For more information contact:
ActewAGL Water Division
PlumberReimbursements@ActewAGL.com.au
Phone 6248 3555
Fax 6242 1459