

Container No: F2007/4845

All Plumbers

Dear Sir,

Re: New process for reimbursement for Blockages in Power and Water Sewers.

You are advised that as of 1st August 2007 the current process of customers seeking reimbursement for payment made to a plumber who has determined that a sewer blockage is in the Power and Water Corporation (PWC) system has been amended.

The plumber must now invoice PWC direct for the work carried out in determining that a sewer blockage is in the PWC system.

PWC is not to be invoiced for work undertaken to clear blockages in the customers' house drain.

Upon attending a sewerage blockage job the plumber will as standard practice use a seweromatic to attempt to clear the blockage. If/once the house drain is clear and the plumber believes the blockage is within the PWC system he should leave the rods in place and call PWC on Ph 89857169 during business hours and 1800 245 090 after hours.

The plumber is to wait on site until PWC attend and confirm the plumbers finding that the blockage appears to be in the PWC system.

The plumber can then pack up and leave the job for PWC to excavate/investigate further.

If after further investigation and/or excavation by PWC, the blockage is confirmed to be in the PWC system the plumber will be advised to invoice PWC for the work he has carried out. The invoice should be posted to Manager Water Operations PO Box 37471 Winnellie NT 0821.

If, on the other hand, after further investigation and/or excavation by PWC the blockage is confirmed to be in the customers house drain the plumber will be advised accordingly and the work previously carried out and any further work will be at the customers cost.

It is PWC's view that a competent and efficient plumber is able to undertake the initial seweromatic work without assistance and if there is no blockage in the customers house drain it can be determined within an hour that the blockage is in the PWC system. It is therefore PWC's expectation

PO Box 37471 Winnellie NT 0821




It is PWC's view that a competent and efficient plumber is able to undertake the initial seweromatic work without assistance and if there is no blockage in the customers house drain it can be determined within an hour that the blockage is in the PWC system. It is therefore PWC's expectation that if the blockage is confirmed to be in the PWC system that the invoice submitted to PWC will be for a single plumber and seweromatic for approximately 1 hr., plus after hours call out and travelling time if applicable.

The cost of any work undertaken to clear blockages in the customers' house drain is to be charged to the customer and not added to the invoice submitted to PWC.

A handwritten signature in black ink, appearing to read 'Norm Cramp', written in a cursive style.

Yours sincerely

Norm Cramp
Manager Operations, Maintenance and Monitoring

 July 2007

SUMMARY OF NEW PROCESS

FINDING

ACTION

Sewermatic work indicates that the blockage is in the PWC system.	Phone PWC on 89857169 during business hours and 1800 245 090 after hours and advise that investigation indicates a blockage in the PWC system. Provide address, name of plumber and contact mobile. Wait on site with rods left in place.
PWC attend and confirm that the blockage appears to be in the PWC system	PWC will advise the plumber that he can leave further work/investigation to PWC.
After further investigation, PWC determine that the blockage is in the PWC system.	PWC will notify the plumber who will then invoice PWC for work undertaken to determine the location of the blockage - the invoice is NOT to include the cost of work undertaken to clear the customers house drain. Post invoice to Manager Water Operations PO Box 1921 Darwin NT 0801.
After further investigation, PWC determine that the blockage is in the Customers house drain.	PWC will notify the plumber who will then, with customers' agreement, resume work to clear the blockage. Work previously undertaken by the plumber will be at customers' cost.

