

fees

For a general guide on fees and charges for building applications and service requests, refer to our Builders and Plumbers page at www.watercorporation.com.au or contact us on 13 13 95.

Online invoices are generated as soon as applications are actioned through *BuilderNet*®. If the property is located in the Central Business District (CBD) a quotation may be required.

Quotations for more complex proposals can be requested using *BuilderNet*®.

Water and wastewater headworks contributions may apply to your development. If in doubt contact 13 13 95.

If you have a credit account set up with the Water Corporation, a statement will be presented and your account automatically debited.

Otherwise, you can pay for the service using the Corporation's normal payment methods as shown on the account.



how to contact us

customer centre

(8am to 5pm weekdays) 13 13 95

You can also visit our website

www.watercorporation.com.au

or email

cust_centre@watercorporation.com.au



customer correspondence

Water Corporation, Locked Bag 2
Osborne Park Delivery Centre WA 6916

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applying for water and wastewater services



water and wastewater services



service requests

Customers must apply to the Water Corporation for new water and wastewater services, works on existing services, or property connections to our scheme.

Applications for all types of Water Corporation water and wastewater services and quotes can now be lodged online through *BuilderNet*[®].

available services

You can now apply for the following water and wastewater services online through *BuilderNet*[®]:

water

- new water meters or services e.g. fire services, temporary services, sub-meters
- work on existing water meters or services e.g. relocations, upgrades, downgrades, disconnections.

wastewater

- new sewer junctions
- work on existing sewer services e.g. alterations to access chambers, cutting and sealing pipes, installing spigots
- sewer conversions, connecting properties to main sewers.

These requests are typically submitted by builders, plumbers, consulting engineers and developers.

building activity

If your water service is for a new building you also need to lodge a building application to be able to connect to our services.

In new subdivisions, water services are generally pre-laid (they have already been installed but not activated by the developer). If a pre-laid connection does not exist you need to indicate on the application where you would like the water service to be installed. Relocating an existing water service will incur a charge.

You will also need to supply extra information, such as the number of toilets and urinals proposed for the development.

The services will be installed and activated within ten working days of your request being paid for.

We also need to ensure that your building is a sufficient distance from our assets to protect them from any undue effects of building activity and to ensure they can be accessed for future maintenance.

Plans of water and other essential community services (including electricity, gas and communications infrastructure) can be obtained through the *Dial Before You Dig* service. Call 1100 or visit www.dialbeforeyoudig.com.au

how to request services

Save time and money by lodging your plans or service requests online using *BuilderNet*[®].

- 1 Visit www.watercorporation.com.au and click on *BuilderNet*[®] to access the system.
- 2 First time visitors can log in as a guest user. We recommend registering if you are likely to be a regular user.
- 3 From the main menu, select the type of application you require, fill out your online application form and click 'Submit Application' when completed.

It's as easy as that! *BuilderNet*[®] will automatically email you with payment details.

Once we have received payment, *BuilderNet*[®] will send your payment confirmation statement.

If you don't have internet access, please call 13 13 95 to discuss alternative ways to submit your request..

sewer conversions

Plumbers wanting to connect to the Water Corporation's wastewater system must apply to the Plumbers Licensing Board seeking approval. They must also apply to the Water Corporation for a sewer connection. This can be done online through the *BuilderNet*[®] system. Copies of the sewer e-plans are included in the application fee.