

## fees

For a general guide on fees and charges for building applications and service requests, refer to our Builders and Plumbers webpage at [www.watercorporation.com.au](http://www.watercorporation.com.au) or contact us on 13 13 95.

Online invoices are generated as soon as applications are actioned through *BuilderNet*®.

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](http://www.watercorporation.com.au)

or email

[cust\\_centre@watercorporation.com.au](mailto:cust_centre@watercorporation.com.au)



### customer correspondence

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

This information is available in alternative formats  
on request.

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# locating our services and plumbing fixtures



# plumbing fixtures

## plan requests

Need to find out the location of a Water Corporation service or plumbing fixtures on an individual property?

This information can now be requested online through *BuilderNet*<sup>®</sup>. *BuilderNet*<sup>®</sup> is an online system to lodge applications to the Water Corporation for the following:

- Quotations
- Approvals
- Requests for water and wastewater services
- E-plans and flimsies

## available plans and flimsies

Plans and flimsies showing the following information are now available online through *BuilderNet*<sup>®</sup>:

### water corporation service locations

These plans show the location of water and sewer mains and other Water Corporation infrastructure near properties.

These are available as electronic files in a .PDF format, and will provide valuable information for surveyors, developers, builders, consulting engineers, hydraulic consultants, architects, plumbers, local government and real estate agents.

## plumbing fixtures

Flimsies showing the location of property sewers, sewer junctions and external plumbing, for most individual properties.

This information will help plumbers to plan property connections, clear blockages and repair damaged plumbing fixtures quicker.

Customers should also consider the location of property plumbing when establishing gardens and designing outside areas to ensure services operate efficiently and are easily accessible.

**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](http://www.dialbeforeyoudig.com.au)**

## how to request plans

Save time and money by lodging your requests for plans or flimsies over the internet.

- 1 Visit [www.watercorporation.com.au](http://www.watercorporation.com.au) and click on *BuilderNet*<sup>®</sup> 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*<sup>®</sup> will automatically email you with your payment details

Once we have received payment the plans of requested service locations will be sent to you along with your payment confirmation statement. If the quality of the original information is low, the plans may be distributed by facsimile or mail.

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 apply to the Plumbers Licensing Board seeking approval. They must also apply to the Water Corporation for a sewer connection. This can be done through the online *BuilderNet*<sup>®</sup> system. Copies of the sewer e-plans are included in the application fee.