

Water Services

WWN Reimbursement of Water or Wastewater Costs



Please return completed form to: Water Services
Townsville City Council
PO Box 1268
TOWNSVILLE QLD 4810
Email: enquiries@townsville.qld.gov.au

If you have any queries, please don't hesitate to contact our Customer Service Officer on 13 48 10

Applicant	
Date:	
Name:	
Phone:	
Mailing Address:	
Email Address:	
Bank Account Details:	
Property	
Address:	
I wish to apply for reimbursement of plumbing costs which were incurred due to a Water leak or a Wastewater blockage at my property. The blockage was identified as being Council's responsibility, namely:	
Please tick:	☐ Outside property boundary ☐ Jump up ☐ Manhole ☐ Combined house drain ☐ Main wastewater line ☐ Water leak
I confirm that private Contractor's invoice has been paid. The tax invoice and receipt are attached for reimbursement.	
Signed (owner):	

Office Use Only			
Water/Wastewater reimbursement approved (circle applicable):		Yes	No
If Yes, Type: ☐ Standard Fee / ☐ After Hours Fee / ☐ Water ☐ Other		Amount Reimbursing: \$	
Comment:			
Signature: (Approving Officer)		Date:	
GST Amount (\$):		Work Order #:	
Payment requested by:		Signature:	
Payment authorised by:		Signature:	
PRIVACY NOTICE: Townsville City Council collects and manages personal information in the course of performing its activities, functions, and duties. We respect the privacy of the personal information held by us. The way in which council manages personal information is governed by the Information Privacy Act 2009 (Qld) and will be accessed by persons who have been authorised to do so. We are collecting your personal information in accordance with Water Supply (Safety and Reliability) Act 2008 and the Plumbing and Drainage Act 2018 so that we can process your inquiries; provide our products and services; provide information about our products and services; comply with our regulatory, contractual, insurance, governance, and other legal obligations; process payments; protect and enforce our legal rights. Your information will not be given to any other person or agency unless you have given us permission, or the disclosure is authorised by law. For further information about how we manage your personal information please see our Information Privacy Policy.			