



# Customer Claim Form

Complete this form and return it to Sydney Water as soon as possible.

Claimant's details			
First name			
Last name			
Name of business			
ABN			
Street address			
Suburb		Postcode	
Phone number(s)			
Email			

Details of person completing this form (if different to the claimant)	
First name	
Last name	
Relationship to claimant	
Phone number(s)	
Email	

Incident details			
Date of incident		Time	am/pm
Sydney Water job number			

Address/location of  
damage or loss

Please explain in the section below:

- the circumstances of the incident
- your involvement in the incident
- why you believe Sydney Water is responsible
- the nature of the damage/loss/injury

Attach another page if needed and any photos, invoices, timesheets from plumbers and/or other relevant materials



Insurance	
Do you have insurance for:	
Home building / Strata (Yes/No)	
Home contents (Yes/No)	
Motor vehicle (Yes/No)	
Business policy (Yes/No)	
Other (Yes/No)	
Landlord's policy (Yes/No)	
Have you lodged a claim with your insurance company?	Yes/No/Uninsured

## Sydney Water contact

If you have contacted anyone at Sydney Water about this matter, please insert their details	
Name	
Role	
Phone number	

## Loss not covered by insurance

List any damaged property, items or goods and/or provide details of plumbing costs or medical expenses. Use another page if you need to.

Claimed amount (estimated if not known)		
\$		
Quantity	Description and age	Estimated cost to repair or market value




## Declaration

- I hereby declare that the information provided is true and correct to the best of my knowledge and belief.

Name of claimant:

Date:

*Sydney Water is collecting your personal information to assess your claim for payment. For approved claims, your bank account details will be collected later for the purposes of making payment. The provision of this personal information is voluntary, however if you do not provide it, your claim cannot be processed. Your information will be held and used by Sydney Water for the purposes specified above. Sydney Water will disclose your information to the relevant banking institution for the purposes of making the bank transaction and with our insurer for the purposes of managing the claim. To access or correct your information please contact [wastewaterblockages@sydneywater.com.au](mailto:wastewaterblockages@sydneywater.com.au). For more information about how your privacy is handled refer to the Privacy page on Sydney Water's website.*



## To submit:

1. Using the “Save as a PDF” button, save the completed form as a PDF file.
2. Using the “Send email” button, email the completed form, together with all supporting documentation as attachments to [incidents@sydneywater.com.au](mailto:incidents@sydneywater.com.au).

Or mail to:

Sydney Water

Insurance & Claims

PO Box 399

Parramatta NSW 2124

If you have any questions, please call (02) 8849 5383

## Frequently asked questions

**Q** What can I do to help my matter progress faster?

- A**
- Write clearly.
  - Answer **all** the sections.
  - Attach all evidence in support of your claim (such as receipts, quotations and photographs).
  - Make sure the claimant has completed the declaration. We cannot progress the claim until the declaration has been completed.

**Q** What is the usual process for claims?

- A**
- We will confirm receipt of your claim within five days of receiving your form.
  - We will thoroughly investigate your claim internally.
  - We may ask you for more information and/or an independent investigation. You may need to obtain two quotes to support any property damage claim.
  - After we receive all the necessary information, we will tell you the outcome of the investigation.

**Q** Who will reimburse my insurance policy excess?

**A** Sydney Water may consider reimbursing you for any insurance policy excesses which have been paid.

**Q** Why should I claim on my policy?

**A** Your insurance company has the facilities and expertise to ensure your property is returned to its pre-incident condition as soon as possible.

**Q** How do I get in touch with Sydney Water?

**A** Email: [incidents@sydneywater.com.au](mailto:incidents@sydneywater.com.au)

Telephone: Claims support: (02) 8849 5383

Write to:

Sydney Water

Insurance & Claims

PO Box 399

Parramatta NSW 2124