

Waterwise Plumber Program



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The plumbing industry has an important role to play in promoting water efficiency inside the home. The Waterwise Plumber Program was launched in 2003 by the Water Corporation and Master Plumbers & Gasfitters Association (MPGA) with the aim to reduce water consumption inside the home by providing specialist waterwise advice and retro-fitting water efficient products.

What are the benefits of becoming a Waterwise Specialist?

- Waterwise training for yourself and/or your staff on the latest waterwise principles, practices and products.
- Access to Waterwise branding to promote yourself as a Waterwise Specialist and differentiate yourself from the competition.
- Promotion by the Water Corporation in Waterwise Specialist advertising campaigns appearing on billboards, bus shelters, radio, television, print and online.
- Access to a range of waterwise promotional materials including stickers, shirts, brochures etc for your business.
- The Corporation will engage a Waterwise Specialist wherever possible for services required (e.g. plumbing, landscaping).
- The Corporation will recommend the use of Waterwise Specialists to customers in the roll out of community projects and initiatives.

Criteria for becoming a Waterwise Plumber

The Waterwise Plumber Program is open to MPGA members and other high quality plumbing providers. For a plumber to be endorsed as Waterwise they must demonstrate the following:

- All plumbing staff (with direct customer contact) must:
 - Undertake Envirowest training with MPA Skills and complete the associated assessment.
 - Agree to continue to comply with required Envirowest standards.
 - Hold a Plumber's Licence as issued by the Plumbers Licensing Board.
 - Update Waterwise skills and knowledge on an annual basis.
- The Waterwise Plumber must be capable of providing waterwise advice to customers on matters such as:
 - Basic sustainable plumbing practices;
 - Basic waste water management; and
 - Water efficient product selection.

13 10 39 Waterwise Helpline
13 13 75 Faults, Emergencies and Security
13 13 95 Building Services and Subdivision Enquiries
13 13 85 Account Enquiries



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- The Waterwise Plumber must agree to participate in any promotional opportunities offered by the Water Corporation. Note it is not the Corporation's intent to arbitrarily select products, etc and then expect Waterwise Plumbers to promote them.
- The Waterwise Plumber must agree to participate in the annual re-endorsement process to retain Waterwise endorsement. The MPGA, or if not a member the Water Corporation, will advise the Waterwise Plumber of the re-endorsement process.

What are the benefits of being a Waterwise Plumber?

Once the plumber has satisfied the above criteria and endorsed as a Waterwise Plumber the Water Corporation will:

- Include the Waterwise Plumber in the Corporation's advertising (media and website). Plumbers are expected to promote themselves as Waterwise Plumbers.
- Direct Water Corporation customers with plumbing enquiries to the list of Waterwise Plumbers.
- Supply the Waterwise Plumber with a range of promotional material to promote itself as a Waterwise Specialist. These materials may include:
 - Shirts & hats with Waterwise Specialist logo;
 - Vehicle stickers featuring Waterwise Specialist logo;
 - Water saving brochures.
- Provide the contractor with the Waterwise Plumber logo, in electronic and hard copy format, to use in its own promotional activities, such as stationary or advertising.

Retaining the Waterwise Plumber endorsement

In order to retain Waterwise endorsement the Waterwise Plumber will be required to complete the re-endorsement process on an annual basis.

Should a Plumber be found not meeting the criteria then the plumber's right to use the promotional material will be withdrawn. All promotional material remains the property of Water Corporation.

The Plumber will have the right of appeal to an Appeals Board regarding any decision to withdraw its Waterwise status. The Board will consist of three members, one representative from the Master Plumbers & Gas Fitters Association, one by the Water Corporation and one independent person from the Department of Consumer and Employment Protection.

Register an interest

To participate in the program interested Plumbers should contact the MPGA on 9471 6600 or visit their website www.masterplumbers.asn.au.