

**Need to install or replace
a hot water unit?**



**Important news for
consumers and industry**



Plumbers Licensing Board
Government of Western Australia

The Plumbers Licensing Board (PLB) regulates the plumbing industry to protect the health and safety of consumers and ensure high standards of plumbing work in Western Australia.

Only plumbers are able to install new hot water units

Only a licensed plumbing contractor or a tradesperson working under the direction of a licensed plumbing contractor can carry out the installation of new hot water units. This work usually involves the installation, repair or replacement of plumbing pipework.



New restricted plumbing permit for the replacement of hot water units only

From October 2005 the Plumbers Licensing Board has introduced a restricted plumbing permit scheme. Suitably trained and experienced electricians and gasfitters will now be able to carry out limited plumbing work associated with like for like hot water unit changeovers only.

These licensed electricians and gasfitters have been granted a restricted plumbing permit by the Board on the basis of their experience with hot water unit replacements and having undergone specialised training.

Under permit scheme no pipework changes or alterations to associated fittings or the use of flexible hose connections are allowed. This work must continue to be carried out by a licensed plumbing contractor or licensed tradesperson.



Choice and protection for consumers

Consumers wanting to replace a hot water unit can choose to employ a licensed plumbing contractor and now, if appropriate, an electrician or gasfitter that has been granted a restricted plumbing permit by the Board.

All such work is subject to the Board's installation and certification requirements ensuring compliance with plumbing standards. A statutory guarantee will also apply for a period of six years from completion of the installation.

Consumers needing plumbing services should therefore check the licence or permit card to ensure the accreditation given by the Board is current and appropriate for the job required. If there is any doubt consumers should contact the Plumbers Licensing Board for guidance and information.

The Board will investigate consumer complaints regarding any plumbing work undertaken by permit holders or licensed plumbing contractors, as well as those of alleged plumbing work undertaken by unlicensed trades people.

Where a permit holder is found to undertake work outside the restricted plumbing permit scheme the Board will take appropriate action on behalf of the consumer.

Questions about new and replacement hot water units?

Any questions from consumers, the plumbing industry and related trades regarding the new restricted plumbing permit scheme for hot water unit changeovers or the overall regulation of the plumbing industry should be referred to the Plumbers Licensing Board on 9282 0478.

General questions or assistance regarding the employment of a licensed plumbing contractor or other trades can also be obtained from the Department of Consumer and Employment Protection's Call Centre on 1300 30 40 54.





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**Department of Consumer and
Employment Protection**

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