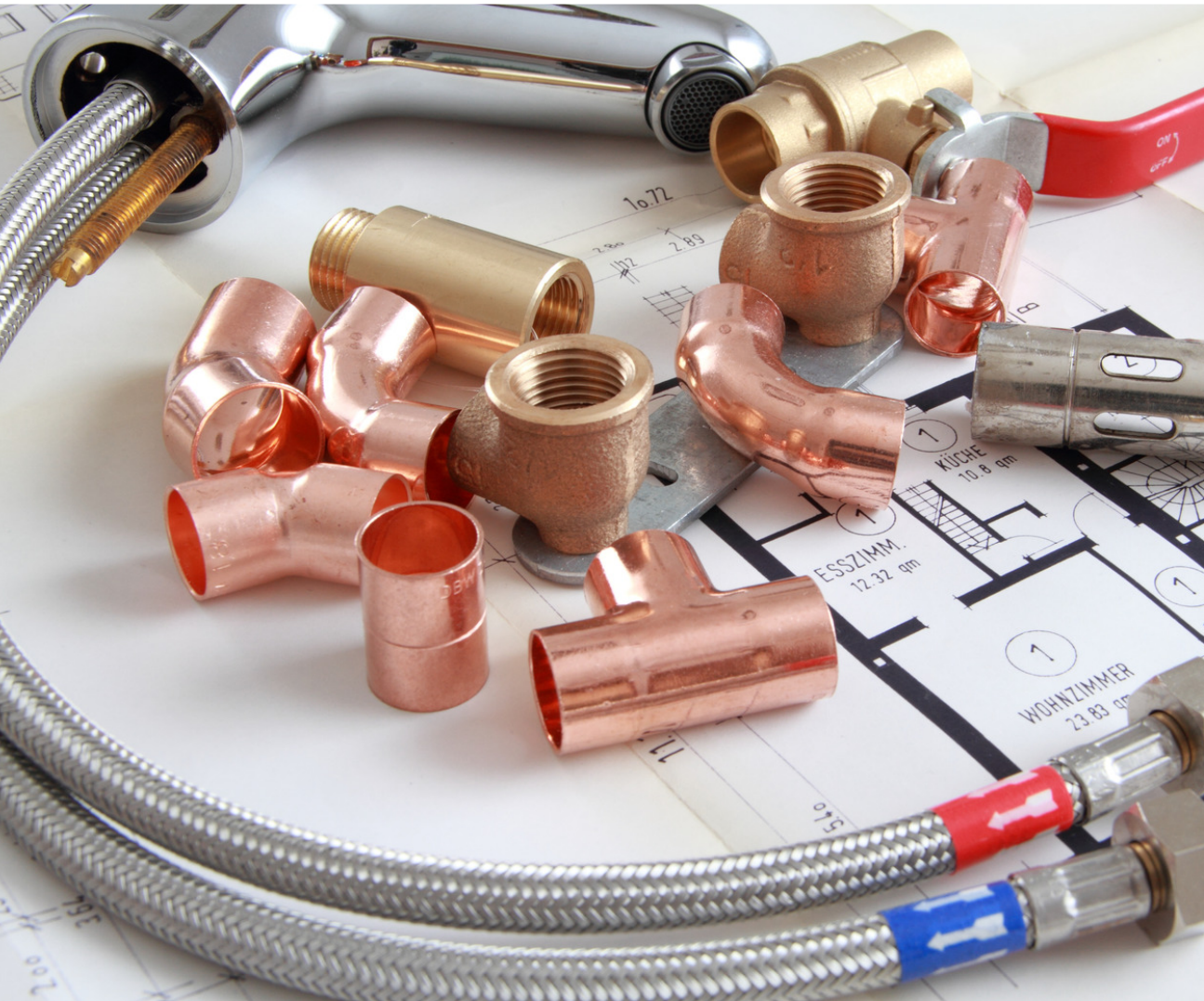


Prompt

Reliable

Professional

Affordable



Company Profile

[bellplumbingandgas.com.au](http://bellplumbingandgas.com.au)



**BELL**  
PLUMBING & GAS



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# COMPANY SUMMARY

Bell Plumbing & Gas, located in the beautiful city of Rockingham, are your local WaterWise plumbing experts. We service Rockingham to Mandurah and all surrounding areas 24 hours a day, 7 days a week, 365 days a year.

We are a small family owned and operated plumbing company with over 10 years industry experience in commercial, industrial and domestic plumbing and gas fitting. We are fully licensed and insured and are proud members of the Master Plumbers & Gasfitters Association of WA. In addition, our master plumber Jon is Enviro West certified in sustainable plumbing, accredited in Backflow Prevention and is also a registered Waterwise Plumber.

At Bell Plumbing & Gas Rockingham we offer specialist plumbing services in the areas of hot water systems; water leak detection; and backflow prevention / RPZ testing as well as general plumbing maintenance services.

Bell Plumbing & Gas has dedicated and well trained plumbers and gas fitters who are committed to providing our clients with the best quality service every time. We pride ourselves on our honest, reliable and client-centered approach. This means we are dedicated to working with our clients to ensure all jobs are carried out in a timely, clean and professional manner. We also guarantee all our work will be completed to Australian Standards and local regulations, ensuring every job undertaken has the highest quality of workmanship.

Our professional and committed accounts manager is available to assist you at all times so don't hesitate to give Lisa a call on 08 9593 6761 to discuss any account or payment queries. We offer a range of payment options to suit every need including direct deposit, eftpos, visa and mastercard.

Additionally, we are very pleased to say that Bell Plumbing & Gas was awarded "WaterWise Plumbing Business of the Year 2016" at the annual Master Plumbers & Gasfitters Association of WA and ATCO Gas Australia Awards for Excellence held on Saturday 3rd December 2016. The Awards for Excellence is an annual event where professionals in the industry come together to recognise outstanding achievements among registered contractors in the plumbing and gasfitting industry throughout Western Australia.

We know that choosing the right plumbers can be hard and there are a lot of local plumbers to choose from, but if you are looking for a quality plumbers who are affordable, dependable, reliable, licensed and insured and believe in superior service, Bell Plumbing & Gas are ready to help with all your plumbing needs. Whether it is regular maintenance you are after or emergency repairs fast, give us a call today on 0410 662 469.





## MISSION STATEMENT

### MISSION

We aim to provide honest and reliable, high-quality plumbing services, in a clean, friendly, and professional manner. We are committed to sustainable plumbing practices and will continue to advocate for water conservation. We embrace our responsibility as members of the plumbing industry to use our knowledge, skills and training to help our environment flourish.

### TO OUR CUSTOMERS

Our customers are our greatest assets and customer satisfaction is of paramount importance to Bell Plumbing & Gas. We endeavour to deliver first-class customer service and will maintain high-quality workmanship by continually monitoring and improving our standards of work, service and professionalism.

### TO OUR INDUSTRY

We will strive to be exceptional representatives of our industry in all aspects of our business. We are committed to leading by example and to championing the successes and importance of the plumbing industry in supporting and maintaining safe and clean water supplies.

### VALUES

- Fast and efficient service
- Quality workmanship
- Respect and reliability
- Professional service
- Personal growth

## MEMBERSHIPS & AWARDS

- Master Plumbers & Gasfitters Association of WA
- Enviro West
- Waterwise Plumber
- Rockingham Kwinana Chamber of Commerce
- 2016 WaterWise Plumbing Business of the Year



# BACKFLOW PREVENTION / RPZ TESTING

## WHAT IS BACKFLOW?

Backflow is where water flows through your plumbing supply in the wrong direction, that is, toward the main water supply. This can potentially be hazardous to public health where water supplies are connected with pollutants or contaminants that, due to a backflow incident, can unintentionally enter the main drinking water supply.

## WHEN IS A PREVENTION DEVICE NEEDED?

Due to the serious health risks posed by a backflow incident, each connection to the main drinking water supply must have backflow prevention device installed. This is an obligation under the Water Services Act 2012 and Water Services Regulations 2013. Regulations 42 and 43 also provide that the Water Corporation has the right to serve an order on a property owner or occupier to install a backflow prevention device.

## WHAT CAUSES BACKFLOW?

Backflow occurs when there is a drop in water pressure. This can happen for a number of reasons including:

- A burst or ruptured main;
- Use of higher water pressure than that supplied by the Water Corporation; or
- When water is pumped from the main water supply by fire fighting services.

## TYPES OF PROTECTION AVAILABLE?

There are three kinds of protection offered by backflow prevention devices. A containment protection device is installed downstream of the water meter assembly. Individual protection devices are installed at the point of any possible contamination sites. Zone protection is where a backflow prevention device is used to isolate a specific area or a building located on the property.

## TYPES OF BACKFLOW PREVENTION DEVICES

There are different types of backflow prevention devices and the type required will depend upon the risk rating allocated to your property.

Risk ratings are assigned in accordance with land use codes and the activities conducted at the property. Levels of risk include low, medium and high, and each level has a minimum backflow device requirement.

Reduced Pressure Zone and Registered Break Tank devices must be tested annually and are suitable for use where a property is rated as high risk. Double Check Valves must be tested annually and are suitable for use in medium risk properties.





# BACKFLOW PREVENTION / RPZ TESTING

## WHO CAN INSTALL A BACKFLOW PREVENTION DEVICE?

Only a licensed plumbing contractor with a backflow prevention accreditation issued by a registered training organisation can inspect, commission and test backflow devices.

## OWNERSHIP, REGISTRATION, RESPONSIBILITY

Backflow prevention devices are installed at the boundary of a property. It is the responsibility of the property owner or occupier to arrange for ongoing testing and maintenance of all installed backflow prevention devices. All backflow prevention devices installed on a property must be registered with the Water Corporation. Bell Plumbing & Gas can submit registration information for any devices installed by us.

## WHEN SHOULD MAINTENANCE BE SCHEDULED?

It is important to maintain backflow prevention equipment as the health risks associated with a backflow incident are severe. Backflow prevention devices should be tested every 12 months.

Additionally, all devices will need to be tested following any maintenance being carried out on the device. A completed 'Inspection and Maintenance Report' must be submitted to the Water Corporation following testing.

## WHAT HAPPENS IF I DO NOT COMPLY WITH REGULAR TESTING?

The Water Corporation will send letters to property owners reminding them to arrange for annual testing to be conducted on their backflow prevention devices. They will also carry out inspections of properties to ensure compliance. Failure to test backflow prevention devices annually or following any maintenance works will result in the Water Corporation serving a non-compliance notice on the owner or occupier of the property.

In the event of non-compliance, and in accordance with the Water Services Act 2012 (WA), the Water Corporation has the right to restrict or disconnect water services to a property in order to protect the main drinking water supply from possible contamination.

## BACKFLOW PREVENTION SERVICES BY BELL PLUMBING & GAS

Bell Plumbing & Gas are accredited backflow prevention plumbers in Rockingham WA. We offer:

- Installation and commissioning of backflow valves and devices;
- Inspection, testing, servicing and replacement of all backflow prevention devices;
- Annual reminder letters or emails forwarded to clients when testing falls due; and
- Submission of Inspection & Maintenance Reports to the Water Corporation following each test.

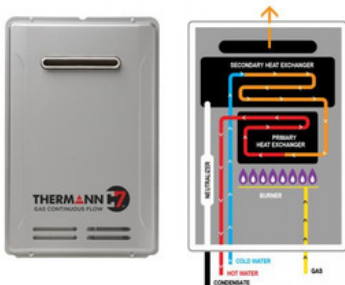


# HOT WATER SYSTEMS

Bell Plumbing & Gas are your local hot water plumbing specialists. We are able to supply and install all types of hot water systems keeping you in piping hot water all year round!



## Gas Continuous Flow



## Gas Storage



## Electric Storage



## Electric / Gas Booster Solar



## CHOOSING YOUR NEW HOT WATER SYSTEM

Choosing a water heater that is right for you and your family depends on a number of things. For instance, what energy sources do you have available? Do you have access to electricity and natural gas? Are you interested in reducing your carbon footprint and so are looking at making the switch to solar or heat pump? What is your budget?

After deciding on the type of system you would prefer, you need to figure out the size of the unit you need. How big is your household? How many showers does each person have per day and what are their average shower times? When do you use your hot water. Peak or off peak? Do you use a low flow shower head or a standard one? Where is your current water heater located?

Bell Plumbing & Gas know how hard choosing a hot water system can be. We can take a headache out of choosing the right system by guiding you through the whole process, from determining your level of hot water usage to choosing the right system for your needs and having it installed and commissioned.

For a comprehensive look at what you need to consider when choosing a hot water system, please see our 'Hot Water Systems Guide' in the Resources section of our website.



# WATER LEAK DETECTION



## Do you have a water leak?

- Have you just received a massive water bill?
- Can you hear water constantly running?
- Do the numbers on your water meter still spin when all your taps and water appliances are turned off?
- Do you have damp walls or ceilings?
- Has your water pressure dropped?

## Acoustic Leak Detection Technology

Unless you have the right equipment, it can be hard to find leaks that are hidden beneath the ground, in your walls or even under concrete driveways and garages. That's why Bell Plumbing & Gas uses the latest in hydrosonic leak detection technology to locate burst and leaking pipes. Escaping water creates an acoustic signal as it passes through damaged pipework. Our acoustic sensors can detect these signals and present us with a graphic visualization of the sequence. This enables us to precisely pinpoint the location of the leak causing minimal disruption to your home and yard. As we are licensed plumbers, we can also repair the leak straight away and complete a leak allowance form for submission to the Water Corporation. This is needed to make a claim for the excess water usage charged if a leak was found and must be signed by a licensed plumber.

## Underground Pipe Location

Bell Plumbing & Gas offers the latest services in underground pipe location. Using ground penetrating radar, Bell Plumbing & Gas can accurately locate and measure the depth of metal cables and utility pipes. We can then use our acoustic water leak detector to pinpoint the location of any water leaks on your property.

## Moisture Meter & Thermal Imaging

Bell Plumbing & Gas can now assess your home for build up of moisture using Infrared Guided Measurement (IGM) technology. With our imaging moisture meter, we can quickly scan your home for excess moisture with its inbuilt thermal camera sensor. This lets us find cold temperature patterns. After pinpointing high moisture areas, we can then verify moisture levels with a non-intrusive, integrated pinless sensor to ensure the cold spot truly is moisture without having to damage your walls. Images moisture readings and images can also be downloaded and provided to you for your records.





# REAL ESTATE CLIENT PORTAL

**W**Bell Plumbing & Gas offers superior real estate services in the areas of Rockingham, Kwinana, Baldivis, Mandurah and all surrounding areas. We guarantee that our experienced, licensed and insured Rockingham plumber and gas fitter will turn up on time and get the job done right the first time, ensuring your tenants are not inconvenienced in any way.

## **REAL ESTATE CLIENT PORTAL - MANAGING WORK ORDERS WILL NEVER BE EASIER**

As an additional service for our real estate clients, Bell Plumbing & Gas provides access to an interactive client portal powered by Ascora. With a few simple clicks, you can have instantaneous access to all the information you need.

When you log into the client portal you will see a list of every work order and job performed by Bell Plumbing & Gas. You can sort the jobs by new, booked, completed, or closed jobs.

Additionally, if open individual jobs, you will find details of the work performed, before and after photographs, as well as copies of your initial work order and the final invoice.

In today's hectic work environment, minimising workload and increasing efficiency and productivity has never been more important. With the Bell Plumbing & Gas real estate client portal, save yourself time and money by booking your new jobs directly! No longer will you need to follow up your emails with a telephone call. Simply enter a new job via the real estate client portal and it will be sent straight to the Bell Plumbing & Gas job management system.

Just choose your job type, decide priority, insert your work order number, property address, and details of the job description. Click save and you will be able to upload any documents or work orders related to the job. Then simply save and close out of the job and look for your new work order in the jobs list. Check back a little while later to find out if your new job has been booked or even completed. Managing your work orders will never be easier.





# WHY CHOOSE BELL PLUMBING & GAS?

Bell Plumbing & Gas are dedicated to providing prompt, reliable and professional service. We guarantee all our work will be completed to Australian Standards, ensuring that every job undertaken has the highest quality of workmanship.

Customer feedback allows us to monitor and improve our performance and the level of service we provide. We therefore provide Customer Satisfaction Surveys to clients after each and every job to monitor our standard of work and professionalism. All feedback received is taken into account and used for continuous development purposes.

- ✓ 2016 WaterWise Plumbing Business of the Year
- ✓ 24/7 Emergency Service
- ✓ No Call Out Fees
- ✓ Licensed Plumber and Gas Fitter
- ✓ Backflow Prevention Accredited
- ✓ Master Plumber & Gasfitters Member
- ✓ Registered Waterwise Plumbers
- ✓ Police Clearance Certificate
- ✓ Public Indemnity Insurance \$20,000,000
- ✓ Affordable Pricing
- ✓ Prompt, Reliable and Professional Service

2016 | **AWARDS FOR EXCELLENCE**  
WINNER 



## Get in touch:

admin@bellplumbingandgas.com.au | www.bellplumbingandgas.com.au | 0410 662 469

## CUSTOMER TESTIMONIALS

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All feedback received is taken into account and used for continuous development purposes. Feedback allows Bell Plumbing & Gas to identify any problem areas in our service and make changes to the way we do business so that our customers receive only the very best service.

Here is what some of our customers have to say....

“ Very happy with Bell plumbing & gas, great customer service at good price and there was no mess when he left. Will definitely recommend this business to friends and family.

**Tena - Baldivis**

“ Just had Jon over less than 30 minutes ago, and am super impressed! Very happy with the friendly and super helpful service! You went above and beyond for us Jon and I'm super thankful! I'll definitely be recommending you to all my friends and family :).

**Kyl Jade - Baldivis**

“ I found John an honest, down to earth, efficient and most important a prompt tradesman. After he had finished our job he tidied up after himself and left everything the way it was before. He will definitely be my first port of call when I need another plumbing job doing. Thanks John.

**Darren - Lake Clifton**

“ Jonathan was on time and did fix all the leaking taps in under half an hour . We are going to use his services to fix our retic system , which was half done by someone who we found on gum tree .. Good job guys!!

**Mithun - Wellard**

“ Jon rescued us at very short notice after our hot water system died. Jon was both friendly and professional and we would gladly deal with him again.

**Temil - Rockingham**

## Get in touch:

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## CUSTOMER TESTIMONIALS

“ We had Jon over to do some work on a new sink & tap and we are very very happy with the excellent, friendly & helpful service we received. We will definitely be contacting Jon for any future plumbing needs :) Very highly recommended

**Shannin - Rockingham**

“ We got lucky when we gave Bell Plumbing & Gas a go. Our usual guy was unavailable and our pipe was leaking from somewhere? The meter was spinning fast, but so was the repair and the price was fair. I know we saved a few \$'s compared to our "old" plumbers' cost.

**Harry - Hillman**

“ Jon was happy to discuss the plumbing issue & very helpful & honest when providing the options available to me - a good quick service with a good result so I'll be keeping this number handy.

**Emil - Rockingham**

“ Very much appreciate the phone calls updating us on your arrival time and the very quick response to get the unit delivered, installed and commissioned. Very friendly and sociable and would definitely recommend you to others.

**Adrian - Safety Bay**

“ The time from the phone call to the new hot water installation was less than three hours. Rates were highly competitive and the Jonathon was very professional. A great local service. I would definitely recommend or use their services again if required (although I hope not!).

**Tony - Port Kennedy**

“ I had Jonathan come out and install a hot water system for me on a Sunday and he did it very quickly and it was a very high standard of work.

**George - Cloverdale**

“ Arrived on time, very fast service, did work for the quoted price which was better than other quotes I got and had EFTPOS. Can't ask for better service than that

**Jon - Baldivis**

“ Response to my phone inquiry was quick, so was the site inspection, ordering new unit for me and it's installation - all in one day.

Well done - thank you.

**Joe - Coo loongup**

## Get in touch:

# CONTACT US

Whether you require a one-off emergency plumbing repair, water efficiency advice or regular plumbing maintenance, contact Bell Plumbing & Gas for prompt, reliable and professional service.

Our service area includes Rockingham, Kwinana, Baldivis, Mandurah and all surrounding areas.



**Mobile:** 0410 662 469

**Phone:** 08 9593 6761



**Email:** [admin@bellplumbingandgas.com.au](mailto:admin@bellplumbingandgas.com.au)



**Web:** [www.bellplumbingandgas.com.au](http://www.bellplumbingandgas.com.au)



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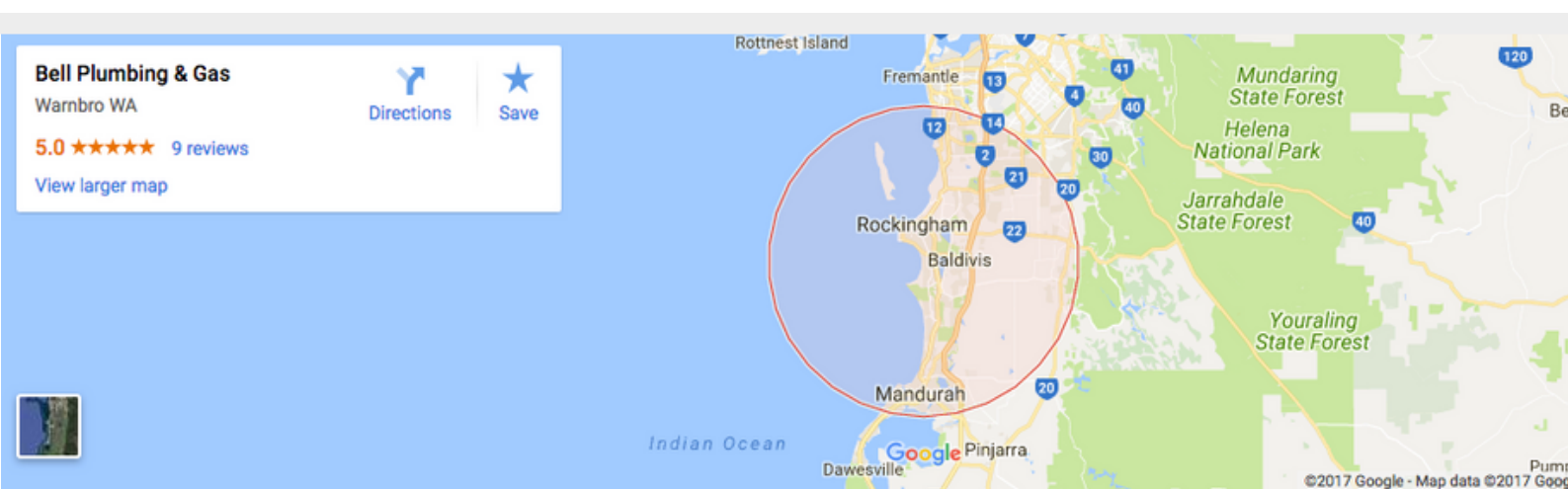
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