



QUEENSLAND LOCAL GOVERNMENT
Mutual Liability Pool
ABN 48 871 511 808

10 August 2011

Direct +61 7 3000 5565
Fax +61 7 3000 5550

Kon & Judi Dobrowa
[Redacted]
WESTLAKE QLD 4074

Dear Sir/Madam,

Claimant: Dobrowa
Member: Queensland Urban Utilities
Our Reference: [Redacted]
Your Reference: TBA

We acknowledge receipt of your correspondence and enclosures received under the cover of your letter dated 5 August 2011 and confirm that we have now referred this matter to our lawyers, Barry Nilsson Lawyers.

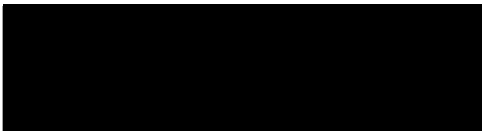
We confirm that our lawyers should be in contact with you in the near future.

In the meantime, in accordance with the *Health and Other Services (Compensation) Act 1995*, we, as a Compensation Payer, must notify the Health Insurance Commission of all claims submitted for compensation as a result of a personal injury.

We also refer you to section 22(1) of the Act which states that a Compensation Payer must inform the compensable person (claimant) that they (the claimant) may be liable to pay amounts under the Act or the *Charges Act* as a result of any settlement being made.

We thereby give notice that your client may be liable to pay from any settlement moneys, an amount (to be determined by the Health Insurance Commission) pursuant to the provisions of the Act or the *Charges Act*.

Yours sincerely



Greg Taylor
Claims Consultant

Encl

QFCI

Date:

27/09/11

Jm

Exhibit Number:

661

Document4



LGM QUEENSLAND

ABN 48 871 511 808

**COLLECTION STATEMENT UNDER PRIVACY ACT 1988 (CTH)
AND INFORMATION PRIVACY ACT 2009 (QLD)**

In accordance with the Privacy Act 1988 (and subsequent amendments), and the Information Privacy Act 2009 (Qld) we, LGM Queensland, draw your attention to the following:

- We may collect personal information about you by means of the enclosed document.
- We are collecting the information principally for the purpose of approaching the (re)insurance market, placing insurance, assessing and advising you on your insurance needs, claims handling or risk management (depending on your requirements). Other purposes include providing you with information about other JLT products or services. If you are proposing for or renewing insurance, the information is required pursuant to your duty of disclosure under the Insurance Contracts Act 1984, the Marine Insurance Act 1909 or at common law.
- The information we collect may be disclosed to third parties including but not limited to (re)insurers, insurance intermediaries, service providers, finance providers, advisers, agents and JLT related Group companies. Under the Information Privacy Act 2009 (Qld) the information we collect may also be used and/or disclosed if necessary for court proceedings, research, marketing and to lessen or prevent threats to public health, safety and welfare.
- By providing the information requested in the attached document, you agree to us collecting, using and disclosing your personal information as outlined in this Collection Statement.
- If you do not provide all or part of the information requested, we may be unable to process your application or provide other required services, your application for insurance may be declined or you may prejudice your insurance cover.
- You have the right to request access to, and correct, any personal information that we hold about you, subject to the provisions of the Privacy Act 1988 (Cth) and the Information Privacy Act 2009 (Qld).
- To assist us in maintaining correct records we ask you to inform us of any changes in your personal information provided, as they occur.
- If you provide us with personal information about other individuals, you must ensure that those persons have been made aware of the above matters. Where the information collected relates to health, criminal record or other sensitive information as defined in the Privacy Act 1988, you must obtain it with the individual's consent.
- If you are dissatisfied with a decision made in relation to your application to access and/or amend documents or information there are provisions in the Information Privacy Act 2009 (Qld) for internal and external review.

- Our Privacy Policy can be made available on request or can be accessed on our website www.jlfa.com.au.

12 April 2011

Mr Kon V Dobrowa & Mrs Judith C Dobrowa

Westlake QLD 4074

Re: Sewage surcharge at [REDACTED]
Westlake

Dear Mr & Mrs Dobrowa,

A detailed investigation has been carried out in relation to a wet weather sewage overflow issue in your street. Unfortunately a comprehensive solution in this case has not yet been determined as there are many issues contributing to the surcharges.

It has been argued that the most feasible solution at this time is the installation of a backflow prevention device (non-return reflux valve) on the private sewer connection at your property. This device works as a one-way valve which blocks the line when a backflow is evident.

Please note that when the valve is activated, the private sewer line can only accommodate a limited quantity of discharge before it backs up and overflows.

By signing this document, Mr & Mrs Dobrowa acknowledges that ~

- A. Mr & Mrs Dobrowa are the legal owners of this property.
- B. The owners approve the installation of a backflow prevention device at [REDACTED]
- C. If a non-return reflux valve is installed on the private drainage at 12 Carnegie St Westlake, the owner will be assuming ownership of the valve and it will be the property owners' sole responsibility to maintain. As a general guide, a once a year inspection and clean is all that is needed which is a straightforward 5 minute task with garden hose.
- D. The device is to be installed and paid for by Q.U.U. There are no fees or charges to the customer for any aspect of this installation.
- E. On completion of work the area is to be cleaned and restored by Q.U.U.

By signing this form you (Mr & Mrs Dobrowa) agree to have one non-return reflux valve installed on the private sewer drainage at 12 Carnegie St Westlake.

AS PER DISCUSSION ON THURSDAY 14 APRIL 2011, A REFLUX VALVE AND AN ORG ARE TO BE INSTALLED. PLEASE CONFIRM THIS ARRANGEMENT - [REDACTED]

Print Name(s): JUDI DOBROWA KON DOBROWA

Signature(s): [REDACTED] [REDACTED]

Date: 18/4/2011



Application to install a reflux valve / sanitary pump in a private house drainage system

Please provide owner's / tenants' details and location of property

Owner / tenants' Name: _____ Contact No: ()

Plumbing Application No: _____

Location where device is to be installed

Unit Number:	Street Number:	Street:	Suburb:
Tenancy Name:	Floor Level:	RPD:	Drainage Plan No:

Note: Reflux valves must have Watermark approval and if more than 1 meter deep must be contained in a chamber. Sanitary Pumps must have Watermark approval – pumps for commercial premises require hydraulic design plans to be submitted with the application to the BCC

Device to be installed:		Reason for installing device:			
Installation of a reflux valve	<input type="checkbox"/>	Sewer surcharge area	<input type="checkbox"/>	Non-compliant ORG	<input type="checkbox"/>
Installation of a sanitary pump	<input type="checkbox"/>	Insufficient fall to sewer	<input type="checkbox"/>	Access to sanitary stack not permitted by other tenancies	<input type="checkbox"/>

Please state reasons for installing a reflux valve or sanitary pump:

Plumber's name (if known) – please print details

Name:	License No:
Signature:	Phone: ()

Disclaimer and signature (owner / tenant of property to sign) – please print details

"I acknowledge that I will service and maintain the device in accordance with the manufacturers recommendations"

Name:	JUDI DOBROWA	
Signature:	KON DOBROWA	Date: 18/4/2011

1 March 2011

GPO Box 2765
Brisbane QLD 4001

General Enquiries 13 26 57
Faults & Emergencies 13 23 64
www.urbanutilities.com.au

380247A-EST-0015543

Mr Kon V Dobrowa & Mrs Judith C Dobrowa
PO Box 591
INDOOROPILLY QLD 4068

Property location: [REDACTED] WESTLAKE 4074

Dear Valued Customer,

Queensland Urban Utilities extends our heartfelt thoughts to everyone affected by the floods and we would like to offer our sympathies for any loss or damage you may have experienced.

To help ease the impact of the flood, we are offering our residential and small business customers whose properties were directly affected, up to 20,000 litres of free water (the equivalent of four standard residential water tanks) to assist your clean up efforts.

This rebate will be automatically applied to your April Water and Sewerage Account, which will include water consumption for the clean-up period, and will be in addition to any other assistance initiatives you may receive.

To identify those properties that may have been impacted by the flood, we have used flood modelling data provided by the Bureau of Meteorology. If you have not been directly impacted by the flood and do not feel you should receive this rebate, please contact us on 13 26 57, Monday to Friday between 7am to 7pm.

We also understand the flood may have placed financial pressure on your household, or resulted in the account we sent you in early January being lost or damaged. If this is the case, or you would like extra time to pay your account, please contact us on the number above so we can help you with a payment arrangement or provide you with a copy of your lost account.

Furthermore, Queensland Urban Utilities will not be applying interest on overdue accounts for flood affected properties. Therefore, you have a further two months (after the due date) to pay this account.

We trust this helps ease the pressure in these difficult times and we wish you all the best with your recovery efforts.

(Please turn over)

GPO Box 2765
Brisbane Q 4001

General Enquiries 13 26 57
Faults & Emergencies 13 23 64
www.urbanutilities.com.au

26 August 2010

Mr Con Dobrowa
[REDACTED]
WESTLAKE QLD 4074

Dear Mr Dobrowa

Thank you for your enquiry about smoke testing the sewer lines near your home at 12 Carnegie Street Westlake, which was referred to Queensland Urban Utilities by Councillor Matthew Bourke.

Unfortunately, after our last contact with you in January 2010, the smoke testing program was extensively delayed, and consequently, smoke testing of the sewer lines in Carnegie Street has not yet taken place. I apologise for any inconvenience caused by this delay.

The smoke testing schedule for 2010/11 has now been completed. Alan Steward of Queensland Urban Utilities will contact you and advise you when the smoke testing for your area will be conducted. In addition, you will receive a formal notification of the smoke testing in your area 14 days before the test commences.

If you have any further questions about this particular matter, please call Alan Steward on [REDACTED]. For general enquiries, please call 13 26 57 or, to report any faults or emergencies, please call 13 23 64.

Yours sincerely

[REDACTED]
Trisha Quinn
General Manager Operation Support
Queensland Urban Utilities

cc: Councillor Matthew Bourke, Jamboree Ward Office
[REDACTED]

21.60 PHONED A STEWARD - KEAL ISSUES WITH SMOKE
TESTING - WILL PASS ON CONCERNS HIGHEN UP.

ATTENTION
AMY



GPO Box 2765
Brisbane Q 4001

General Enquiries 13 26 57
Faults & Emergencies 13 23 64
www.urbanutilities.com.au

20 May 2011

Mr Kon and Mrs Judith Dobrowa
PO Box 591
INDOOROPILLY QLD 4068

Dear Mr and Mrs Dobrowa

Customer account number: [REDACTED]
For the property at [REDACTED] **Westlake**

Thank you for contacting us about the sewage overflow at your property. Your complaint was received via email on 8 April 2011 and was referred for investigation as part of Queensland Urban Utilities' Complaints Management Process.

On 18 May 2011 we installed a reflux valve to reduce the risk of future sewage overflows at your property.

I am sincerely sorry for the time it took to resolve this issue for you.

I understand that you would like to submit a claim with our insurer Jardine Lloyd Thompson Pty Ltd (JLT). You can contact JLT by phoning (07) 3000 5555, by sending an email to [REDACTED] or by writing to PO Box 2321, Fortitude Valley, Qld, 4006. Your letter of demand should include:

- the date of the incident/s
- a description of the incident/s
- a brief explanation of why you believe QUU is liable
- any photos that may assist your claim and
- a copy of the invoices for any repair work done (or, if no repairs have been done, a minimum of two quotes for repair work)

Please contact me on ([REDACTED]) if you have any questions.

Yours sincerely

[REDACTED]

Tashya Salutos
Complaints Representative
Queensland Urban Utilities

[REDACTED]

SENDER TO KEEP
16 3490685 093

[REDACTED] 10-5-11 118

ATTENTION
Amy



Service Delivery East

GPO Box 2765
Brisbane Qld 4001

General enquiries **13 26 57**
Faults and emergencies **13 23 64**
W www.urbanutilities.com.au

10 May 2011

Mr Kon and Mrs Judith Dobrowa

[REDACTED]
WESTLAKE QLD 4074

Dear Mr and Mrs Dobrowa

Re: Ongoing problem of wet weather overflows at [REDACTED] Westlake

Thank you for your email of 8 April 2011 asking for solutions to an ongoing problem of stormwater overflowing from sewers onto your property at [REDACTED] Westlake.

I was sorry to read that you needed to evacuate your home on 12 January 2011 because of flood water coming up through your toilet and shower and appreciate the distress that this incident, as well as the time spent away from your home, would have caused you.

I am told that Alan Steward of Queensland Urban Utilities has met with you at your property to discuss this matter with you. I also understand that you have given consent to Queensland Urban Utilities to install a reflux valve and an additional overflow relief gully on your private wastewater service to help minimise the risk of further overflows on your property. I thank you for your co-operation in this matter. The valve and gully are scheduled to be installed on 16 May 2011.

I appreciate your request for the sewers near your property to be smoke tested and acknowledge that our letter to you dated 26 August 2010 stated that smoke testing would be conducted in your area. I regret that there have been further delays to our smoke testing schedule caused by an abnormally large number of requests for investigations into overflows from sewers, many of which have resulted from the heavy rain in Brisbane between October 2010 and January 2011.

Our investigation into the sewer pipes downstream of your property found that they are in good condition and free of blockages and defects. This would indicate that stormwater is infiltrating the sewer upstream of your property. For this reason, Alan Steward has made a recommendation for the sewers near your property to be added to the smoke testing schedule.

ATTENTION
AMY

If you have any further questions about any aspect of our investigation or about possible smoke testing near your property, please call Alan Steward on [REDACTED]

Thank you for bringing this matter to my attention.

Yours sincerely

[REDACTED]

RICHARD KATT
Acting Senior Technical Leader, Operations
Service Delivery East
Queensland Urban Utilities

[REDACTED]