

# Faults Diagnosis Guide

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## Water

### Water Network - Call Diagnosis Guide

Refer to the Water section of the [Dashboard](#) for more info & diagnosis.

Listen out for key words	Ask Questions	Reference material and images (where possible)
<b>Water Burst in Footpath, Nature Strip or Road:</b> <ul style="list-style-type: none"> <li>• Like a garden tap on full</li> <li>• River</li> <li>• Flooding</li> <li>• Gieser</li> <li>• Shooting</li> <li>• Causing Damage</li> </ul>	<ol style="list-style-type: none"> <li>1. Where exactly is the water coming from           <ul style="list-style-type: none"> <li>• If leak is in front of the callers house:               <ul style="list-style-type: none"> <li>○ Have you lost water supply to the property?</li> <li>○ Is the water causing the road to flood?</li> </ul> </li> </ul> </li> <li>2. Where is the water travelling to?</li> <li>3. How much water do you see? Half the pressure of a tap on full or more?</li> <li>4. Is the water hazardous, causing damage or entering properties?</li> </ol>	<a href="#">Water Mains</a>
<b>Water Burst / Leak at Roadside of Meter, Footpath, Storm water drain, Nature</b>	<ol style="list-style-type: none"> <li>1. Where exactly is the water coming from, road side or house side?</li> </ol>	<a href="#">Service Pipe</a>

<b>Strip or Road:</b> <ul style="list-style-type: none"> <li>• Dripping</li> <li>• Trickling</li> <li>• Running</li> <li>• Flowing</li> <li>• Like a garden tap on full</li> <li>• Causing Damage</li> </ul>	<b>2. Have you lost pressure to your water supply?</b> <b>3. Is the water entering your property or causing damage?</b>	
<b>Stop Tap Fault / Leak:</b> <ul style="list-style-type: none"> <li>• Dripping</li> <li>• Trickling</li> <li>• Running</li> </ul>	<ol style="list-style-type: none"> <li>1. Is the leak / issue at the tap which is attached to your water meter (ensure it is not the garden tap).</li> <li>2. Do you have an emergency or leak inside your property</li> <li>3. When did you first notice the issue?</li> <li>4. Have you lost water pressure to your home?</li> <li>5. Ask if there is safe property access.</li> </ol>	<a href="#">Stop Tap</a>
<b>In-Line Stop Tap / Fitzroy Box:</b> <ul style="list-style-type: none"> <li>• Trickling</li> <li>• Faulty tap</li> </ul>	<ol style="list-style-type: none"> <li>1. Is the tap located inside your shop? <b>If yes</b>, SEW do not look after taps inside a shop.</li> <li>2. Is the isolation tap &amp; meter located in a small box in the footpath / just outside your property boundary? <b>If yes</b>, SEW do look after the stop tap in the fitzroy box.</li> </ol>	<a href="#">Stop Tap</a>
<b>Water Meter:</b> <ul style="list-style-type: none"> <li>• Leaking</li> <li>• Noisy</li> <li>• Damaged</li> </ul>	<ol style="list-style-type: none"> <li>1. Is the leak / issue exactly where the dial is?</li> <li>2. What size is the meter?</li> </ol> <p>○ The customer likely will not be able to answer this question, in which case you</p>	<a href="#">Meters</a>

<ul style="list-style-type: none"> <li>Faulty</li> </ul>	<p>move on.</p> <ol style="list-style-type: none"> <li>Describe the water flow?</li> <li>Has the meter been damaged?</li> <li>Have you lost water pressure to your property?</li> </ol>	
<p><b>Private Main - Customer calls on for no water or dirty water.</b></p>	<ol style="list-style-type: none"> <li>Have you checked your stop tap?</li> <li>Have you asked your neighbours who are on the same line?</li> <li>Did you drive to connection point to check for leaks or bursts?</li> <li>Did you check the surrounding area for water supply interruptions / maintenance repair activities?</li> </ol>	<p><a href="#">Private Mains</a></p>

## Sewer

### Sewer Network - Call Diagnosis Guide

Refer to the Sewer section of the [Dashboard](#) for more info & diagnosis.

Listen out for key words	Ask Questions	Reference material and images (where possible)
<p><b>Blockage - Customer calling in:</b></p> <ul style="list-style-type: none"> <li>Overflow at Inspection pipe, ORG or internally - <b>WITH USE.</b></li> </ul>	<ol style="list-style-type: none"> <li>Are you aware of any internal spill?</li> <li>Are your pipes gurgling or overflowing with use? If yes:</li> <li>Have you had a history of blockages?</li> </ol> <p>○ If no: customer to engage in LP.</p>	<ul style="list-style-type: none"> <li><a href="#">Sewer Blockages</a></li> <li><a href="#">Sewer Overflow</a></li> </ul>

	<p>○ If customer has recent history, we may need to inspect.</p>	
<p><b>Blockage - Customer calling in:</b></p> <ul style="list-style-type: none"> <li>• Overflow at Inspection pipe, ORG or internally - <b>WITHOUT USE.</b></li> </ul>	<ol style="list-style-type: none"> <li>1. Are you aware of any internal spill?</li> <li>2. Are your pipes gurgling or overflowing without use?</li> <li>3. Has sewer overflowed onto the carpets/floor?</li> <li>4. Where exactly is the spill coming from?</li> <li>5. Create P1.</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="#">Sewer Blockages</a></li> <li>• <a href="#">Sewer Overflow</a></li> </ul>
<p><b>Blockage - Customer calling in:</b></p> <ul style="list-style-type: none"> <li>• Neighbouring properties also <b>BLOCKED</b></li> </ul>	<ol style="list-style-type: none"> <li>1. Are you aware of any internal spill?</li> <li>2. Ask which neighbours are also blocked. Check GT and record details.</li> <li>3. Confirm that it's multiple properties on the same line.</li> </ol> <p>○ Check Montage history before referring to PP or L/P</p>	<ul style="list-style-type: none"> <li>• <a href="#">Sewer Blockages</a></li> </ul>
<p><b>Blockage - Plumber calling in</b></p>	<ol style="list-style-type: none"> <li>1. Did you rod or jet?</li> <li>2. Has there been any spill inside the home?</li> <li>3. Is there a BT/Inspection Shaft or direct connection?</li> <li>4. How many metres or cables have you used to rod?</li> </ol> <p>○ Ensure you obtain licence number and onsite contact details.</p>	<ul style="list-style-type: none"> <li>• <a href="#">Sewer Blockages</a></li> </ul>

<p><b>Combined Drain / Y-Branch:</b> ie unit blocks.</p>	<ol style="list-style-type: none"> <li>1. Is your property or properties blocked?</li> <li>2. Are you aware of any internal spill in the other units.</li> <li>3. Is there overflow at any of the fittings internal or external?</li> <li>4. Any history of blockages or issues at either property?</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="#">Sewer Blockages</a></li> </ul>
<p><b>Subsidence:</b></p> <ul style="list-style-type: none"> <li>• Soft grass</li> <li>• Sinking</li> <li>• Sunk</li> <li>• Hole</li> <li>• Wet patch</li> </ul>	<ol style="list-style-type: none"> <li>1. Where exactly is the subsidence located?</li> <li>2. Is it over the sewer main, around a manhole or inspection point?</li> <li>3. How deep is the subsidence</li> <li>4. When did you first notice the subsidence?</li> <li>5. Has it increased since then?</li> <li>6. Has it been raining during that time</li> <li>7. Is the area hazardous?</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="#">Subsidence</a></li> </ul>