

## McCrae water leaks

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Description

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### McCrae Region Water leaks

Handling jobs in the McCrae area:

Issue	Priority	Additional Info/Requirements	Related Links
What priority should the job be?	1	As per the below screenshots of the boundary area, any task within this area relating to a water leak must be created with a <b>PRIORITY 1</b> response requirement until further notice. For a screenshot of the area, <a href="#">click here</a> . This includes all classes such as: water main, service pipe, meter, stop tap, hydrant, and valves.	
Who do we allocate the job to?		These jobs are to fall as per the allocation set by Montage – both <b>Downer</b> and <b>Service Stream</b> can attend. Dispatch after hours it would be your call as to the best crew to get to the 'P1' depending on location and workloads (Business as Usual	

		[BAU])	
<b>Do I still need to contact the Reactive Supervisor during business hours and the Level 2 after hours for this area?</b>		Yes, please still continue to contact the Water Reactive Supervisor during business hours David Howells 0437 122 876 or the Level 2 after hours for this area (see below for a screenshot of the area).	
<b>What about the rest of McCrae outside of this boundary area?</b>		The rest of McCrae outside this boundary area will now revert back to BAU and we would action it like any other suburb. If there is a large burst or leak, or a leak causing damage (a significant issue that would attract attend from customers or media) please also call through to the Reactive Supervisor during business hours or the Level 2 after hours.	
<b>Is there anything else I need to know as an OPERATOR?</b>		Continue to complete the <a href="#">McCrae Customer Interactions</a> spreadsheet for ALL McCrae interactions, both inside the boundary and outside the boundary area. Please note that there is an exclusion zone in the McCrae area (that will also be part of the upcoming layer in GT Viewer), when logging the job/task please ensure if the address is in or near the exclusion zone that it is	

		noted and you advise the Reactive Supervisor during business hours or the Level 2 after hours of this information.	
Is there anything else I need to know as a DISPATCHER?		Ensure that all jobs logged for McCrae are a P1 during your checks, and Dispatch after hours it would be your call as to the best crew to get to the 'P1' depending on location and workloads (Business as Usual [BAU]). Please note that there is an exclusion zone in the McCrae area (that will also be part of the upcoming layer in GT Viewer), when checking the job please ensure that the crew are notified if they are close to the exclusion area and not to enter without approval from the Level 2.	

McCrae Region map

For a screenshot of the area plus some additional information,

2

Continued Current incidents of interest

1

McCrae After Hours Escalation Procedure\*\*

Reminder to adhere to council signage and escalation process as per below  
Digital notices will not endow in all of McCrae (except Exclusion Zone) - see relevant not task before order TaskSheet 22  
L2B of McCrae digital notice restrictions.aba

Exclusion Zone

GIS updated to identify Exclusion zone - apply Developer Services layer  
NO ENTRY hazard entered on Montage  
Unlikely, but if need to gain access, 3D L2B (for L2B) or L2 Duty Officer approval and record must be kept  
Industry Partners have been briefed and aware of process

Restricted Area

GIS updated to identify Restricted Area - same layer as above  
All other task jobs reported by customers to be tagged as P1 tasks and L2 Duty Officer notified

Reminder of McCrae Distance

Montage tasks created as TDU unless of significance and would attract attention from customers e.g. a large burst or leak, or a task causing damage to premises  
L2 Duty officer (after hours) and supervisor to be notified

Restricted Area

Exclusion Zone

EXCLUSION ZONE

THIS AREA IS CLOSED BY THE SECURITY SURVILLANCE

Exclusion Zone Due To Local Stop

No Entry Permitted

For more information on this area, please contact the relevant authority

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