

# Service Pipe

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Information

## Information

Service Pipes			
Issue	Priority	Additional Info/Requirements	Related Links
Burst and Causing Damage <ul style="list-style-type: none"> <li>ie, water shooting onto a house or moving towards a house causing damage</li> </ul>	1	Damaged: Obtain Chargeables.	
Burst or Damaged to Service Pipe	3	Damaged: Obtain Chargeables.	
Needs Attention Today	5		
Rectification Defective Ferrule - e.g.: Choked Ferrule/Low Pressure	3	If Priority Plumbing calls asking us to create a defective ferrule job, please ask the following questions: <ol style="list-style-type: none"> <li>1. How many ferrules.</li> <li>2. What size so we can get the correct parts i.e.50mm, 20mm, 25mm etc.</li> <li>3. Is the hole open.</li> <li>4. Create a new task on Priority Plumbing's job.</li> <li>5. Create a P3.</li> </ol>	Service Pipe
Leaking - Not Near Water Main	6 or 7		

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For more information on Service Pipes,

## Service Pipes expanded

### Service Pipes

The service pipe is outside the property line. The service pipe is tapped off the water main and connects to the water meter. The service pipe supplies water to the meter.

### Damage to Service Pipes

## Property Owner

Damage caused to a service pipe is not a part of wear and tear. If the property owner has damaged the service pipe and caused a leak or low pressure, we can then allocate a crew to attend to carry out repairs, but the customer will be charged for work carried out by crews.

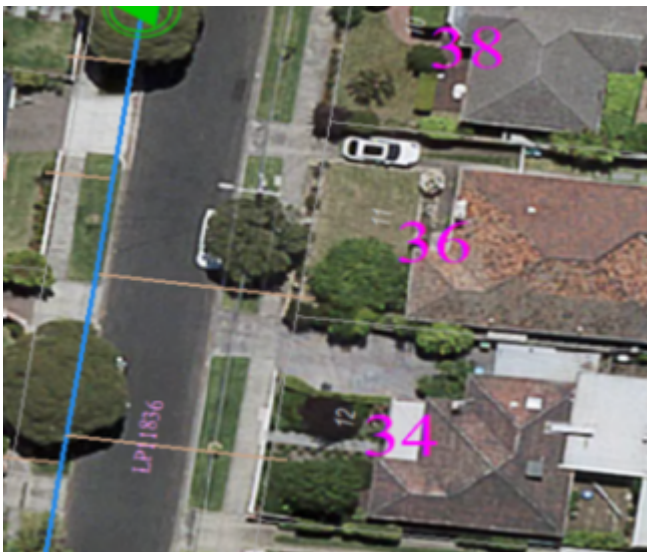
- If the cause of the damage is unknown, the owner will not be charged.
- If the property owner has damaged the pipe, but the damage has **NOT** caused a leak or low pressure, **do not raise a job.**

## Contractor

If a contractor working on site has caused damage to the service pipe, then we need to obtain all chargeable details from the contractor.

### Long Side Service

'Long side service' is when the water main is on the opposite side of the street/address and the service runs underneath the road to the other side



## Short Side Service

Short side service is when the service is tapped off the water main which is on the same side as the street address



## Example Calls:

### Leak:

**Customer:** There is water running from the front of the property

**CCO:** Is there water running from the meter towards the street?

**Customer:** Yes, it is coming up just before the meter

**CCO:** The pipe leading into the meter from the street?

**Customer:** Yes

**CCO:** Can you please take a photo or video of the location / leak and send it to the following South East Water phone number?

Customer: Yes

***After diagnosing severity of leak, CCO can then prioritise before allocating to our crews***

### Damaged:

**Customer:** There is water pouring from the pipe going into my meter

**CCO:** Is it the pipe on the house side or the roadside of your meter?

**Customer:** The one that goes into the meter from the roadside

**CCO:** Was the pipe damaged at all?

**Customer:** Yes, I ran over it with the lawn mower

**CCO:** We can certainly send a crew to repair this for you but as this has been damaged and not a part of 'wear and tear' this will be a chargeable job for us to attend.

### **Warranty Issue (the original repair fails and leaks again)**

**Customer:** There is water pouring from the pipe going into my meter

**CCO:** Is it the pipe on the house side or the roadside of your meter?

**Customer:** The one that goes into the meter from the roadside

**CCO:** Was the pipe damaged at all?

**Customer:** No. It previously was damaged and one of your maintenance contractors repaired it for me, but it is leaking in the same location again.

**CCO:** How long ago?

**Customer:** Around 6 months ago.

**CCO:** Okay, we can certainly send the same Industry Partner crew back to repair this again for you. This is within the contractual warranty period.