South East Water
SEW-PC-2100 Inspections
Service Stream

1. Intent

This document outlines the process for reactive water inspections.

2. Scope

The scope of this procedure applies to the South East Water contract of Service Stream's Services business (Service Stream). This applies to all employees and subcontractors performing reactive water maintenance activities.

3. Responsibilities

3.1. Contract Manager

- Ensure that all appropriate actions are taken to implement this procedure.
- Ensure that training and facilities are available to enable training to be carried out at the required level and frequency.
- Provide a visible commitment to the Service delivery by undertaking regular on-site visits and participating in checking on-site conditions.
- Ensure that all tools, equipment, Safety gear, PPE, Materials, procedures and Supervision as required are available to safely and successfully execute the works.

3.2. Supervisor/Shutdown Manager

- Arrange appropriate training for employees under their control.
- Ensure the Procedure and SWMS are updated when new hazards are identified or there is a change in the process.
- Ensure Sub-contractors have access to and are following the Procedures, SWMS's, Checklists and other associated documentation to comply with Service Stream and South East Water's requirements.
- Ensure as required, permits, notifications and planning has been established for the works
- Ensure all appropriate Hazard controls are implemented by a competent person, including for works that may occur within private properties.

3.3. Water Maintenance Worker

- Ensure all of the required safety equipment/ PPE for the task is used.
- Report any defective equipment.
- Notify the Responsible Supervisor/ Operations Manager immediately of all issues, incidences or on-site operational concerns raised in relation to the site or works being done.
- Raise any observations for improvement to equipment or procedures used to do the task.

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- Ensure a system of communication to call for assistance is established.
- Maintain any safety requirements being implemented.

4. Procedure

4.1. Arrive on Site

Select the 'inspection' button in Montage on the Field Terminal.

4.2. Identify third party assets

a) Look at plan on GT Viewer. Are any gas/WAG pipelines are shown (orange dotted lines)? If Yes, note it in Montage with approximate distance from work area. Add to 'extras' in Montage (Gas and/ or WAG), on the job with small comment. Once out of the vehicle need to get the gas or other utility company name and a good quality close up photo of the warning sign to put into Montage.

b) Note the size of the main and what material it is made of, so this can be entered in the Montage story.

c) Note the offset of the third party asset and on what side of the road it is on.

d) Note any fire services shown on plan?

4.3. Initial Assessment

a) Assess where water is coming out in relation to SEW's assets. Sound services, hydrants and valves in area, noting which one has the loudest/crisp sound on it. Take photo of leak.

b) Check property for a fire service, if relevant (look for valves, fire boxes, hose reels, etc.). If there is a fire service, need to prove leak on fire service by shutting off valve and opening a mill cock to make sure fire service is off (may need to work valve on & off to get it to stop). Then resound and check flow of leak. If fire service issue red notice. If leak is near the valve at the main it will need to be dug up to prove where leak is coming from, so it can be fixed or red notice issued. Probe down the conduit of the fire service valve to ascertain depth. Decide whether a ute or a Super Truck can do the job and put in 'Extras' in Montage (Utility or Super Truck).

c) If a sound is on a service please make sure the meter is not moving (possible red notice or customer using water). If meter is not moving shut off stop tap & drain service. Make sure that no water is passing and recheck for the sound. Decide whether a ute or a Super Truck can do the job and put in the 'Extras' in Montage (Utility or Super Truck).

**Note : We have been caught out many times with the meter not turning or turning slowly and it is an internal leak, that is coming out in strange locations due to blocked drains.

d) If leak is on a hydrant or fire plug, try to flush to stop leak and reseat ball, then if leak stopped, 'work complete' the job. If unable to stop leak, put cap on to stop leak. Once leak is stopped, hit the 'onsite

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service OK' button on Montage to stop rectification clock. Enter in 'extras' in Montage for ute to attend unless valves will be an issue (in road, large mains), or fire plug is in the road or footpath, then enter in 'Extras' in Montage for a Super Truck.

e) If leak is on a valve, try to operate valve to stop leak, then if leak stopped, hit the onsite service OK button on Montage to stop rectification clock & work complete the job. If unable to stop leak, probe down conduit to see how deep valve top is and note it in Montage story. This will help you decide when entering the 'Extras' for Utility or Super Truck.

f) If leak is on a main, probe the main if possible to see how deep it is and note it in Montage story. This will help you decide when entering the 'Extras' for Utility or Super Truck.

4.4. Locate Leak

a) Test water with Electrical Conductivity (EC) pen and note it in Montage. Sound services in area and check that meters are not turning, walk up and down both sides of the street. Lift any pit lids to see if any water is flowing. Put contours on GT Viewer to check the lay of the land and then check services in another street uphill where water is coming out. Contact a Supervisor for direction/leak detection.

**Note: We do not want to be spending more than 30 minutes trying to track down a leak without Supervisor's direction and/or justification in Montage.

b) Is job going to require leak detection/further investigation? If Yes, take photos of leak so they can be compared when someone else returns to investigate, note comments of what has been done in Montage and add 'Extras' in Montage for 'Supervisor follow up', on the job with small comment. Also ask the dispatch to allocate it to the Supervisor of the area.

4.5. Add Inspection Notes

a) You have identified where the leak is most likely coming from & where we will have to excavate/work. Are there any obstacles to the works? If you were to do the job now what would be a problem? Take photos.

b) If near a tree mark line of service and/or main in relation to the tree. Take photos of markings and size of tree from a distance. Once photos have been loaded into Montage contact a Supervisor for review of photos and further instructions.

c) Parking maybe an issue, due to shops, school, railway station, building site, etc. We need to be more specific when the best time to return is. Not just after hours, need to give times. Check the parking signs (all day parking, 1 hour etc.), are there any times that the street sweeper comes down the street, opening hours of shops (check for restaurants, hotels, bakeries, etc.), speak to locals/shop owners and find out when would be the best chance to get a park. May need to get someone to come and put out bollards to try to hold the parks. Put notes it in Montage and add 'Extras' (after hours), on the job with small comment.

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d) Warnings signs from Telstra, power, high pressure gas, etc. If Yes, note it in Montage and add it to the 'Extras' (Gas and/ or WAG), on the job with small comment. Also need to get the gas or utility company name and a good close up photo of the warning sign to put into Montage.

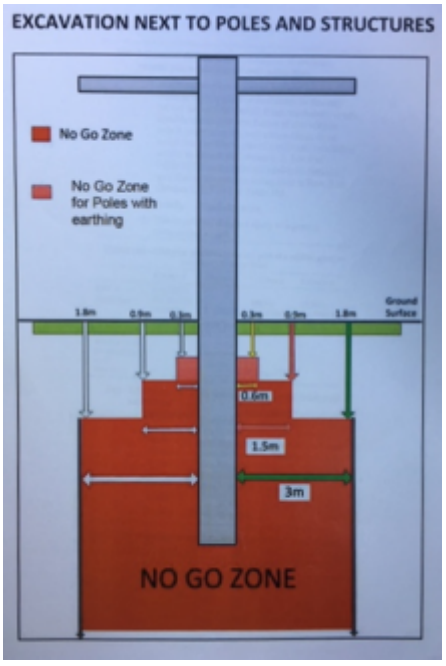
e) Traffic Control might be required. Assess the job and explain in Montage why traffic is required (e.g. Vic Roads road & not in the service lane, in/near round about, on corner, close to intersection, no parking will have to double park, pedestrian traffic, heavy traffic, bus route, etc.). There may be times when traffic would not be required, we need to know so we have options. If traffic is required, note it in Montage and add in 'Extras' (Traffic Management), on the job with small comment.

f) If near a power pole and may require pole holder. Mark line of service &/or main in relation to the pole. Take photos of marked SEW assets next to the pole and from a distance, so we can see how wires are running at top of pole. Once photos have been loaded into Montage and depth of main is known, contact a Supervisor for review of photos and further instructions. Table below states for requirements pole holder.

**Note: Be aware that if leak is around power poles that we can dig up to 900mm within 1.5m of pole without pole support

EXCAVATION NEXT TO POLES, TOWERS AND STRUCTURES

Type of Structure	Clearances – Horizontal from Structure	Max Depth of Excavation	Conditions
Pole, bed log or stay	1500 mm or Less	Up to 900mm	DBYD
		Greater than 900mm	DBYD + *PTW* + Pole support
	Greater than 1500 to 3000 mm	Up to 1800mm	DBYD
		Greater than 1800mm	DBYD + *PTW* + Pole support



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g) If near Telstra pole/pit, storm water pit, or any other authority's assets. Take a photo and note it in Montage.

h) Access issues. Could be a building site, dog in yard, can't get a truck/machine down street. Security gates, opening hours of shop, etc. Need to speak to customers or workers to find out when and how, we will be able to get access. Where required get codes for locks or phone number of who to call before attending. Put any special information into Montage and add 'Extras' (general), on the job with small comment.

i) If leak is behind a retaining wall, note the height of the wall and take a photo of it and take photo of what is on top of it. Contact Supervisor for further instructions as they may need to contact SEW for further instructions before crew attends. Job may need hydro or Fitzroy box installed out the front and red notice issued.

j) If front fences, electric gates customers trees, etc., are an issue. Take relevant photos and load them into Montage. If not sure how we are going to fix leak contact Supervisor for further instructions.

k) If leak is coming from a Fitzroy box. Need to check it is not part of a fire service. If we are required to dig it up need to add 'Extras' (Fitzroy box, rock & T.S.M.).

l) Is there a dialysis patient on the shutdown, conduct a water trace to ascertain if there is a customer on that shutdown. Note that the customer must be contacted before shutting down the main and should be conducted before digging up leak.

4.6. Depth of Leaking Assets

a) If depth may be an issue probe the main and down valve conduit to top of valve. Note depth in Montage and if up to around 800mm in nature strip with no issues (review obstacles listed above), add 'Extras' for Utility with small comment, for Ute to attend.

b) If in a hard surface, or over 800mm or with issues (review obstacles listed above), create 'Extras' for Super Truck and/or rock and T.S.M. with small comments. Amount of water the leak is creating will also have to be taken into consideration as most utes will not have pumps.

4.7. Consequential Damages

Inspect area of works and take any photos of damage (cracks in footpath, driveway, fences, render, cars etc.). Load photos onto Montage and make comment in story.

4.8. Damaged SEW Assets

Take photos of damage and photos from a distance to show where in relation to houses, water meters, water mains & services they are working. Take photos of any signage on trucks, building sites, fences, etc. Photos of anything that may help SEW identify who has damaged their asset. The damaged asset SI must then be filled in, even if no one is onsite to confirm their detail and what has happened. If you are not sure how or what to fill into the damaged asset SI then contact a Supervisor for direction. All damaged SEW assets must have a SI filled in even if it is populated with unknown.

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4.9. Job Priority

a) Does the priority need to be changed? Take photos to show the severity of the leak. Dispatch will need to look at this photo to confirm the priority changes.

b) ESC jobs, are jobs that have KPI's reportable to the governments essential services commission. ESC jobs are leaks/bursts on water and recycled mains, valves, hydrants and fire plugs.

c) If the leak could possibly be on a ESC asset and the priority is a 6 or 7, then this priority needs to be changed to a priority 5. Put in 'Extras' (CCT check required), on the job with small comment (change to P5). Call the SEW Comms Room to change priority.

d) If the leak could NOT possibly be on an ESC asset and it is a small leak. Then if the priority is a 5, it needs to be changed to a priority 6 or 7. Put in 'Extras' (CCT check required), on the job with small comment (change to P7). Call the SEW Comms Room to change priority.

e) If the leak is on a high priority and can be pushed to a lower priority (not making much water and can wait longer, can wait until morning, leak slowed down, etc.), then this priority needs to be changed to a more appropriate priority. Put in 'Extras' (CCT check required), on the job with small comment (change to P5). Call the SEW Comms Room to change priority.

**NOTE: ESC jobs cannot be put on a P6 or P7.

f) If the leak is on a priority 4 and could possibly be on a ESC asset, the priority needs to be changed to a 5. Put in 'Extras' (CCT check required), on the job with small comment (change to P5). Call the SEW Comms Room to change priority. If it is making a bit of water and needs to be done sooner than a priority 5. The dispatcher MUST be contacted to create another task on a priority 1 or 3 and this job closed off as an inspection.

4.10. Job Location

If the address of the job is incorrect call the SEW Comms Room to change the address. If no answer, put in 'Extras' (CCT check required), on the job with small comment (change address to XXXX).

4.11. CCT

If the 'Request CCT' is incorrect call the SEW Comms Room to change to change address. If no answer, put in 'Extras' (CCT check required), on the job with small comment (change CCT to a main/service/valve/hydrant/etc.).

4.12. Special Parts

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Make note if any special parts are required that may not be carried on the returning crews vehicle, (40mm meter, damaged 32mm service, large or odd main. If Yes, note it in Montage and add it to the 'Extras' (general), on the job with small comment.

4.13. Quarry Products

Are quarry products required, such as rock and T.S.M.? If Yes note it in Montage and add it to the extras (Rock and/or T.S.M), on the job with small comment.

4.14. Supervisor Required

All jobs that need Supervisor attention before crew can attend should have a Supervisor follow up extra. Call dispatcher to have job allocated to the area Supervisor.

5. Records

Records are maintained in South East Water's Montage system.

6. References

Not Applicable.

7. Supporting Tools

Not Applicable.

8. Version

Version	Changes	Revision date	Revision by
00	Initial Issue	02/09/2022	Michael Spicer