

Water Main

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Description

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Water Mains

- Any faults with a water main that is less than 12 months old, please advise Renewals Dept or a Land Development.

Issue	Priority	Additional Info/Requirements	Related Links
Burst - Badly Damaged - Shooting into the air - Emergency Services on site	1	Damaged: Obtain Chargeables. Email Marc McNab, David MacGregor, Declan McCreesh, Kris Klarica and CLO. Write in the task story - email sent to supervisors.	Water Mains
Leaking like a tap on full - Damaged - Water is getting away into the gutters	3	Damaged: Obtain Chargeables. Note: Check for duplicate jobs in area as crew may be working on a task.	
Small Leak - Water Pooling - Wet Patch	5	Light leak or wet patch, nature strip wet/spongy, generally a low or no flow of water.	

For additional information on this topic,

Water Mains expanded

Water Mains

The water main is generally outside the property/boundary line in the roadway, footpath, or nature strip.

The water mains are the larger supply pipes which can supply several properties and generally services pipes run from the water mains to individual properties. SEW maintain leaks on water mains.

Damage cause to Water Mains by Contractors

Any damaged caused to SEW assets will result in a 'Chargeable' job to the caller. CCO is to take all chargeable details to be noted in Montage.

- Name (First and Last name)
- Phone number
- Company Name & address (if applicable)
- Residential address
- A photo or video of the damaged asset

Contractors calling for a Mains location

Contractors locate the main for a water tapping to be done or nearby asset works that are being carried out. They could be referred to Dial Before you Dig. If they have contacted Dial Before you Dig and still having issues with locating, we can then take their details and pass onto the NOCC team for a call back

- Smart Room 1300 493 680 - monitoringsystems@sew.com.au

Where a plumber has been unsuccessful in locating the nominated tapping main, the Contact Centre Officer should confirm the following:

- Is the plumber digging at the correct offset?
- Has the plumber dug to 1.3m?
- Has the plumber been at the correct depth and offset for 2 hours, and through probing is unable to locate the nominated main?

Example Call

Customer: There is water running near the front of my property

CCO - Is the water running from the roadway, footpath, or nature strip

Customer: It is leaking out from the Nature Strip

CCO - Is it soggy, trickle of water, or could you compare the amount of water running to a tap on ½ pressure or full pressure

Customer: The water is running like a tap on more than full pressure. it is really gushing out

CCO : Is the water causing property damage or a road hazard and 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

CCO: We will send a crew out within 1 hour to investigate this for you

Priorities for Bursts and Leaks

PRIORITY 1

Water flowing, gushing, pouring out with the potential to cause property damage

PRIORITY 3

Steady flow – Equal to a garden tap on full pressure

Steady flow – Equal to a garden tap on full pressure and escaping into a drain nearby

PRIORITY 5

Steady trickle

Slow trickle

Wet patch/puddle

Property Damage Caused by a Burst

Business Hours – Water Operations Supervisor: Dave MacGregor or Marc McNabb/Customer Liaison

After Hours – Contact the after-hours 'Response' officer (as per SEW weekly Duty Roster)

Water Mains location in the Nature strip



Water Mains location in the Road

