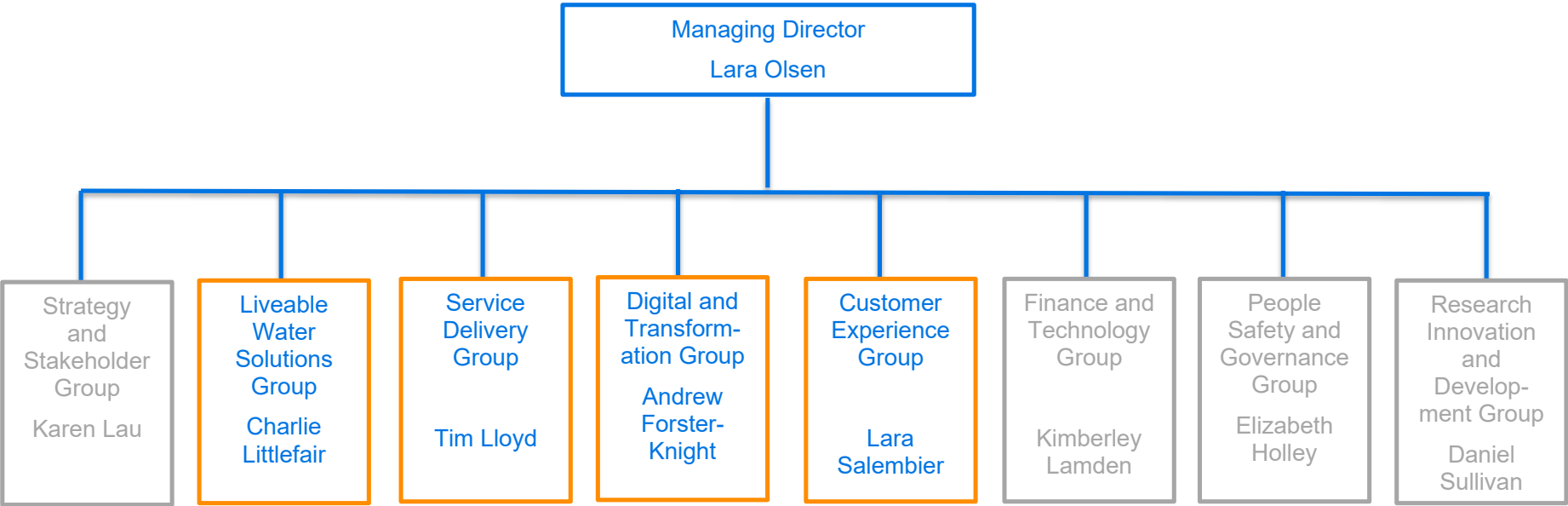


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Exhibit 2A – South East Water Organisational Structure (Executive)

April 2025



☐ Groups **with** functions for the control, operation, management and maintenance of water mains (including leakage therefrom) and sewer infrastructure in the McCrae Board of Inquiry’s area of interest.

☐ Groups **without** functions for the control, operation, management and maintenance of water mains (including leakage therefrom) and sewer infrastructure in the McCrae Board of Inquiry’s area of interest.

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Exhibit 2B – Service Delivery Group (water mains and sewer infastructure functions in McCrae)

General Manager Service Delivery Tim Lloyd			
Group Manager, Network Operations Declan McCreesh	Group Manager, Maintenance Prerna Ramamurthy	Group Manager Asset performance & Resilience	Group Manager Treatment & Recovery Services
<p><b>Water Operations:</b></p> <p>Oversees the effective operation of water mains and other water supply assets. This includes:</p> <ul style="list-style-type: none"><li>• Pump stations</li><li>• Pressure reducing stations &amp; valves</li><li>• Pressure relief valves</li><li>• Storages</li><li>• Air vessels</li><li>• Air valves</li><li>• Flow monitors</li><li>• Property connection service pipes</li><li>• Reactive leak detection</li></ul> <p><b>Water Quality:</b></p> <p>Overseas the quality and safety of drinking water supplied via water mains, including operation of:</p> <ul style="list-style-type: none"><li>• Sample taps</li><li>• Chlorinators</li><li>• Continuous Online Trending units</li></ul> <p><b>Sewerage Operations:</b></p> <p>Oversees the effective operation of sewage infrastructure including:</p> <ul style="list-style-type: none"><li>• Pump stations</li><li>• Flow monitors</li><li>• Emergency Relief Structures</li><li>• Pipework</li><li>• Maintenance holes &amp; access chambers</li><li>• Property Connection Branches</li></ul> <p><b>Compliance &amp; Inspection:</b></p> <p>Oversees the protection of the water supply system, and management of Industrial/Commercial recycled water users</p> <ul style="list-style-type: none"><li>• Recycled water installation compliance</li><li>• Recycled water cross connection checks</li><li>• Backflow protection device compliance</li><li>• Hydrant permit management</li></ul>	<p><b>Water Maintenance:</b></p> <p>Plan and oversee the delivery of maintenance activities for water networks. The approaches include</p> <p>Planned, Preventive maintenance and planned Inspection Programs (*1) for example;</p> <ul style="list-style-type: none"><li>• Hydrants inspect &amp; maintain program</li><li>• Leakage detection surveys</li><li>• Valve maintenance</li><li>• Reservoir inspections program</li><li>• Mains cleaning programs</li><li>• Road reinstatement works.</li></ul> <p>Corrective Maintenance following asset inspection (*2)</p> <p>Reactive maintenance on water mains and other water supply assets (*3) for example;</p> <ul style="list-style-type: none"><li>• Leaks on mains and services</li><li>• Pressure complaints</li><li>• Valve and scour faults</li><li>• Defective surface boxes and iron work</li></ul> <p><b>Sewerage Maintenance:</b></p> <p>Plan and oversee the delivery of maintenance activities for sewerage network:</p> <p>Preventative maintenance &amp; Inspection, for example;</p> <ul style="list-style-type: none"><li>• CCTV surveys on sewage assets</li><li>• Maintenance hole inspections</li><li>• Sewer &amp; wet well cleaning</li></ul> <p>Reactive maintenance on sewerage assets, for example;</p> <ul style="list-style-type: none"><li>• Sewer blockages,</li><li>• Sewer collapses and breaks,</li><li>• Faults on lateral connections from sewer to property</li><li>• Defective entry points (maintenance holes)</li><li>• Sewer spills</li></ul> <p><b>Pressure Sewer, Mechanical &amp; Electrical Assets, Stores and Inventory</b></p> <ul style="list-style-type: none"><li>• Mechanical and electrical maintenance, including pump maintenance</li></ul>	<p><b>Contracts:</b> Mange the performance of contracts and contractors working on our network to build, extend and maintain our core assets for water, sewerage and mechanical and electrical infrastructure.</p> <p><b>Business Resilience:</b> Oversees frameworks for command and control of declared incidents under AIIMS</p> <p><b>Asset integration:</b> Manages the longer term coordination of growth and renovation projects, as well as coordination of works with third parties (eg Vic Roads)</p> <p><b>Minor Capital Works;</b> Manages small value one off works, outside the routine maintenance activities.</p> <p><b>Facilities:</b> Manage the maintenance and functions of offices, sites, grounds</p> <p><b>Security:</b> Manage the physical security of buildings, sites, projects and employees</p>	<p><b>Waste-water Recycling Ops</b></p> <p><b>Env't Compliance</b></p> <p><b>Trade Waste</b></p> <p><b>WRP Ops (Peninsula)</b></p> <p><b>WRP Ops (Westernport)</b></p> <p><b>WRP Ops – support services</b></p> <p><b>Trade Waste support services</b></p>

- ☒ Teams with responsibility within the McCrae Board of Inquiry's area of interest for the control, operation, management and/or maintenance of water mains (including leakage therefrom) and sewage infrastructure
- ☐ Teams without responsibility within the McCrae Board of Inquiry's area of interest for the control, operation, management and/or maintenance of water mains (including leakage therefrom) and sewage infrastructure

**Maintenance Descriptions**

(\*1) Preventative Maintenance – Often referred to as Planned or Proactive maintenance, this is work undertaken to ‘prevent’ failure and ensure asset reliability. Planned and proactive maintenance of assets based on reliability, performance and condition information, using a range of data points to govern the frequency of interactions. Planned preventative maintenance is often supported by an inspection program such as that used for our service reservoirs. The inspection program assesses condition but also reports defects. An analogy for this is the regular service on a car at time or mileage intervals that may reveal the need for corrective maintenance.

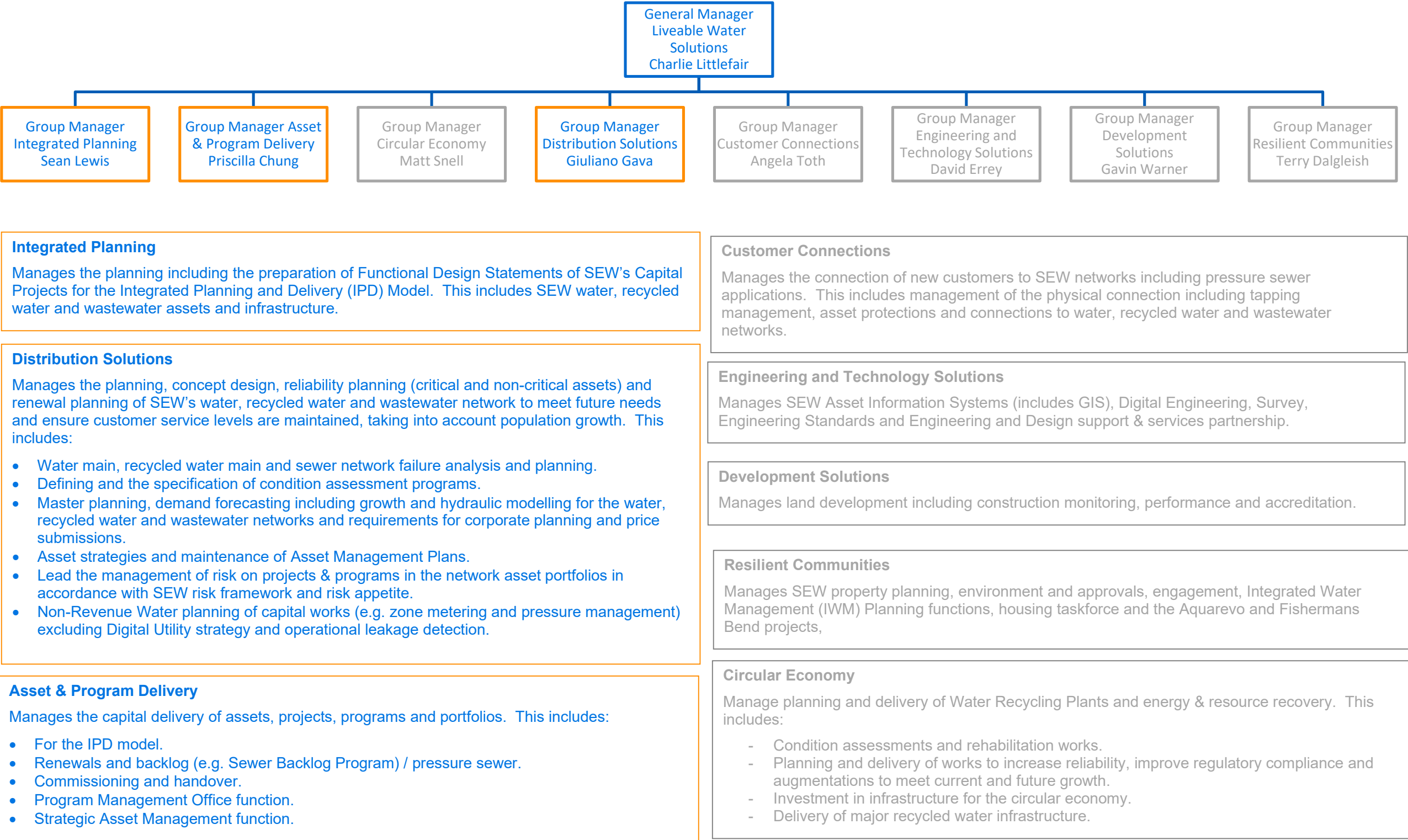
- An example of Preventative Maintenance is our hydrant maintenance program, where we ‘service and maintain’ fire-fighting hydrants and fire plugs on our network to ensure they are available for use by the fire service.
- An example of an inspection program is the CCTV inspections we do of our sewerage assets, to ensure they are in a clear and complete condition and report issues for corrective maintenance.
- An example of an inspection program is our leakage detection program, where we progressively move through each area checking for leaks. Each area is visited on average, once every 7 years. This inspection program finds leaks after they have started but ‘prevents’ further loss of water.

(\*2) Corrective Maintenance – The correction of defects found during inspection and maintenance activities. These items can either become a repair that can be planned and completed in a short to medium timeframe or something more urgent requiring a reactive response. In addition this could include a leak on a customer’s service pipe that is beyond the meter, where the customer would take action to remedy the repair. An everyday analogy for this is when the technicians at the garage identify the need to replace the wipers during its routine annual service, you may choose to do it there and then or correct it later.

(\*3) Reactive Maintenance – Sometimes called ‘break down maintenance’, these are defects identified from reports of faults or abnormal performance conditions from either members of the public and third parties such as the council, VicRoads, Fire Service etc. or from data obtained from our SCADA (Supervisory Control and Data Acquisition) system. These are prioritised for inspection based on available data and possible repair following inspection. An everyday analogy for this is fixing a car after a breakdown.

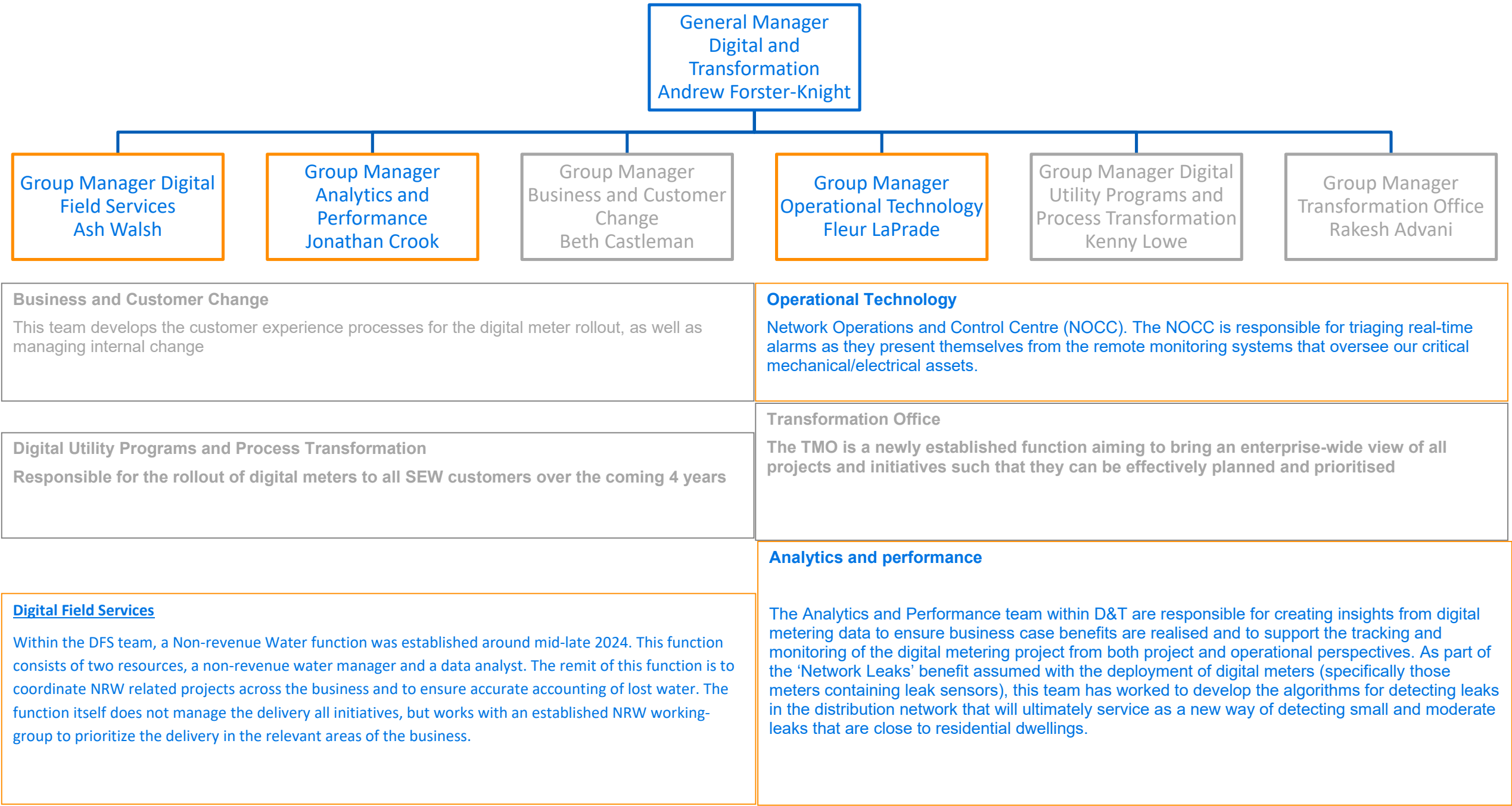
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Exhibit 2B – Liveable Water Systems Group (new customer connections, land development, asset planning, asset management plans and capital delivery including renewal functions in McCrae)



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Exhibit 2C – Digital and Transformation Group (non-revenue water and associated analytics functions in McCrae)



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- Teams without responsibility **within the McCrae Board of Inquiry’s area of interest** for the control, operation, management and/or maintenance of water mains (including leakage therefrom) and sewage infrastructure



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Exhibit 2D – Customer Experience Group (Faults and Emergencies and customer contact centre teams)

