

# Leak Report



## 4 Waller Place McCrae Victoria 3938 Australia



**CREATED**  
🕒 15/01/2025, 12:41:57 pm  
👤 by Morgan Williams

**LOCATION**  
📍 -38.348077, 144.937760

**PROJECT**  
📁 South East Water

|   |   |
|---|---|
| Leak Address                                  | 4 Waller Place<br>McCrae Victoria 3938<br>Australia |
| Zone  | South East Water ► Reactive Leaks                   |
| Leak Asset Type                               | South East Water Report                             |
| Flow Rate (L/min)                             | 10  |
| Has the leak been called in by DS Technician? | No  |
| Job Ref                                       | NA  |
| Leak Visible                                  | No  |

**Comments**

DS were originally requested by ServiceStream to attend water pushing up and flowing in the road at 4 Waller place on the 24/12/2024, at the time no leaks were detected, however a few concerns were raised with the amount of water gushing through storm water drains in the area.

The new owners at 4 Waller and the owner Bret of number 5 (has lived here for the past 20 years) let us at the back of his block where he has an old Water style lid cover (see attached photos) it houses the 14" main elbow, it's very deep approx 4m and is not on his property, although it's fencing inside his property, we just popped the lid and sounded it directly, no noise at all. Apparently the drains run all year round, but the water has got a lot worse and it's affected on the roadways and two locations bubbling up and damaging the road.

On the 30/12/2024 we attended site again to survey uphill over the other side of the freeway, when we arrived on site SEW was in attendance and had detected a mains leak through bushland on the other side of the free way which I believe was repaired soon after and was not the cause of the issue at 4 Waller Place, as water was still flowing from the road.

MW- 03/01/25 5hrs onsite

Arrived onsite, and I started the investigation process fresh. I met Jason Marsh onsite, and he gave me a quick run down on what's been going on and what the issue is. Two leaks were located on this day, burst main outside of 29 Bayview Road and a fire hydrant leak outside of 115 Bayview Road.

Burst main outside of 29 Bayview Road in my opinion was too small of a leak to be causing the issue at Waller Place and same with the fire hydrant leak. I did suggest having a vac truck onsite for the burst main to try and locate the main as it's PVC, I was unable to trace out the main and there's water breaking out on expensive driveway with water pooling out onside of naturestrip by the driveway, so vac truck would be suitable here because of the expensive driveway. Hydrant leak is an even smaller leak to this burst main, but it was still reported to Jason Marsh.

After these two investigations were completed, I sounded around Waller Place where the original issue was and no leak noise was detected. I tested water myself with EC tester, and it had a reading of 600, which is nowhere near close enough to be mains water. I also noticed naturestrip around the side of Waller Place was soaking wet, which didn't make sense why water was breaking out down here. Back of property here was also really damp.

MW- 06/01/25 6hrs onsite

Had a phone call from Scott in the morning to say I needed back to Waller Place had a small avalanche happened near the job.

I phoned Jason Marsh when I arrived onsite, and he suggested I start as fresh and suggested I should survey the area again. I sounded around Coburn Avenue/View Point Road and Prospect Hill Road, but it started to rain very heavily, and I was unable to listen in this weather, so I had to wait for the rain to stop but It was raining really heavily for most of the morning.

After the rain calmed down, I resumed on what I was doing, but no major leak noise was detected. The avalanche happened on Penny Lane just below Viewpoint Road, so i re sounded that area again, but no leak noise was detected.

MW- 08/01/25 8hrs onsite

Arrived onsite and met Jason Marsh outside of the reservoir and assisted him in lifting large air valve cover. We lifted this and I sounded the air valve, and faint noise was picked up, but this air valve is directly outside of the reservoir and close to the pumping station so I believe i am just be picking up background noise from the pumps.

Jason let me into the res and we both did an inspection around the res to see if we can spot any type of damp patch or something of concerned but nothing stuck out for us. Jason left to head back to sew office so he could print out a paper map for me so I could target areas to sound and actually have a plan to go off by.

While he did this, I did carry on with the site and sounded downstream from where the water was breaking out from on Waller Place. Jason arrived back later with a plan and I carried on with the rest of the area for the day, I only came across couple of small noises to investigate but nothing of concern .

MW- 09/01/25 8hrs onsite

I carried on with surveying the plans provided, and I carried on sounding around Waller again and sounded further down on Burrell Street/Charles Street, etc, around this area today. A full scope of what I've done will be added further down on the report and highlighted.

I picked up some noise but nothing major. There was background noise on Beverley road, but there is a prv here, which is causing the noise. I was unable to open the prv chamber up to inspect prv but listened on the valves on prv setup, and it's very loud here. I have noted noises down, and they will be checked later on. For the rest of the day, I just focused around these sections.

MW- 10/01/25 4hrs onsite

Just to note, I had half a day today as I booked annual leave off. Today I finished off downstream sections, I also sounded again near the res and noticed the main going off down a footpath so I walked that line to see if I could see any visible but nothing was detected. Just to note as well I double-checked plans again on the sew app as the paper plans were hard to work out, and there are two sections of mains coming off that PRV on customer properties.

I have not walked these as I can't get access into these properties, but I would say if there was a leak on these sections, then these would be reported by the customers themselves. Next week, I will turn my attention to Bayview Road.

MW- 14/01/25 8hrs

Arrived onsite and I met Jason Marsh, where they repaired the previous burst main just on the other side of the freeway. He went through with me on what sections I should focus up here and said for me to sound Outlook Road, Arthur's Avenue, and the Boulevard and he also told me to run a correlation from the previous burst main up to the hydrant on Bayview Road where it tees off to and also the main runs down to the freeway onto the pumps.

I was also asked to walk this section of main as well, but I was unable to due to the overgrown area and terrain. I sounded the areas in question, and no leak was detected. I was going to run a correlation today but decided to leave my enigmas out to a run an overnight correlation, which would be better as there would be less demand. I set these up to log area in question from 2am until 4am. I will pick these up tomorrow. Also, to note that another avalanche happened today in the same location as the last one.

MW- 15/01/25 6hrs onsite

Arrived onsite and picked up the loggers, I downloaded and at first glance it looked like they picked something up, but I was unable to input any measurements between the loggers as I could not physically measure out the distance myself so had to wait for Hayden from SEW to turn up so he can measure the distance out on his laptop.

While I waited for Hayden, I carried on and completed my confirmations. I located a stop tap leak outside of 29 Coburn Avenue, but I repaired this myself and stopped the leak, but there was still slight noise on the meter. Quickly isolated, the supply and noise went indicating a possible internal leak. I quickly informed the customer to take a meter reading before heading off to bed just to confirm this. Located a possible burst main outside 22 William Street, which since I've been here has been reported as there was slight water showing.

There is now a blue marker post here and I've sounded in naturestrip and u can pick up slight noise here but unable to locate meter for property so could be a service line leak but please see photos down below.

Another small stop tap leak was picked up for 39 Beverley road which has been marked up. There was noise on Bartels street but it was just slight background noise on some assets in vicinity, its pvc here so I did run a quick correlation here but didn't get any luck but I can't see this to be causing the issue as its a good distance away.

I met Hayden onsite around 12ish and he gave me measurements so I can run the correlations. As you can see in the photos down below, we are getting two different peaks, but I believe they are just picking up the noise from the pumps. The peak on logger 3 has pinned me directly in the pumping station ground, so I would ignore this and the other peak is around 6m from hydrant in bushland where they had the other Burst main. A suggestion here would be to have a vac truck onsite to expose the main as I can't probe down onto it to listen. But I think this is most likely picking up the pumps.

In-conclusion I have completed my investigation and have informed Jason Marsh of the

leaks I have detected. I don't believe any of the minor leaks detected are the cause of the issues at Waller Place or further downstream, I believe the issues are due to an underground stream.

MW- 18/01/25 5hrs onsite

I was requested by SEW to attend the site on Saturday to go over some of my work. I was first requested by Charles to sound Alexander Parade, which I did, and I didn't come across anything. After this, I then went back to Waller Place and sounded main assets up there, but once again, no noise was detected. I decided to sound Durr Lane and Hearn Street as I didn't do these, but again, no noise was detected.

MW- 20/01/25 4hrs onsite

Arrived onsite and was informed by Jason Marsh that Burst main outside 29 Bayview Road was attended by ServiceStream, and they used a vac truck here but couldn't locate leak. I asked Jason for job notes from the crew, but he wasn't at his computer, and he didn't look at the photos himself. I called back here, and I ran a correlation here, but correlation didn't come up with anything. It's PVC here, so I didn't expect to get any results.

Still water here and it's showing on driveway, I would need job notes from crew to see what they did but I would get a vac truck up here again and expose main on the other side of the driveway as it's also wet here when probing, also suggest I'm onsite for this as well.

After this, I waited for Jason to call to see what he wanted me to do, but he was busy himself on site. I was called away to check Sotto jobs close by.

04/02/25- 3hrs

Started carrying out an extended survey, which was requested by SEW. Nothing major was located today, I had some conformations to go back on, but they weren't of great concern.

05/02/25- 3hrs

Checked conformations from yesterday, and noises went indicating I was just picking up usage. Carried on surveying area for the rest of the day. Will be carrying on with the rest of the area tomorrow/Friday.

06/02/25- 8hrs

Stuart Hagget made his way down to the site around mid-morning to assist me in surveying McCrae so we could finish it sooner. I made a plan with Stuart, and we split up the maps. I noticed on my maps that some of the sites I had already surveyed before, so there was no need for me to do these again. I had some more confirmations to confirm and will confirm these tomorrow.

07/02/25- 8hrs

Myself and Stuart today carried on, and we finished the maps that we were given. For the rest of the day, we carried on with conformations. I located 3 leaks today, 2x leaking valves and a main to meter line leak. Only 1 valve leak is visible, but I estimate this to be doing around 0.7lpm. The other valve leak is in the vicinity of this, but water isn't showing, but it's very wet when probing down with FSB. The other leak I located was a main to meter line leak, but it's not a large leak and wouldn't be in connection with what is happening down in Waller Place.

Stuart located a hydrant leak, which I believe I have already reported to SEW and a meter leak. These aren't large leaks at all.

10/02/25- 2hrs

I had one more confirmation to confirm, but noise on meter went a lot quieter when listening today. I believe it was just usage/background noise I was picking up last time.

Photo



















