

## Message

**From:** Pullen, Greta [Greta.Pullen@sew.com.au]  
**Sent:** 22/01/2025 6:31:49 PM  
**To:** McCreesh, Declan [Declan.McCreesh@sew.com.au]  
**CC:** Macwilliams, Nico [Nico.Macwilliams@sew.com.au]; Morris, Helen [Helen.Morris@sew.com.au]; Crook, Jonathan [Jonathan.Crook@sew.com.au]  
**Subject:** FW: Night flow analysis for Waller Place PR Zone  
**Flag:** Follow up

Hi Declan

Jonathan has looked at the data and reconciled 4 quarters of data shown below as water loss as a percentage of total system input for McCrae Waller Place Zone:

Quarter	Date range	Days	Water loss %	Water loss l/s
Quarter 1	1/01/2024	91	29%	0.153395
Quarter 2	1/04/2024	91	5%	0.022535
Quarter 3	1/07/2024	92	18%	0.061908
Quarter 4	1/10/2024	58	28%	0.103134

I think the most valuable figure here is the calculated water loss in litres per second. It lines up with the MNF provided and would indicate there is no substantial long-term leak in the area.

Feel free to give me a call tomorrow if you would like to chat further.

Thanks,

Greta

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**From:** McCreesh, Declan <Declan.McCreesh@sew.com.au>  
**Sent:** Monday, 20 January 2025 2:50 PM  
**To:** Pullen, Greta <Greta.Pullen@sew.com.au>; Macwilliams, Nico <Nico.Macwilliams@sew.com.au>; Morris, Helen <Helen.Morris@sew.com.au>  
**Subject:** RE: Night flow analysis for Waller Place PR Zone

Hi Greta  
Yes, please extend your analysis back for the entire year to check for consistency.  
Thanks  
Declan

---

**From:** Pullen, Greta <Greta.Pullen@sew.com.au>  
**Sent:** Monday, 20 January 2025 2:46 PM  
**To:** Macwilliams, Nico <Nico.Macwilliams@sew.com.au>; McCreesh, Declan <Declan.McCreesh@sew.com.au>; Morris, Helen <Helen.Morris@sew.com.au>  
**Cc:** Gent, Carl <Carl.Gent@sew.com.au>; Hook, John <John.Hook@sew.com.au>; Crook, Jonathan <Jonathan.Crook@sew.com.au>; McClurg, Ben <Ben.Mcclurg@sew.com.au>; Gava, Giuliano <Giuliano.Gava@sew.com.au>  
**Subject:** RE: Night flow analysis for Waller Place PR Zone

Hi Nico

Thanks for info – agree it is an imperfect method as we are comparing mechanical meters (which slow down over time) against instrumentation. We usually apply a 2% (WSAA standard) error across the meter fleet when doing the water balance for the regulator. I don't know what type of FM the one in this case is but I imagine it cuts out at low flow and have no idea of accuracy band.

Due to the level of inherent inaccuracy, please advise if you would like us to continue. Sounds like you are happy with the MNF method?

@Morris, Helen if the team advises, could you look at the other 3 quarters before the one we looked at to have a total of 12 months if possible? And provide breakdown of bill estimation?

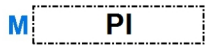
If we get a similar result perhaps it's worth checking the shut valves if you think this information is valuable.

Thank you

**Greta Pullen**  
Non-Revenue Water Manager



WatersEdge 101 Wells Street  
Frankston VIC 3199



South East Water proudly acknowledges the Traditional Owners of the land on which we work and live, and pay respect to their Elders past, present and emerging. We acknowledge their songlines, cultural lore and continuing connection to the land and water. We recognise and value the rich cultural heritage and ongoing contributions of Aboriginal people and communities to our society in Victoria.

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**From:** Macwilliams, Nico <[Nico.Macwilliams@sew.com.au](mailto:Nico.Macwilliams@sew.com.au)>

**Sent:** Monday, 20 January 2025 12:11 PM

**To:** Pullen, Greta <[Greta.Pullen@sew.com.au](mailto:Greta.Pullen@sew.com.au)>; McCreesh, Declan <[Declan.McCreesh@sew.com.au](mailto:Declan.McCreesh@sew.com.au)>

**Cc:** Gent, Carl <[Carl.Gent@sew.com.au](mailto:Carl.Gent@sew.com.au)>; Hook, John <[John.Hook@sew.com.au](mailto:John.Hook@sew.com.au)>; Morris, Helen

<[Helen.Morris@sew.com.au](mailto:Helen.Morris@sew.com.au)>; Crook, Jonathan <[Jonathan.Crook@sew.com.au](mailto:Jonathan.Crook@sew.com.au)>; McClurg, Ben

<[Ben.Mcclurg@sew.com.au](mailto:Ben.Mcclurg@sew.com.au)>; Gava, Giuliano <[Giuliano.Gava@sew.com.au](mailto:Giuliano.Gava@sew.com.au)>

**Subject:** RE: Night flow analysis for Waller Place PR Zone

Hi Dec,

I can confirm that the PRV WB149 only supplies a single hydraulic zone with approximately 100 customers.

Greta,

I demonstrated on Friday how the zone is physically connected to its neighbouring zones but hydraulically isolated through shut valves.

Given the age of assets and network pressures, there's always a possibility that these valves are letting through ever so slightly.

However, based off the night flow analysis both John and I have conducted, very little baseline flow within the zone is being measured, somewhere between **0.006L/s and 0.3L/s** for minimum night flows.

Flowrates of this magnitude are too low to measure accurately with the existing flowmeter; however it does tell us that there isn't an alarming rate of flow being picked up by our instrumentation at night, hence supports the dialogue of low network leakage in the area.

From my understanding there are quite a few factors that could contribute towards the discrepancy in cumulative volumes between billing meter and flow meter data:

- Meter error/inaccuracies. Especially for low flows on the flow meter
- Assumptions, if any, made on billing meters (e.g. Estimated usage)
- Bursts and leaks within the network
- Unsealed zone boundaries (Unlikely based off night flow analysis)
- Operational hydrant flushing for various reasons
- Human error

Even if each of these only contributed to a small volume, the relative impact on the mass balance could be significant due to small size of the zone. (Average daily demand of only ~45kL/d)

I believe it'd be worth having a comparison against a few more billing cycles as a sanity check on the initial findings before the information is relayed to the incident team.

Please let me know if further clarification on any of the items listed above is needed.

Kind Regards,

**Nico Macwilliams**

Asset Integration Senior Engineer



WatersEdge 101 Wells Street  
Frankston VIC 3199

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**From:** Pullen, Greta <[Greta.Pullen@sew.com.au](mailto:Greta.Pullen@sew.com.au)>

**Sent:** Sunday, 19 January 2025 9:19 PM

**To:** McCreesh, Declan <[Declan.McCreesh@sew.com.au](mailto:Declan.McCreesh@sew.com.au)>; McClurg, Ben <[Ben.Mcclurg@sew.com.au](mailto:Ben.Mcclurg@sew.com.au)>; Gava, Giuliano <[Giuliano.Gava@sew.com.au](mailto:Giuliano.Gava@sew.com.au)>; Macwilliams, Nico <[Nico.Macwilliams@sew.com.au](mailto:Nico.Macwilliams@sew.com.au)>

**Cc:** Gent, Carl <[Carl.Gent@sew.com.au](mailto:Carl.Gent@sew.com.au)>; Hook, John <[John.Hook@sew.com.au](mailto:John.Hook@sew.com.au)>; Morris, Helen <[Helen.Morris@sew.com.au](mailto:Helen.Morris@sew.com.au)>; Crook, Jonathan <[Jonathan.Crook@sew.com.au](mailto:Jonathan.Crook@sew.com.au)>

**Subject:** Re: Night flow analysis for Waller Place PR Zone

Hi Declan

We looked at the zone only however the schematic below shows that it's not interconnected to another zone - due to the abnormal result we would like you to confirm this.

Thanks

Greta

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**From:** McCreesh, Declan <[Declan.McCreesh@sew.com.au](mailto:Declan.McCreesh@sew.com.au)>  
**Sent:** Sunday, January 19, 2025 1:45:52 PM  
**To:** Pullen, Greta <[Greta.Pullen@sew.com.au](mailto:Greta.Pullen@sew.com.au)>; McClurg, Ben <[Ben.Mcclurg@sew.com.au](mailto:Ben.Mcclurg@sew.com.au)>; Gava, Giuliano <[Giuliano.Gava@sew.com.au](mailto:Giuliano.Gava@sew.com.au)>; Macwilliams, Nico <[Nico.Macwilliams@sew.com.au](mailto:Nico.Macwilliams@sew.com.au)>  
**Cc:** Gent, Carl <[Carl.Gent@sew.com.au](mailto:Carl.Gent@sew.com.au)>; Hook, John <[John.Hook@sew.com.au](mailto:John.Hook@sew.com.au)>; Morris, Helen <[Helen.Morris@sew.com.au](mailto:Helen.Morris@sew.com.au)>; Crook, Jonathan <[Jonathan.Crook@sew.com.au](mailto:Jonathan.Crook@sew.com.au)>  
**Subject:** RE: Night flow analysis for Waller Place PR Zone

Hi Greta

The zone we are looking at is the Waller Place PR Zone only.

The flow meter is located at the PRV however I believe the SCADA tag is associated with the Waller Place pump station WP208. Nico can confirm this.

Dec

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**From:** Pullen, Greta <[Greta.Pullen@sew.com.au](mailto:Greta.Pullen@sew.com.au)>  
**Sent:** Saturday, 18 January 2025 2:56 PM  
**To:** McClurg, Ben <[Ben.Mcclurg@sew.com.au](mailto:Ben.Mcclurg@sew.com.au)>; Gava, Giuliano <[Giuliano.Gava@sew.com.au](mailto:Giuliano.Gava@sew.com.au)>; McCreesh, Declan <[Declan.McCreesh@sew.com.au](mailto:Declan.McCreesh@sew.com.au)>  
**Cc:** Gent, Carl <[Carl.Gent@sew.com.au](mailto:Carl.Gent@sew.com.au)>; Hook, John <[John.Hook@sew.com.au](mailto:John.Hook@sew.com.au)>; Morris, Helen <[Helen.Morris@sew.com.au](mailto:Helen.Morris@sew.com.au)>; Crook, Jonathan <[Jonathan.Crook@sew.com.au](mailto:Jonathan.Crook@sew.com.au)>  
**Subject:** RE: Night flow analysis for Waller Place PR Zone

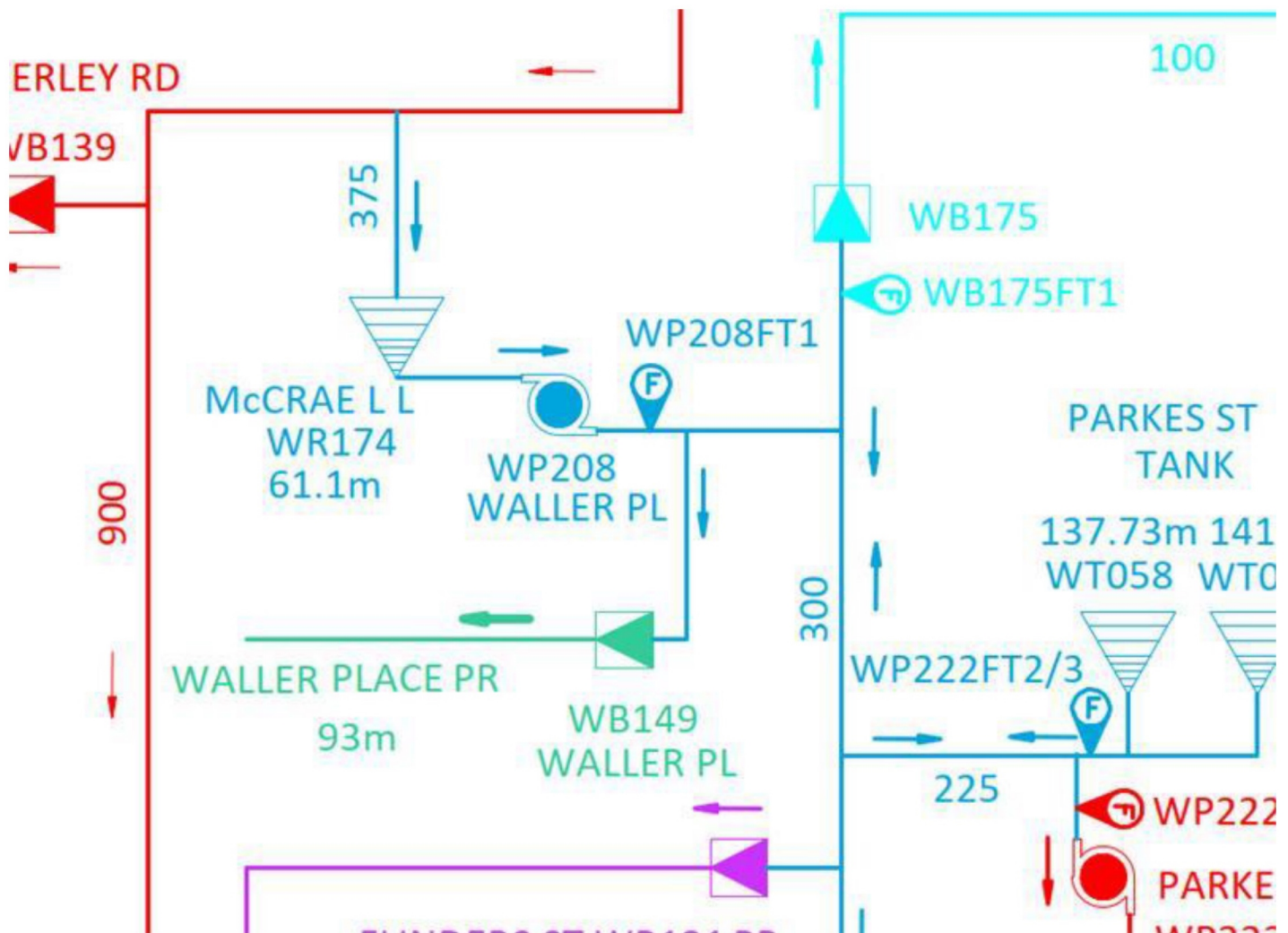
Hi all

We pulled the data from the meters in the area and compared to the inflow of the zone but this calculation was indicating losses of 33% which seems too high and abnormal.

I looked at the zone from the schematic drawing (below) and thought it was a contained zone as drawn but the calcs would indicate water flows through to another zone.

Water Ops – can you please advise if the zone is as pictured below or feeds another zone? If it does, we may need to balance the connected zone or have outflow data.





Thank you

**Greta Pullen**  
Non-Revenue Water Manager



WatersEdge 101 Wells Street  
Frankston VIC 3199

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South East Water proudly acknowledges the Traditional Owners of the land on which we work and live, and pay respect to their Elders past, present and emerging. We acknowledge their songlines, cultural lore and continuing connection to the land and water. We recognise and value the rich cultural heritage and ongoing contributions of Aboriginal people and communities to our society in Victoria.

---

**From:** Pullen, Greta  
**Sent:** Friday, 17 January 2025 2:18 PM  
**To:** McClurg, Ben <[Ben.Mcclurg@sew.com.au](mailto:Ben.Mcclurg@sew.com.au)>; Gava, Giuliano <[Giuliano.Gava@sew.com.au](mailto:Giuliano.Gava@sew.com.au)>; McCreesh, Declan <[Declan.McCreesh@sew.com.au](mailto:Declan.McCreesh@sew.com.au)>  
**Cc:** Gent, Carl <[Carl.Gent@sew.com.au](mailto:Carl.Gent@sew.com.au)>; Hook, John <[John.Hook@sew.com.au](mailto:John.Hook@sew.com.au)>; Morris, Helen <[Helen.Morris@sew.com.au](mailto:Helen.Morris@sew.com.au)>  
**Subject:** RE: Night flow analysis for Waller Place PR Zone

Hi all

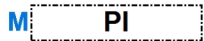
To update: we are working on a zone balance. Once complete we can compare the NRW % in this zone to the wider network ~14%.

Thanks

**Greta Pullen**  
 Non-Revenue Water Manager



WatersEdge 101 Wells Street  
 Frankston VIC 3199



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---

**From:** Pullen, Greta  
**Sent:** Friday, 17 January 2025 1:53 PM  
**To:** McClurg, Ben <[Ben.Mcclurg@sew.com.au](mailto:Ben.Mcclurg@sew.com.au)>; Gava, Giuliano <[Giuliano.Gava@sew.com.au](mailto:Giuliano.Gava@sew.com.au)>; McCreesh, Declan <[Declan.McCreesh@sew.com.au](mailto:Declan.McCreesh@sew.com.au)>  
**Cc:** Gent, Carl <[Carl.Gent@sew.com.au](mailto:Carl.Gent@sew.com.au)>; Hook, John <[John.Hook@sew.com.au](mailto:John.Hook@sew.com.au)>; Morris, Helen <[Helen.Morris@sew.com.au](mailto:Helen.Morris@sew.com.au)>  
**Subject:** RE: Night flow analysis for Waller Place PR Zone

Hi all

If there is a flow meter into the zone we may be able to do a water balance of the last quarter. I can look when the last read was and get Helen (NRW analyst) to see if we can. It's worth noting the zone is small and error on the incoming FM (if exists) and mechanical property meters may be considerable.

Please let me know what you would like us to do.

Thanks

**Greta Pullen**  
Non-Revenue Water Manager



WatersEdge 101 Wells Street  
Frankston VIC 3199



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---

**From:** McClurg, Ben <[Ben.Mcclurg@sew.com.au](mailto:Ben.Mcclurg@sew.com.au)>  
**Sent:** Friday, 17 January 2025 1:46 PM  
**To:** Gava, Giuliano <[Giuliano.Gava@sew.com.au](mailto:Giuliano.Gava@sew.com.au)>  
**Cc:** Gent, Carl <[Carl.Gent@sew.com.au](mailto:Carl.Gent@sew.com.au)>; Pullen, Greta <[Greta.Pullen@sew.com.au](mailto:Greta.Pullen@sew.com.au)>; Hook, John <[John.Hook@sew.com.au](mailto:John.Hook@sew.com.au)>  
**Subject:** RE: Night flow analysis for Waller Place PR Zone

Hi Giuliano

Please see below graph of night usage extended back to July 2022.

It looks like we don't have the data in this zone to accurately state leakage rates. Digital meters would have helped here. Greta has provided non-revenue water rates across our network that could possibly be used if anyone thinks that would be helpful.

Happy to discuss.

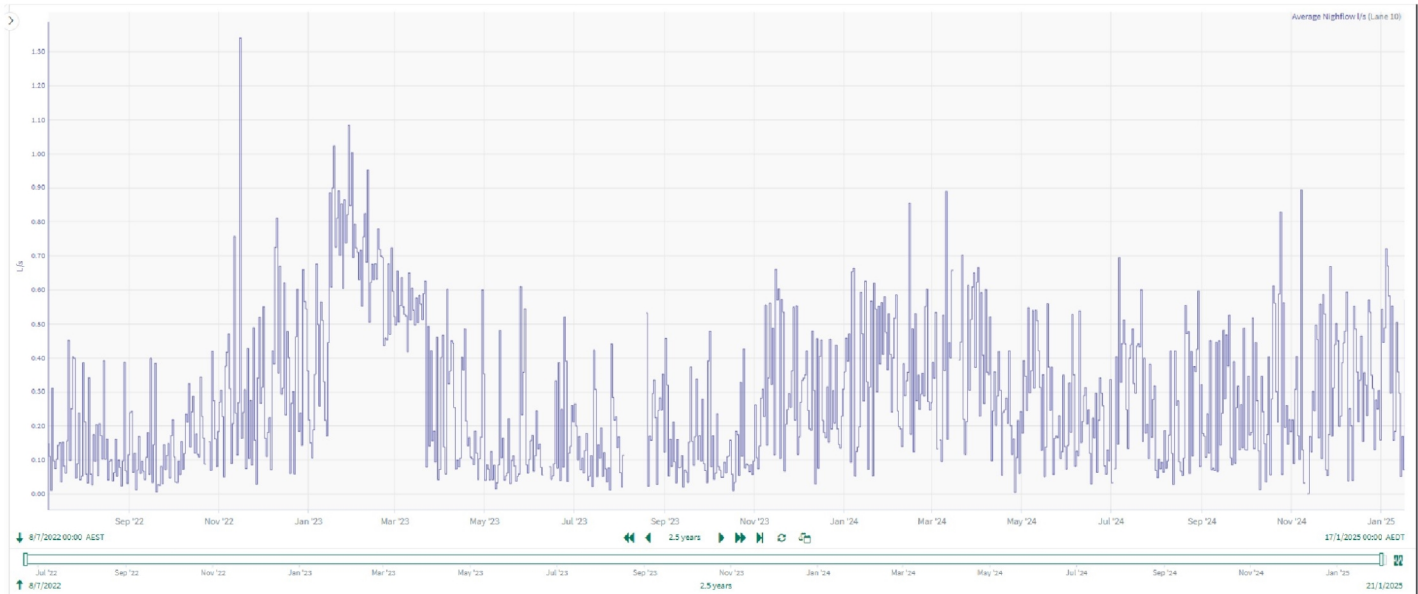
Cheers  
Ben

**From:** Hook, John <[John.Hook@sew.com.au](mailto:John.Hook@sew.com.au)>  
**Sent:** Friday, 17 January 2025 12:02 PM  
**To:** McClurg, Ben <[Ben.Mcclurg@sew.com.au](mailto:Ben.Mcclurg@sew.com.au)>  
**Cc:** Gent, Carl <[Carl.Gent@sew.com.au](mailto:Carl.Gent@sew.com.au)>; Pullen, Greta <[Greta.Pullen@sew.com.au](mailto:Greta.Pullen@sew.com.au)>  
**Subject:** RE: Night flow analysis for Waller Place PR Zone

Hi Ben,

Answering Q's in red

See extended average nightflow (2-4) (avg'd) to Jul 2022



can you also give me an indication of what the typical night flow is so we have some comparison. Do we have an estimate for lost, non revenue, unaccounted for, leakage in that zone and how that compares to other areas. This would be a very useful fact if we can say with confidence something like.

“The data tells us that the leakage in that area is XX% lower than we would typically expect across our area”. You get the objective here?

The best we can do here is look at whole region leakage report as below and applying it here.

Until a full rollout of digital meters here (94) we couldn't say if it's leakage on our network vs legitimate usage vs leaks on of the properties..

Thanks

John

**From:** Pullen, Greta  
**Sent:** Friday, 17 January 2025 11:01 AM  
**To:** Hook, John <[John.Hook@sew.com.au](mailto:John.Hook@sew.com.au)>  
**Subject:** RE: Night flow analysis for Waller Place PR Zone

Hi John

See snip below from the SEW NRW Calc reported last year.

There have been no Sotto sensors installed in the area unfortunately.



TYPE	INDEX	ITEM	Volume (ML)
Total Non-Residential Water Use	46	Metered + Own Use + Unmetered Authorised Consumption	57,202.0
<b>REAL LOSSES</b>			
INPUTS	47	Real Losses	15,340.1
	48	Length of Water Main	9,938.0
	49	No of service connections	645,135
	50	No of days	366
KPI	51	Real losses (kL/km)	1,543.6
	52	Real losses (kL/km/day)	4.22
	53	Real Losses (kL/connection/day)	0.065

I can query the area in regards to Sotto sensors.

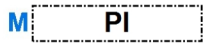
Cheers

**Greta Pullen**

Non-Revenue Water Manager



WatersEdge 101 Wells Street  
Frankston VIC 3199



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**From:** McClurg, Ben <[Ben.Mcclurg@sew.com.au](mailto:Ben.Mcclurg@sew.com.au)>

**Sent:** Friday, 17 January 2025 10:29 AM

**To:** Hook, John <[John.Hook@sew.com.au](mailto:John.Hook@sew.com.au)>

**Cc:** Gent, Carl <[Carl.Gent@sew.com.au](mailto:Carl.Gent@sew.com.au)>

**Subject:** FW: Night flow analysis for Waller Place PR Zone

**Importance:** High

Hi John

As discussed, can you please look at extending the night flow analysis back to July 22.

Let me know how you go with Greta re leakage data for the network. Happy to be involved in a Teams call if required.

Cheers

Ben

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**From:** Gava, Giuliano <[Giuliano.Gava@sew.com.au](mailto:Giuliano.Gava@sew.com.au)>  
**Sent:** Friday, 17 January 2025 10:00 AM  
**To:** McClurg, Ben <[Ben.Mcclurg@sew.com.au](mailto:Ben.Mcclurg@sew.com.au)>  
**Subject:** FW: Night flow analysis for Waller Place PR Zone  
**Importance:** High

Hi Ben,

Hoping you can assist with the enquiry below. If not, please let me know.

Regards  
Giuliano

---

**From:** McCreesh, Declan <[Declan.McCreesh@sew.com.au](mailto:Declan.McCreesh@sew.com.au)>  
**Sent:** Friday, 17 January 2025 9:52 AM  
**To:** Gava, Giuliano <[Giuliano.Gava@sew.com.au](mailto:Giuliano.Gava@sew.com.au)>  
**Subject:** RE: Night flow analysis for Waller Place PR Zone

Hi Giuliano

Glad I copied you in then. If we can get this today please that would be fantastic. We are getting a lot of attention on this as I'm sure you can imagine. Lara wants to issue a statement today as well.

Dec

---

**From:** Gava, Giuliano <[Giuliano.Gava@sew.com.au](mailto:Giuliano.Gava@sew.com.au)>  
**Sent:** Friday, 17 January 2025 9:36 AM  
**To:** McCreesh, Declan <[Declan.McCreesh@sew.com.au](mailto:Declan.McCreesh@sew.com.au)>  
**Subject:** RE: Night flow analysis for Waller Place PR Zone

Hi Declan,

Carl is on leave today and Monday.

I'll reach out to Ben and see if he is able to assist in the meantime.

What is the timing expectations for this information?

Regards  
Giuliano

---

**From:** McCreesh, Declan <[Declan.McCreesh@sew.com.au](mailto:Declan.McCreesh@sew.com.au)>  
**Sent:** Friday, 17 January 2025 9:21 AM  
**To:** Gava, Giuliano <[Giuliano.Gava@sew.com.au](mailto:Giuliano.Gava@sew.com.au)>  
**Subject:** FW: Night flow analysis for Waller Place PR Zone

Hi Giuliano

Just keeping you in the loop with this one, and a further request of Carl's team.

Dec

---

**From:** Lloyd, Tim <[Tim.Lloyd@sew.com.au](mailto:Tim.Lloyd@sew.com.au)>  
**Sent:** Friday, 17 January 2025 8:18 AM

**To:** Ramamurthy, Prerna <[Prerna.Ramamurthy@sew.com.au](mailto:Prerna.Ramamurthy@sew.com.au)>; Reichwald, Andrea <[Andrea.Reichwald@sew.com.au](mailto:Andrea.Reichwald@sew.com.au)>;  
McCreesh, Declan <[Declan.McCreesh@sew.com.au](mailto:Declan.McCreesh@sew.com.au)>; Gent, Carl <[Carl.Gent@sew.com.au](mailto:Carl.Gent@sew.com.au)>  
**Subject:** RE: Night flow analysis for Waller Place PR Zone

Hi there, sorry, each answer leads to a few more questions! As well as extending this to July 2022, can you also give me an indication of what the typical night flow is so we have some comparison.

Do we have an estimate for lost, non revenue, unaccounted for, leakage in that zone and how that compares to other areas. This would be a very useful fact if we can say with confidence something like; "The data tells us that the leakage in that area is XX% lower than we would typically expect across our area". You get the objective here?

Thank you, and @Gent, Carl great work turning this around so quickly. Appreciated.

Tim

---

**From:** Ramamurthy, Prerna <[Prerna.Ramamurthy@sew.com.au](mailto:Prerna.Ramamurthy@sew.com.au)>  
**Sent:** Thursday, 16 January 2025 4:55 PM  
**To:** Reichwald, Andrea <[Andrea.Reichwald@sew.com.au](mailto:Andrea.Reichwald@sew.com.au)>; Lloyd, Tim <[Tim.Lloyd@sew.com.au](mailto:Tim.Lloyd@sew.com.au)>  
**Subject:** FW: Night flow analysis for Waller Place PR Zone

Night time flows are consistently low (less than 1 l/sec)

---

**From:** McCreesh, Declan <[Declan.McCreesh@sew.com.au](mailto:Declan.McCreesh@sew.com.au)>  
**Sent:** Thursday, 16 January 2025 4:50 PM  
**To:** Ramamurthy, Prerna <[Prerna.Ramamurthy@sew.com.au](mailto:Prerna.Ramamurthy@sew.com.au)>  
**Cc:** Peril, Marc <[Marc.Peril@sew.com.au](mailto:Marc.Peril@sew.com.au)>; Pham, Dat <[Dat.Pham@sew.com.au](mailto:Dat.Pham@sew.com.au)>  
**Subject:** FW: Night flow analysis for Waller Place PR Zone

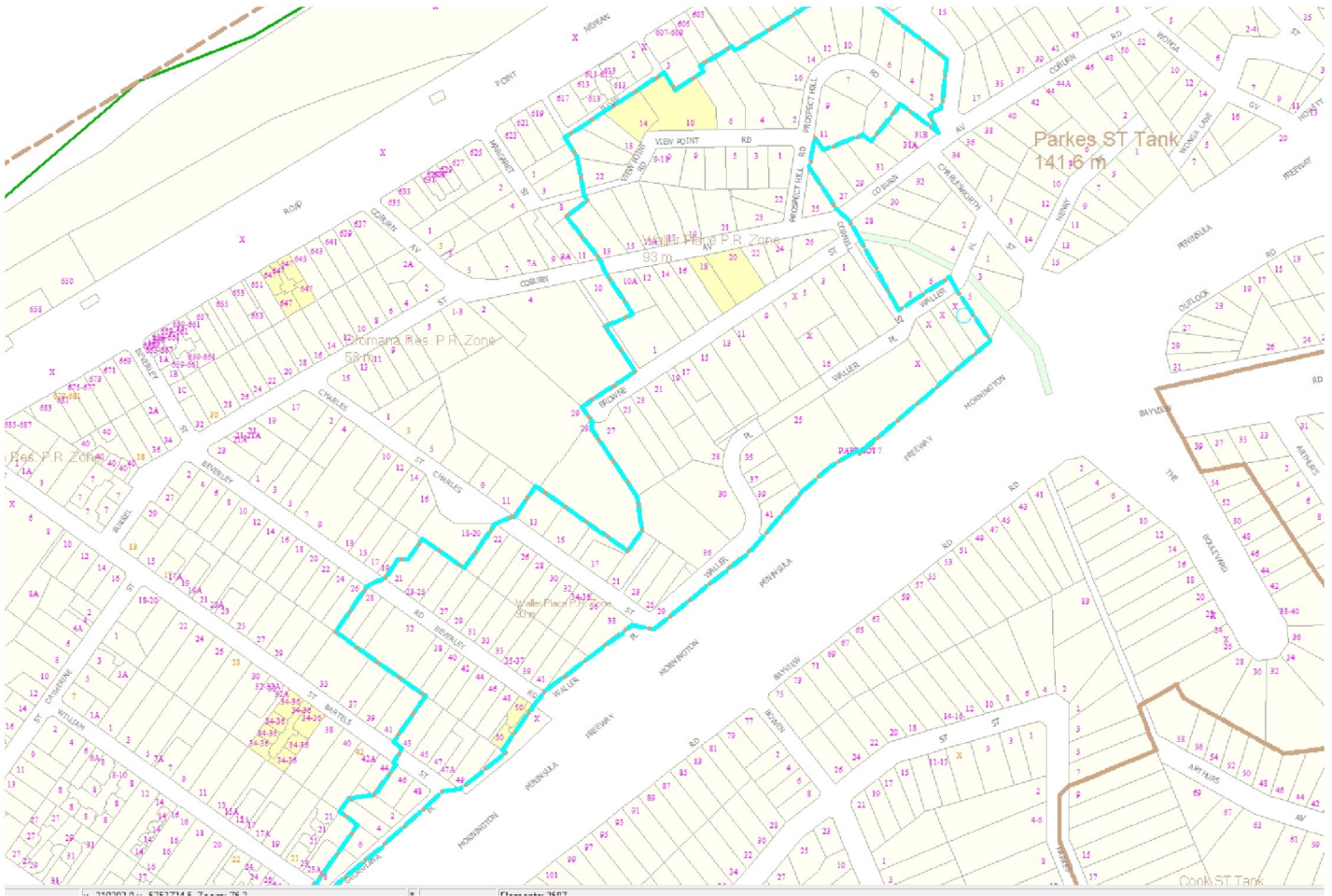
Hi Prerna

See information as requested below. Night time flows are consistently low and as expected for the Waller Place distribution zone and seasonal usage patterns.

The Waller Place Pressure Reduced Distribution Zone area is shown below as well (marked in blue).

Regards

Declan



**From:** Gent, Carl <[Carl.Gent@sew.com.au](mailto:Carl.Gent@sew.com.au)>  
**Sent:** Thursday, 16 January 2025 4:30 PM  
**To:** McCreesh, Declan <[Declan.McCreesh@sew.com.au](mailto:Declan.McCreesh@sew.com.au)>  
**Cc:** Gava, Giuliano <[Giuliano.Gava@sew.com.au](mailto:Giuliano.Gava@sew.com.au)>  
**Subject:** RE: Night flow analysis for Waller Place PR Zone

Hi Declan,

Below are the nightflows only (between 2-4am each day. The units are l/sec.





Thanks  
Carl

---

**From:** McCreesh, Declan <[Declan.McCreesh@sew.com.au](mailto:Declan.McCreesh@sew.com.au)>  
**Sent:** Thursday, 16 January 2025 3:57 PM  
**To:** Gent, Carl <[Carl.Gent@sew.com.au](mailto:Carl.Gent@sew.com.au)>  
**Cc:** Gava, Giuliano <[Giuliano.Gava@sew.com.au](mailto:Giuliano.Gava@sew.com.au)>  
**Subject:** RE: Night flow analysis for Waller Place PR Zone

Hi Carl  
Thanks for the quick turnaround on this. A graph would be great if you can produce it.  
Dec.

---

**From:** Gent, Carl <[Carl.Gent@sew.com.au](mailto:Carl.Gent@sew.com.au)>  
**Sent:** Thursday, 16 January 2025 3:14 PM  
**To:** McCreesh, Declan <[Declan.McCreesh@sew.com.au](mailto:Declan.McCreesh@sew.com.au)>  
**Cc:** Gava, Giuliano <[Giuliano.Gava@sew.com.au](mailto:Giuliano.Gava@sew.com.au)>  
**Subject:** RE: Night flow analysis for Waller Place PR Zone

Hi Declan,

We have checked flows through the flowmeter downstream of the PRV for Waller Place PR Zone over a period of several years and there does not appear to be any reportable differences in the night flows. The night flow is extremely low (less than 1 l/sec) and relatively consistent.

Do you need any further evidence of this? Graphs Ect.?

Regards  
Carl

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**From:** McCreesh, Declan <[Declan.McCreesh@sew.com.au](mailto:Declan.McCreesh@sew.com.au)>  
**Sent:** Thursday, 16 January 2025 12:50 PM  
**To:** Gent, Carl <[Carl.Gent@sew.com.au](mailto:Carl.Gent@sew.com.au)>  
**Subject:** RE: Night flow analysis for Waller Place PR Zone

Thanks Carl.  
Greatly appreciated.  
Dec

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**From:** Gent, Carl <[Carl.Gent@sew.com.au](mailto:Carl.Gent@sew.com.au)>  
**Sent:** Thursday, 16 January 2025 12:50 PM  
**To:** McCreesh, Declan <[Declan.McCreesh@sew.com.au](mailto:Declan.McCreesh@sew.com.au)>  
**Cc:** Gava, Giuliano <[Giuliano.Gava@sew.com.au](mailto:Giuliano.Gava@sew.com.au)>; Ramamurthy, Prerna <[Prerna.Ramamurthy@sew.com.au](mailto:Prerna.Ramamurthy@sew.com.au)>  
**Subject:** RE: Night flow analysis for Waller Place PR Zone

Hi Declan

Yes, I will get someone onto it straight away.

Regards  
Carl

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**From:** McCreesh, Declan <[Declan.McCreesh@sew.com.au](mailto:Declan.McCreesh@sew.com.au)>  
**Sent:** Thursday, 16 January 2025 12:27 PM  
**To:** Gent, Carl <[Carl.Gent@sew.com.au](mailto:Carl.Gent@sew.com.au)>  
**Cc:** Gava, Giuliano <[Giuliano.Gava@sew.com.au](mailto:Giuliano.Gava@sew.com.au)>; Ramamurthy, Prerna <[Prerna.Ramamurthy@sew.com.au](mailto:Prerna.Ramamurthy@sew.com.au)>  
**Subject:** Night flow analysis for Waller Place PR Zone

Hi Carl

As you may be aware we have declared an Incident to manage the impact from the land slip in McCrae. As part of the investigation we need to ensure that we do not have any water leaking in this area that may have contributed to the issue. We have already undertaken leak detection in this zone and didn't uncover anything alarming.

A request has been made to review the night flows over the last 18 months for the Waller Place PR Zone to determine if there has been anything of note. Can your team assist with this urgent request?

Thanks

Declan

**Declan McCreesh**  
Group Manager Network Operations



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South East Water proudly acknowledges the Traditional Owners of the land on which we work and live, and pay respect to their Elders past, present and emerging. We acknowledge their songlines, cultural lore and continuing connection to the land and water. We recognise and value the rich cultural heritage and ongoing contributions of Aboriginal people and communities to our society in Victoria.