

**Task Number:**1290137/001

**Task Address:**1 CHARLESWORTH STREET, MCCRAE VIC 3938 MapRef : 159B10 Centre of Street MapRef : 159B10 Centre of Street

**Program Name:**

**Task Work Type:**Planned Maintenance - Repair

**Source Of Work:**

**Facility:**

**Permit Not Required:**No

**Permit Pre Approved:**No

**Permit Reason:**Other

**Permit Other Reason:**

**Task Story:**[Haakman,Kate] [28/11/2024 14:46] [AWARDED] Property Number:02E//00432/1 [PI] [28/11/2024 16:24] [ALLOCATED] checked [Nguyen,Donna] [28/11/2024 17:51] [IN TRANSIT] Matthew Mornington Council advised they are onsite and it is hazardous, crew in transit, Matthew would like a callback regarding ETA so that he can set up traffic management. Adv dispatch [FT] [SSf0010] [28/11/2024 18:41] [ON SITE] Arrived on site & the council are on site. Found water is seeping out of the middle of the road opp no-3. The road is very spongy. The council have filled in a small pothole. I tested the water a few times & got readings of over 1350 which is well out of mains range. I sounded nearby service's & picked up no sounds & the water main is in the n/strip. Looks to be a drainage issue from the very heavy downpour from last night. I told the council blokes of my findings & they have put bollards around the area & they are going to get a crew to come back in the morning. Spoke with the lady at no-3. [Lewis,Amanda] [23/12/2024 11:05] [CHECKED] From: Lewis, Amanda Sent: Monday, 23 December 2024 11:06 AM To: dg-Dispatch Subject: Jn 1290137 - 1 CHARLESWORTH STREET, MCCRAE - ongoing roadway leak / poss stormwater - cust call required with update pls - SS Jn 1290137 - 1 CHARLESWORTH STREET, MCCRAE - ongoing roadway leak / poss stormwater - cust call required with update pls - SS Can a sup please call Jane – [PI] – is at 1 Charlesworth St (her parents own it) Red bollards and a traffic hazard sign have been placed around hole in roadway where water is flowing through – says many owners in the street frustrated, have called council who keep telling them it's not their prob and to call SEW, rumour amongst locals in the street is that this is a natural spring – residents getting angry that bollards have been put up but water still flowing and a hazard, with no answers. Can a sup please call Jane today on above number and advise what is going on and who this could be referred to please.

**Caller Details:**Gwen, [PI] 1 Charlesworth STREET, MCCRAE 3938

**Request Details:**Gwen [PI] lives further down the st and has noticed that there is water leaking from the road, approx hose on half, flowing into gutter. She thinks that a crew may have been doing some sort of work in the area and after they have left she noticed the leak. unclear on who it may have been or what works were done. Clear access

**Action Taken :**Water Network - Water Main - Inspection

**Task CCT:**Water Network - Water Main - Repair of leak in roadway

**Failure Details:**0 Not Applicable - Not Applicable - Not Applicable

**Task Priority:**5 29/11/2024 14:46

**Is Chargeable:**No

**Is Pending:**No

**Is Cancelled:**No

**Is Component Type:**No

**PO Department:**Water Maintenance

**PO Supervisor:**

**Contractor:**ServiceStream

**Created By:**Haakman, Kate

**Department:**ServiceStream Water

**Supervisor:**Corrin,Jason

**Allocatee:**

**Task Status:**CLOSED

#### Asset List

Asset	Asset Name	Parent	SI Present?
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#### Allocatee History

Allocatee Name	Current	Primary
SSf0010	N	Y

#### SI List

SI Name	Rec
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**Task Number:**1290137/001

**Task Story:**[Manning,Kim] [2/12/2024 07:03] costed as CIC service call due to extensive investigation

**Payment Type:**

**SEW Sales Code:**

**Contractor CostCode:**

**Contractor SalesCode:**

#### Material List

Part No	Description	Supplier Contractor	Quantity	Units	Unit Price(\$)	Vehicle	Del Date	Rec Date
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#### Material List (continued...)

Part No	MAC Material Included	Total(\$)
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**Total Materials Cost:****Labour List**

Resource ID	Resource Name	Supplier Contractor	Activity Description	Start Date/Time
SSv0013	SSv0013,1ZR1GV Toyota Hilux	ServiceStream	ON SITE	28/11/2024 18:18
SSv0013	SSv0013,1ZR1GV Toyota Hilux	ServiceStream	INSPECTION	28/11/2024 18:07
SSv0013	SSv0013,1ZR1GV Toyota Hilux	ServiceStream	IN TRANSIT	28/11/2024 16:40
LLe0049	Peters,Wally	ServiceStream	IN TRANSIT	28/11/2024 16:40
LLe0049	Peters,Wally	ServiceStream	INSPECTION	28/11/2024 18:07
LLe0049	Peters,Wally	ServiceStream	ON SITE	28/11/2024 18:18

**Labour List (continued...)**

Resource ID	End Date/Time	Hours	Est. ChargeRate(\$)	Est. CostRate(\$)
SSv0013	28/11/2024 18:41	0.38	<b>CIC</b>	
SSv0013	28/11/2024 18:18	0.18		
SSv0013	28/11/2024 18:07	1.45		
LLe0049	28/11/2024 18:07	1.45		
LLe0049	28/11/2024 18:18	0.18		
LLe0049	28/11/2024 18:41	0.38		

**Total Charge Rate** CIC**Total Cost Rate** CIC**Contractor Claims List**

Claims Code	Description	Claim Type	Supplier Contractor	Quantity	Units	Unit Price(\$)
ss1000	General Contractor Claim	General Claim	ServiceStream	2.000	each	CIC

**Contractor Claims List (continued...)**

Claims Code	Total(\$)
ss1000	CIC

**Contractor Claims List**

Service Code	Description	Quantity	Units	Unit Price(\$)	Total(\$)
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**Total Claims Cost:** CIC**Chargeable Items**

Item Code	Description	Supplier Contractor	Quantity	Units	Unit Price (\$)	Total(\$)
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Total Chargeable Cost:  
 Total Services Cost:  
 Task Cost Scheme:Service Call  
 Is Extra Travel Authorised:No  
 UTA Item:  
 Labour Cost:  
 Vehicle Cost:  
 Plant Cost:  
 Materials Cost:  
 Sub-Total:  
 Travel Adjustment:  
 Actual Adjustment:  
 Adjusted Sub Total:  
 Risk Events Sub-Total Cost:  
 Risk Events Sub-Total Cost:  
 Non-UTA Materials Cost:  
 Total Cost:  
 Total Cost:  
 UOM Value:  
 Total Quantity:  
 AAC / ARC:  
 MAC / MRC Value:  
 Service Call Cost:   
 Quoted Cost:  
 T&M Labour Cost:  
 T&M Vehicle Cost:  
 T&M Plant Cost:  
 T&M Sub-Total:  
 T&M Travel Adjustment:  
 T&M Actual Adjustment:  
 T&M Adjusted Sub Total:  
 T&M Material Cost:  
 T&M Total Cost:  
 SEW Labour Cost   
 SEW Vehicle Cost   
 SEW Plant Cost:   
 SEW Materials Cost:   
 SEW Sub-Total:  
 SEW Total Contractor Claims:   
 MSF Cost:   
 Total SEW Cost:   
 Provisional Contractor Claims:

**WSI Details**

Task Id	WSI Id	Planned Start	Actual Start	Planned Finish	Actual Finish	Emergency	Prop Count
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**WSI Details (continued...)**

Task Id	WSI Status
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**Task Number:**1290137/001**Task Events**

Task Event	Event Date Time	Is Key Event	Allocatee	Is Primary	Is Onsite	Is Work	Is Auto
CLOSED	24/12/2024 18:05	Yes	-	-	No	No	Yes
CHECKED	2/12/2024 17:34	Yes	-	-	No	No	Yes
DATA COMPLETE	2/12/2024 07:03	Yes	-	-	No	No	Yes
WORK COMPLETE	28/11/2024 18:41	Yes	-	-	No	No	Yes
ON SITE	28/11/2024 18:18	Yes	-	-	Yes	Yes	Yes
INSPECTION	28/11/2024 18:07	Yes	-	-	Yes	Yes	Yes
IN TRANSIT	28/11/2024 16:40	Yes	-	-	No	Yes	Yes
ALLOCATED	28/11/2024 15:22	Yes	-	-	No	No	Yes
AWARDED	28/11/2024 14:46	Yes	-	-	No	No	Yes













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**TRAFFIC  
HAZARD**









**Task Number:**1290137/002

**Task Address:**2 WALLER PLACE, MCCRAE 3938 MapRef : 159B10

**Program Name:**

**Task Work Type:**Planned Maintenance - Repair

**Source Of Work:**

**Facility:**

**Permit Not Required:**No

**Permit Pre Approved:**No

**Permit Reason:**Other

**Permit Other Reason:**

**Task Story:**[Springs,Michelle] [1/12/2024 13:39] [ALLOCATED] Checked - Wally will reinspect [FT] [SSf0010] [1/12/2024 15:58] [ON SITE] Arrived on site & it is the same issue as task-001. The council has patched the road from where the water was seeping out of & have signs out, The water that is coming out is alot less then what was coming out in task-001. I tested the water a few times & the readings is alot more then task 001 & the reading is over 3700. This is a council issue. I rang the call back number & no answer. I spoke again with the owner at no-3 Charlesworth & her name is not Vesna & she did not did report this issue. I gave her another calling card & she already knows this is a council issue. [Lewis,Amanda] [4/12/2024 12:09] [CHECKED] Kristen from Morn Pen Shire has called to report sinkhole leaking water here - have adv of prev findings and those above and referred back to their drainage team : 03 5950 1000 [Selliah,Sam] [20/12/2024 11:56] [CHECKED] Customer Gwen called again about a leak outside 3 Charlesworth (OPP WALLER PLACE). Advised customer of all the notes from previous jobs and she insists that we need to go out. Saw the notes on Task 2 about Drainage department handling this. So, called the council and spoke with Steff. Steff passed me onto Jenna (Infrastructure Dep at council) and Jenna advised spoke to supervisor at SEW at 9.13am this morning (did not get his name) and was told we have been out here several times. Jenna advised Fulton and Hogan were out there this morning and said too much water to be stormwater. SEW Supervisor told her that we will go out on site today to meet with drainage supervisor from the council. [Kealey,Natalie] [20/12/2024 16:21] [CHECKED] Gwen called to make complaint about the barrier on the road covering the hole on the road and forcing cars to drive over her nature strip to get around it. She is concerned it will damage her lawn and wants it noted that if it is damaged SEW will need to reinstate it to her satisfaction. Hole in front of her house getting worse through the day today. Gwen would like someone to call her on PI to update her on what is happening or text her. She wants it noted she is going out at 7pm today and won't answer her phone after that. Call or text her tomorrow in that case. Sent email to David MacGregor to update him of Gwen's concerns. [Lewis,Amanda] [23/12/2024 11:06] [CHECKED] Sent as well to Dave McGregor: From: Lewis, Amanda Sent: Monday, 23 December 2024 11:06 AM To: dg-Dispatch Subject: Jn 1290137 - 1 CHARLESWORTH STREET, MCCRAE - ongoing roadway leak / poss stormwater - cust call required with update pls - SS Jn 1290137 - 1 CHARLESWORTH STREET, MCCRAE -

ongoing roadway leak / poss stormwater - cust call required with update pls - SS Can a sup please call Jane – [PI] – is at 1 Charlesworth St (her parents own it) Red bollards and a traffic hazard sign have been placed around hole in roadway where water is flowing through – says many owners in the street frustrated, have called council who keep telling them it's not their prob and to call SEW, rumour amongst locals in the street is that this is a natural spring – residents getting angry that bollards have been put up but water still flowing and a hazard, with no answers. Can a sup please call Jane today on above number and advise what is going on and who this could be referred to please. [Ludewig,Ralph] [23/12/2024 11:50] [CHECKED] Emailed Dave MC and Ascher to follow up

**Caller Details:**Gwen, [PI] 1 Charlesworth STREET, MCCRAE 3938

**Request Details:**water bubbling through roadway oat intersection of Waller Place and Charlesworth - easy to spot - recently patched roadwaork is bubbling and lifting - access ok reported by vesna at 3 charlesworth : [PI]

[PI]

**Action Taken :**Water Network - Water Main - Inspection

**Task CCT:**Water Network - Water Main - Repair of leak in roadway

**Failure Details:**0 Not Applicable - Not Applicable - Not Applicable

**Task Priority:**5 2/12/2024 12:47

**Is Chargeable:**No

**Is Pending:**No

**Is Cancelled:**No

**Is Component Type:**No

**PO Department:**Water Maintenance

**PO Supervisor:**

**Contractor:**ServiceStream

**Created By:**Lewis, Amanda

**Department:**ServiceStream Water

**Supervisor:**Corrin,Jason

**Allocatee:**

**Task Status:**CLOSED

#### Asset List

Asset	Asset Name	Parent	SI Present?
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#### Allocatee History

Allocatee Name	Current	Primary
SSf0010	N	Y

#### SI List

SI Name	Rec
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Task Number:1290137/002

Task Story:

Payment Type:

SEW Sales Code:

Contractor CostCode:

Contractor SalesCode:

**Material List**

Part No	Description	Supplier Contractor	Quantity	Units	Unit Price(\$)	Vehicle	Del Date	Rec Date
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**Material List (continued...)**

Part No	MAC Material Included	Total(\$)
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Total Materials Cost:

**Labour List**

Resource ID	Resource Name	Supplier Contractor	Activity Description	Start Date/Time
SSv0013	SSv0013,1ZR1GV Toyota Hilux	ServiceStream	ON SITE	1/12/2024 15:23
SSv0013	SSv0013,1ZR1GV Toyota Hilux	ServiceStream	IN TRANSIT	1/12/2024 14:21
LLe0049	Peters,Wally	ServiceStream	IN TRANSIT	1/12/2024 14:21
LLe0049	Peters,Wally	ServiceStream	ON SITE	1/12/2024 15:23

**Labour List (continued...)**

Resource ID	End Date/Time	Hours	Est. ChargeRate(\$)	Est. CostRate(\$)
SSv0013	1/12/2024 15:59	0.60	<b>CIC</b>	
SSv0013	1/12/2024 15:23	1.03		
LLe0049	1/12/2024 15:23	1.03		
LLe0049	1/12/2024 15:59	0.60		

Total Charge Rate: **CIC**Total Cost Rate: **CIC****Contractor Claims List**

Claims Code	Description	Claim Type	Supplier Contractor	Quantity	Units	Unit Price(\$)
ss1000	General Contractor Claim	General Claim	ServiceStream	1.000	each	<b>CIC</b>

**Contractor Claims List (continued...)**

Claims Code	Total(\$)
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ss1000

CIC

**Contractor Claims List**

Service Code	Description	Quantity	Units	Unit Price(\$)	Total(\$)
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Total Claims Cost: CIC

**Chargeable Items**

Item Code	Description	Supplier Contractor	Quantity	Units	Unit Price (\$)	Total(\$)
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Total Chargeable Cost:

Total Services Cost:

Task Cost Scheme:Service Call

Is Extra Travel Authorised:No

UTA Item:

Labour Cost:

Vehicle Cost:

Plant Cost:

Materials Cost:

Sub-Total:

Travel Adjustment:

Actual Adjustment:

Adjusted Sub Total:

Risk Events Sub-Total Cost:

Risk Events Sub-Total Cost:

Non-UTA Materials Cost:

Total Cost:

Total Cost:

UOM Value:

Total Quantity:

AAC / ARC:

MAC / MRC Value:

Service Call Cost: CIC

Quoted Cost:

T&amp;M Labour Cost:

T&amp;M Vehicle Cost:

T&amp;M Plant Cost:

T&amp;M Sub-Total:

T&amp;M Travel Adjustment:

T&amp;M Actual Adjustment:

T&amp;M Adjusted Sub Total:

T&amp;M Material Cost:

T&amp;M Total Cost:

SEW Labour Cost: CIC

SEW Vehicle Cost: CIC



SEW Plant Cost   
 SEW Materials Cost   
 SEW Sub-Total:  
 SEW Total Contractor Claims   
 MSF Cost   
 Total SEW Cost   
 Provisional Contractor Claims

### WSI Details

Task Id	WSI Id	Planned Start	Actual Start	Planned Finish	Actual Finish	Emergency	Prop Count
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### WSI Details (continued...)

Task Id	WSI Status
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Task Number:1290137/002

### Task Events

Task Event	Event Date Time	Is Key Event	Allocatee	Is Primary	Is Onsite	Is Work	Is Auto
CLOSED	24/12/2024 18:06	Yes	-	-	No	No	Yes
CHECKED	3/12/2024 17:33	Yes	-	-	No	No	Yes
DATA COMPLETE	3/12/2024 05:43	Yes	-	-	No	No	Yes
WORK COMPLETE	1/12/2024 15:59	Yes	-	-	No	No	Yes
ON SITE	1/12/2024 15:23	Yes	-	-	Yes	Yes	Yes
IN TRANSIT	1/12/2024 14:21	Yes	-	-	No	Yes	Yes
ALLOCATED	1/12/2024 13:36	Yes	-	-	No	No	Yes
AWARDED	1/12/2024 12:47	Yes	-	-	No	No	Yes





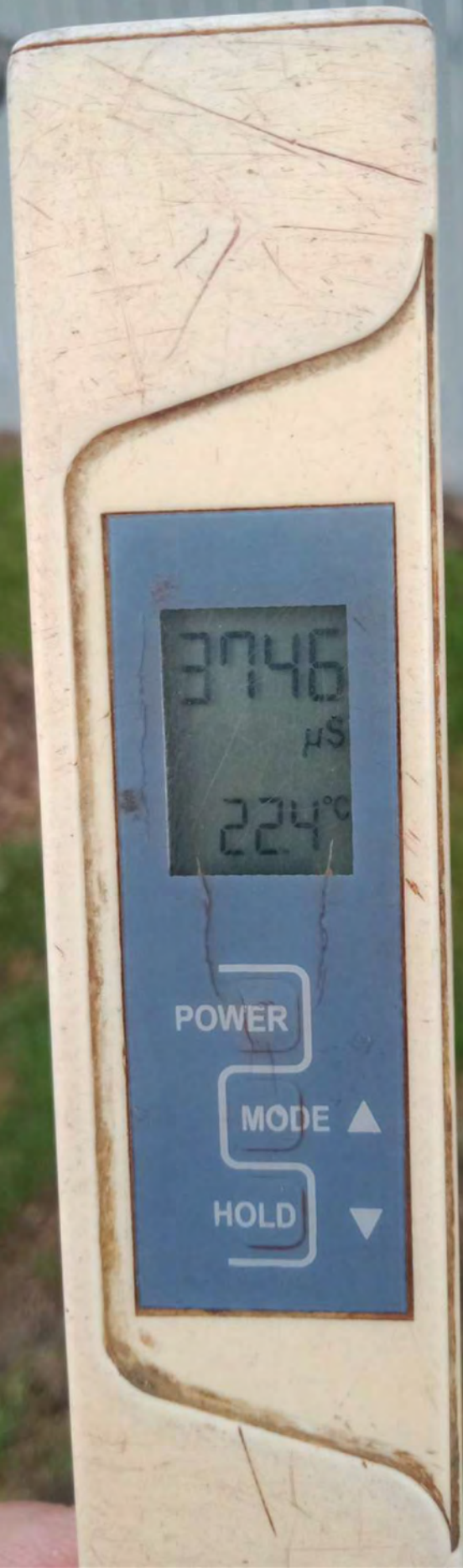












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