

**Task Number:**1319556/001**Task Address:**5 PROSPECT HILL ROAD, MCCRAE VIC 3938 MapRef : 159B9**Program Name:****Task Work Type:**Reactive Maintenance - Inspection**Source Of Work:****Facility:****Permit Not Required:**No**Permit Pre Approved:**No**Permit Reason:**Other**Permit Other Reason:**

**Task Story:**[Phillips, Hayden] [11/2/2025 12:57] [AWARDED] Property Number:02E//00466/12 [FT] [SSf0213] [11/2/2025 14:08] [ON SITE] on site located 20mm meter to no 5 slowly turning issued red notice with a 7 day response left in leter box [Yilmazcoban, Gonca] [17/2/2025 08:43] [CHECKED] Customer has tested for internal leaks and no leaks detected at the property. He has engaged Archibald Leak Detection who will be attending this week. [Phillips, Hayden] [7/4/2025 10:15] [CLOSED] Have confirmed with Tim Lloyd, has had contact with customer that leak has been repaired

**Caller Details:**ROBIN H A'VARD, PI 5 Prospect Hill ROAD, MCCRAE 3938

**Request Details:**Please serve red notice to property. Sound detected on meter, sound goes when meter is isolated. Meter slowly turning over and customer wasn't home

**Action Taken :**Water Network - General - Red Notice Issued

**Task CCT:**Water Network - General - Red Notice Inspection

**Failure Details:**0 Not Our Asset - Not Our Asset - Not Our Asset

**Task Priority:**5 12/02/2025 12:57

**Is Chargeable:**No

**Is Pending:**No

**Is Cancelled:**No

**Is Component Type:**No

**PO Department:**Water Maintenance

**PO Supervisor:**

**Contractor:**ServiceStream

**Created By:**Phillips, Hayden

**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
SSf0213	N	Y

**SI List**

SI Name	Rec
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**Task Number:**1319556/001**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
SSv0023	SSv0023,1ZY4GJ Toyota Hilux	ServiceStream	ON SITE	11/02/2025 13:33
SSv0023	SSv0023,1ZY4GJ Toyota Hilux	ServiceStream	IN TRANSIT	11/02/2025 13:20
LLe0249	Patterson,Daniel	ServiceStream	IN TRANSIT	11/02/2025 13:20
LLe0249	Patterson,Daniel	ServiceStream	ON SITE	11/02/2025 13:33

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

Resource ID	End Date/Time	Hours	Est. ChargeRate(\$)	Est. CostRate(\$)
SSv0023	11/02/2025 14:11	0.63	<b>CIC</b>	
SSv0023	11/02/2025 13:33	0.22		
LLe0249	11/02/2025 13:33	0.22		
LLe0249	11/02/2025 14:11	0.63		

**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(\$)
ss1000	<b>CIC</b>

**Contractor Claims List**

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

**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&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:**1319556/001

### Task Events

Task Event	Event Date Time	Is Key Event	Allocatee	Is Primary	Is Onsite	Is Work	Is Auto
CLOSED	7/03/2025 18:10	Yes	-	-	No	No	Yes
CHECKED	13/02/2025 18:22	Yes	-	-	No	No	Yes
DATA COMPLETE	13/02/2025 06:06	Yes	-	-	No	No	Yes
WORK COMPLETE	11/02/2025 14:11	Yes	-	-	No	No	Yes
ON SITE	11/02/2025 13:33	Yes	-	-	Yes	Yes	Yes
IN TRANSIT	11/02/2025 13:20	Yes	-	-	No	Yes	Yes
ALLOCATED	11/02/2025 13:14	Yes	-	-	No	No	Yes
AWARDED	11/02/2025 12:57	Yes	-	-	No	No	Yes

Panasonic

FZ-55

FTN049615

SSf0213

TOUGHBOOK

South East  
Water**Defective water pipes  
or fittings notice**

Reference number 1319556/1001

Address 5 prospect Hill Del.  
McCa Postcode

Hello,

A water leak has been found on this property  
at one or more of these assets:

☒ internal service pipe

☐ other

Meter slowly turning  
over NO-ONE home

**What this means for you**

These assets aren't included in our maintenance  
program because they're part of the private plumbing  
system that services your property.

**If you're an owner occupier** – it's your responsibility  
to maintain these service pipes and fittings.

**If you're a tenant** – please inform the owner and/  
or property manager of this notice. You may need to  
confirm your responsibilities to the property with your  
landlord/property manager.

GENERAL SERVICE ASSEMBLY

09747

Caution  
Use only as  
indicated

**What you need to do**

Please have the defective pipes or fittings repaired within:

7 days from receipt of this notice.

Let us know when the repair is completed by either:



Completing the online form at [s.sew.com.au/defectnotice](http://s.sew.com.au/defectnotice) or;



Calling our faults and emergencies team on **13 28 12**, quoting the reference number on the front of this notice.

Thanks for understanding the importance of having this leak fixed quickly. If the repairs aren't completed within the time frame above, we may need to issue a legal notice under the Water Act 1989, then:

- Enter the property to fix the defective pipes and fittings;
- Recover from you our costs of doing the necessary work.

Issued by

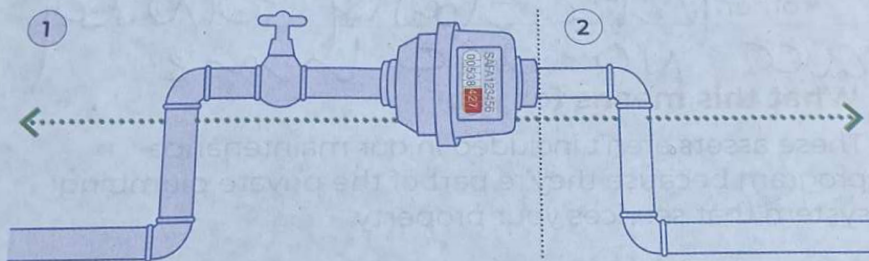
*D. Petersen*

Time

*2-15*

Date

*11 / 2 / 28*

**Who's responsible for the pipes and fittings**

**1. South East Water** – we are responsible for the water meter and pipes from the street to your meter.

**2. Property owner/tenant** – is responsible for the pipes from the water meter to the house.

There are variations on the above example.  
For more scenarios on asset responsibility visit:  
[southeastwater.com.au/assetresponsibility](http://southeastwater.com.au/assetresponsibility)

**Need more information?**

If you have questions or would like to discuss the leak, you can call us 24/7 on **13 28 12**.

**Interpreter service** 9202 0130 (all languages)

**TTY users** 13 36 77 (ask for 13 18 51)