

Task Number:1289514/001**Task Address:**9-11 VIEW POINT ROAD, MCCRAE VIC 3938 MapRef : 159A10**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:[Pairama,Penny] [26/11/2024 15:36] [AWARDED] Checked [FT] [SSf0219] [26/11/2024 19:20] [ON SITE] Arrived on site spoke with customer he explained water leaking through his back yard council has inspected new drains and said its not that. Main at the back of property. Sounded service no noise could hear water running storm. Customer explained that water is from the natural spring tested water and got a reading of 181. Went up hill sounding assests i could get to. Found water pooling around 25mm meter assembly to 9-11. Sounded and has noise meter turning over water testing at 57. Couldnt hear any noise on anything else. Will require ute with maybe chlorine test to test water at proeprty and drain and confirm internal leak at no9-11 [FT] [SSf0213] [27/11/2024 14:12] [ON SITE] on site located meter to 19-20 no noise detected sounded end of line fireplug in view[iont no sound sounded fireplug in frount of no 10 no sound located 25mm meter assembly to 9-11 viewpoint noise detecetd meter turning turned of st no noise meter stopped issued red notice with a 14 day response no one home posible holiday house no letter box left red notice under frount door left st in off position 18/20 view point rd is on top of cliff accual house is of penny lane accesable from pt np rd down low at foreshore level alot of rain recnetly and this area is known for springs and drainage issues council handball red notice address changed to 9-11 view point rd mccrea [Castle,Ken] [23/12/2024 08:22] [CLOSED] Geoffrey (Ph. PI) confirmed the internal has been fixed by Pro-Plumbing MacCrae.

Caller Details:mike, PI

Request Details:house is way below road level please check water main and service pipe due to customer experencing water leaking down through backyard retaining wall. Council has checked their assets, and customer is not experencing high usage so believes its not internal. access to property through Nepean HWY Clear access No animals

Action Taken :Water Network - Water Main - Inspection**Task CCT:**Water Network - Water Main - Repair of leak in other location**Failure Details:**0 Not Our Asset - Not Our Asset - Not Our Asset**Task Priority:**5 27/11/2024 15:27**Is Chargeable:**No**Is Pending:**No**Is Cancelled:**No

Is Component Type:No
PO Department:Water Maintenance
PO Supervisor:
Contractor:ServiceStream
Created By:Ngauma, Edith
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
SSf0219	N	Y
SSf0213	N	Y

SI List

SI Name	Rec
Red Notice	No

Task Number:1289514/001

Task Story:[Manning,Kim] [28/11/2024 07:55] costed as 2 x 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 Name

Resource ID		Supplier Contractor	Activity Description	Start Date/Time
LLv0332	LLv0332,BRL218 Nissan Navara	ServiceStream	ON SITE	26/11/2024 18:36
LLv0332	LLv0332,BRL218 Nissan Navara	ServiceStream	IN TRANSIT	26/11/2024 18:29
SSv0023	SSv0023,1ZY4GJ Toyota Hilux	ServiceStream	ON SITE	27/11/2024 12:56
SSv0023	SSv0023,1ZY4GJ Toyota Hilux	ServiceStream	IN TRANSIT	27/11/2024 12:38
LLe0249	Patterson,Daniel	ServiceStream	IN TRANSIT	27/11/2024 12:38
LLe0249	Patterson,Daniel	ServiceStream	ON SITE	27/11/2024 12:56
LLe0365	Hoskin,James	ServiceStream	IN TRANSIT	26/11/2024 18:29
LLe0365	Hoskin,James	ServiceStream	ON SITE	26/11/2024 18:36

Labour List (continued...)

Resource ID	End Date/Time	Hours	Est. ChargeRate(\$)	Est. CostRate(\$)
LLv0332	26/11/2024 19:28	0.87	CIC	
LLv0332	26/11/2024 18:36	0.12		
SSv0023	27/11/2024 14:35	1.65		
SSv0023	27/11/2024 12:56	0.30		
LLe0249	27/11/2024 12:56	0.30		
LLe0249	27/11/2024 14:35	1.65		
LLe0365	26/11/2024 18:36	0.12		
LLe0365	26/11/2024 19:28	0.87		

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:1289514/001**Task Events**

Task Event	Event Date Time	Is Key Event	Allocatee	Is Primary	Is Onsite	Is Work	Is Auto
CLOSED	5/12/2024 18:31	Yes	-	-	No	No	Yes
CHECKED	28/11/2024 18:24	Yes	-	-	No	No	Yes
DATA COMPLETE	28/11/2024 07:55	Yes	-	-	No	No	Yes
WORK COMPLETE	27/11/2024 14:35	Yes	-	-	No	No	Yes
ON SITE	26/11/2024 18:36	Yes	-	-	Yes	Yes	Yes
IN TRANSIT	26/11/2024 18:29	Yes	-	-	No	Yes	Yes
ALLOCATED	26/11/2024 15:37	Yes	-	-	No	No	Yes
AWARDED	26/11/2024 15:27	Yes	-	-	No	No	Yes





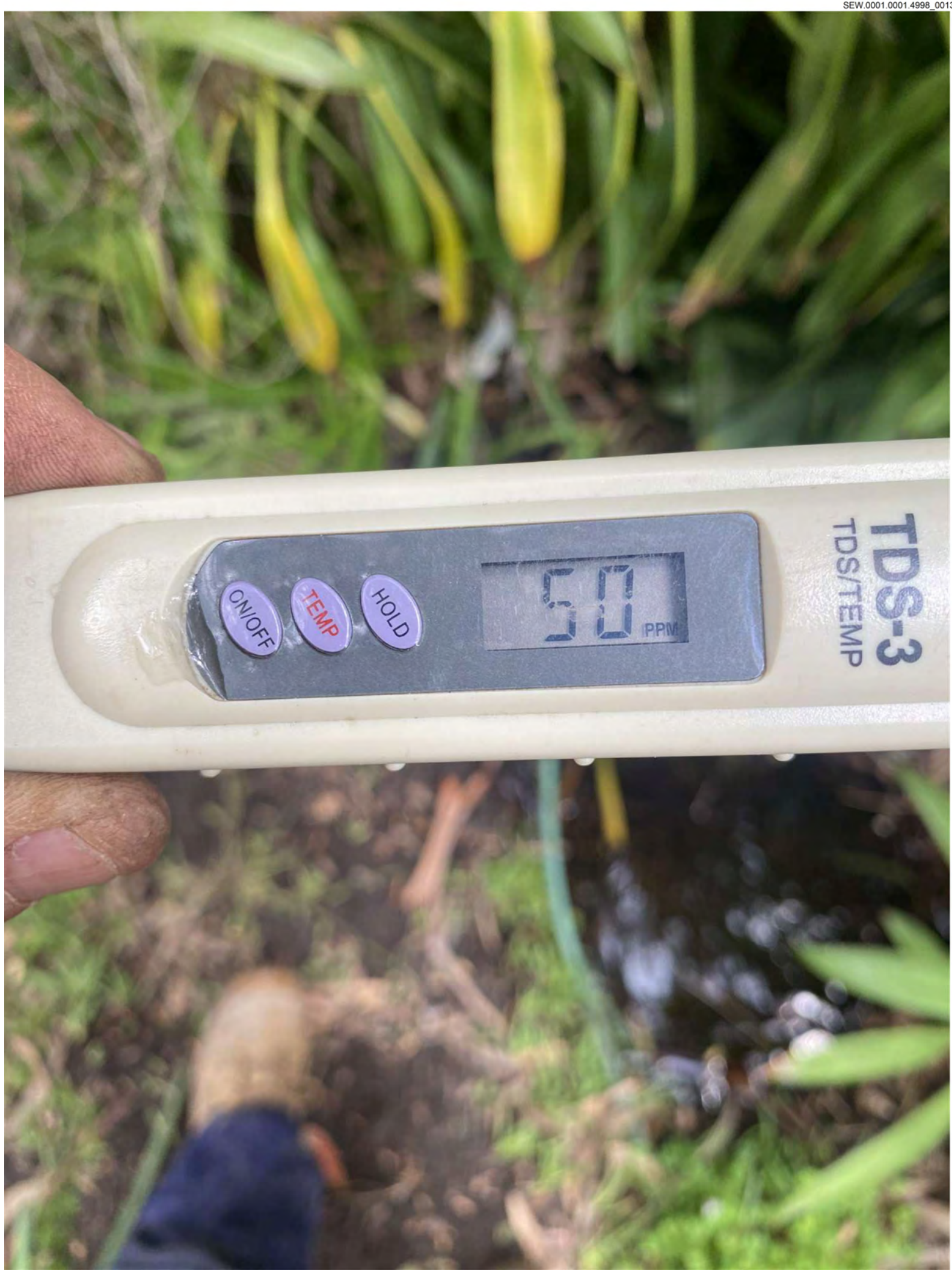












TDS-3
TDS/TEMP

50 PPM

ON/OFF

TEMP

HOLD

FTN049615

SSf0213

TOUGHBOOK

South East Water

**Defective water pipes
or fittings notice**

Reference number 1289514/001

Address 20 View Point Del.
MC CRAE . Postcode

Hello,

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

☒ internal service pipe☐ otherMeter slowly turning. Turn
Tap off. Stopped turning.**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

09727

What you need to do

Please have the defective pipes or fittings repaired within:

14 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 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:

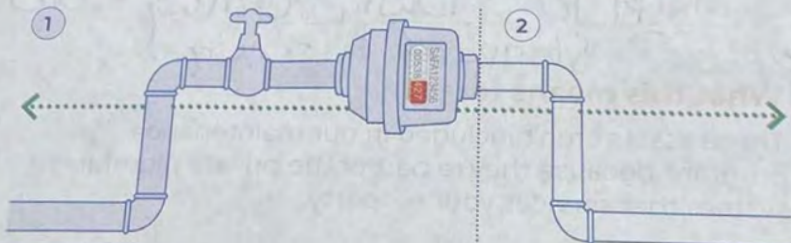
- Enter the property to fix the defective pipes and fittings;
- Recover from you our costs of doing the necessary work.

Issued by D. Patterson

Time 1-45 pm

Date 27/11/24.

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

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)

