

**Task Number:**1318043/001**Task Address:**43A THE AVENUE, MCCRAE VIC 3938 MapRef : 158K11**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:** [PI] [5/2/2025 15:29] [AWARDED] checked [FT] [DNf0049] [5/2/2025 22:45] [ON SITE]> Arrived onsite followed water back to meter and water goes past meter sounded and meter was screaming shut off r/a noise stopped issued 7 day red notice. [Nguyen, Donna] [12/2/2025 15:03] [CHECKED] Bernard, [PI] owner has returned from a holiday and reporting a leak. Adv him its internal and transferred to PP [Dean, Shaylene] [21/2/2025 14:56] [CHECKED] Bernard [PI] calling to adv leak has been repaired

**Caller Details:**Ross, [PI]**Request Details:**Neighbour reporting leaking in the NS, also a puddle in the driveway. Small river.**Action Taken :**Water Network - General - Red Notice Issued**Task CCT:**Water Network - Water Main - Repair of leak in nature strip**Failure Details:**0 Not Our Asset - Not Our Asset - Not Our Asset**Task Priority:**5 6/02/2025 15:13**Is Chargeable:**No**Is Pending:**No**Is Cancelled:**No**Is Component Type:**No**PO Department:**Water Maintenance**PO Supervisor:****Contractor:**Downer**Created By:**Nguyen, Donna**Department:**Downer Water**Supervisor:**Gionis, Chris**Allocatee:****Task Status:**CLOSED**Asset List**

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

Allocatee Name	Current	Primary
DNf0049	N	Y

**SI List**

SI Name	Rec
Red Notice	No

**Task Number:**1318043/001**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
DNv0173	DNv0173,XW10MK Isuzu MY22 FSD 140-260	Downer	ON SITE
DNv0173	DNv0173,XW10MK Isuzu MY22 FSD 140-260	Downer	IN TRANSIT
DNe0114	Jefferyes,Michael	Downer	IN TRANSIT
DNe0114	Jefferyes,Michael	Downer	ON SITE

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

Resource ID	Start Date/Time	End Date/Time	Hours	Est. ChargeRate (\$)	Est. CostRate (\$)
DNv0173	5/02/2025 22:20	5/02/2025 22:49	0.48	<b>CIC</b>	
DNv0173	5/02/2025 21:56	5/02/2025 22:20	0.40		
DNe0114	5/02/2025 21:56	5/02/2025 22:20	0.40		
DNe0114	5/02/2025 22:20	5/02/2025 22:49	0.48		

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

Description	Quantity	Units
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Claims Code		Claim Type	Supplier Contractor			Unit Price (\$)
DN1000	General Contractor Claim	General Claim	Downer	1.000	each	<b>CIC</b>

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

Claims Code	Total(\$)
DN1000	<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:1318043/001

### Task Events

Task Event	Event Date Time	Is Key Event	Allocatee	Is Primary	Is Onsite	Is Work	Is Auto
CLOSED	6/03/2025 18:07	Yes	-	-	No	No	Yes
CHECKED	11/02/2025 08:52	Yes	-	-	No	No	Yes
DATA COMPLETE	6/02/2025 15:05	Yes	-	-	No	No	Yes
WORK COMPLETE	5/02/2025 22:49	Yes	-	-	No	No	Yes
ON SITE	5/02/2025 22:20	Yes	-	-	Yes	Yes	Yes
IN TRANSIT	5/02/2025 21:56	Yes	-	-	No	Yes	Yes
ALLOCATED	5/02/2025 15:31	Yes	-	-	No	No	Yes
AWARDED	5/02/2025 15:13	Yes	-	-	No	No	Yes

Types : Leaking from meter to house

HowIssued : Notice left in letter box

DaysToRepair : 7

FollowUpNotes :























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

Reference number

1318043/001

Address

43 ~~the~~ the avenue  
McRae

Postcode

3938

Hello,

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

- ☒ internal service pipe  
☐ other

**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

21744



**What you**

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

*Mark S - Downer*

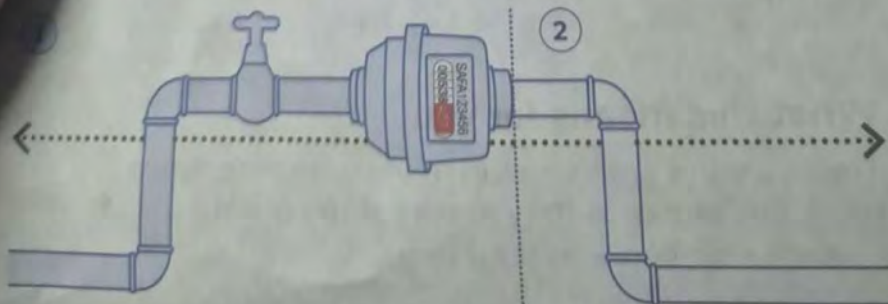
Time

*10:32*

Date

*5 / 2 / 12*

### 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





**Task Number:**1318043/002

**Task Address:**43A THE AVENUE, MCCRAE VIC 3938 MapRef : 158K11

**Program Name:**

**Task Work Type:**Unknown - Investigation

**Source Of Work:**

**Facility:**

**Permit Not Required:**No

**Permit Pre Approved:**No

**Permit Reason:**Other

**Permit Other Reason:**

**Task Story:**[Wood,Kate] [20/2/2025 12:08] [ALLOCATED] Old

JN#1739334217-riyo with PP [Wood,Kate] [20/2/2025 15:18] [ALLOCATED]

Quote approved and PIF by customer Email in attachment list [Recall Reason]

[Wood,Kate] [21/2/2025 11:26] [ALLOCATED] see task 003 for BKD job

[Wood,Kate] [21/2/2025 11:26] [CANCELLED] .

**Caller Details:**Ross, PI

**Request Details:**Created task for Scott Hartigan to provide a quote - water renewal around tree LD has been completed - report attached Customer - Bernard (owner) - PI Quote uploaded to attachment list - awaiting customer approval and payment Works proposed for 21/2 btwn 12-2pm - plumber - Scott

**Action Taken :**No Work Cancelled - No Work Cancelled - No Work Cancelled

**Task CCT:**Plumbing General - Fixture - Quote

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

**Task Priority:**8 21/02/2025 12:00

**Is Chargeable:**No

**Is Pending:**No

**Is Cancelled:**Yes

**Is Component Type:**No

**PO Department:**

**PO Supervisor:**

**Contractor:**South East Water

**Created By:**Wood, Kate

**Department:**SEW PriorityPlumbing

**Supervisor:**

**Allocatee:**

**Task Status:**CLOSED

### Asset List

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

Allocatee Name	Current	Primary
Hartigan Plumbing, Worker 1	N	Y



**SI List**

SI Name	Rec
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Task Number:1318043/002

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

Resource ID	End Date/Time	Hours	Est. ChargeRate(\$)	Est. CostRate(\$)
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Total Charge Rate:

Total Cost Rate:

**Contractor Claims List**

Claims Code	Description	Claim Type	Supplier Contractor	Quantity	Units	Unit Price(\$)	Total (\$)
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**Contractor Claims List**

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

**Chargeable Items**

Item Code	Description	Quantity	Units	Total(\$)
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		Supplier Contractor			Unit Price (\$)	
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**Total Chargeable Cost:****Total Services Cost:****Task Cost Scheme:**T&M**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:**1318043/002**Task Events**

Task Event	Event Date Time	Is Key Event	Allocatee	Is Primary	Is Onsite	Is Work	Is Auto
ALLOCATED	21/02/2025 11:26	Yes	-	-	No	No	Yes
AWARDED	20/02/2025 12:08	Yes	-	-	No	No	Yes



WatersEdge  
101 Wells Street  
Frankston VIC 3199  
PO Box 2268  
Seaford VIC 3198 Australia  
Telephone 1300 760 306  
priorityplumbing.net.au

## South East Water - Priority Plumbing

### JOB SITE ADDRESS:

43a The Avenue McCrae VIC 3938

JN#1739743113-riyo

### FRONT OF PROPERTY PHOTO:



Photo 1

### CLIENT:

South East Water - Priority Plumbing



**INSPECTION DETAILS**

<b>ALD JOB NUMBER</b>	46984
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<b>DATE OF INSPECTION:</b>	17 <sup>th</sup> February 2025
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<b>ALD TECHNICIAN</b>	Nic Miliarexis
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<b>Carried out investigation to</b>	Domestic Burst
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**INSPECTION****WALKTHROUGH****Water Meter****FAILED**

Photo 2

**PRESSURE TESTS****Cold Water Mains****FAILED****BURST LOCATION****Area of Leak**

Garden bed down the side of the house



Photo 3



Photo 4



Photo 5

**Burst Location****Yard****TEST GAS****Nitrogen****Yes****Percentage Used****5**  
From 5 to 200**Helium Tracing****No****Compressor****No**

## Testing Results and Recommendations

### RESULTS & FINDINGS:

#### Inspection Summary:

Upon arrival and inspection of the property, the water meter was observed to be actively ticking over, indicating water flow despite no apparent usage. A substantial amount of water and puddles were present near the water meter.

#### Leak Detection Process:

Gas was applied to the water line to aid in locating the leak. Strong audible signals were detected near a tree located in the garden bed, approximately 50 meters from the water meter.

#### Findings:

The leak location has been identified and marked with spray paint around a box near the tree in the garden bed.

### REPAIRS TO BE CARRIED OUT BY OTHERS:

Qualified contractor to review report and fix to current Australian standards.

### Signature of Attending Technician

A large, bold, black 'PI' is enclosed within a dashed rectangular box, representing a stylized signature.

Nic

If you have any questions or queries relating to the content of this report, please do not hesitate to contact our office on 1300 760 306



## Media summary



Photo 1



Photo 2



Photo 3



Photo 4



Photo 5





**WatersEdge**  
101 Wells Street  
Frankston VIC 3199  
PO Box 2268  
Seaford VIC 3198 Australia  
**Telephone** 1300 760 306  
priorityplumbing.net.au

20/02/2025

**QUOTE**  
**MTG Ref# 1318043/002**  
**43A THE AVENUE, MCCRAE VIC 3938**

Thank you for the opportunity to provide quote for the following works at 43a The Avenue, McCrae.

Our quote for these works will include.

**Inclusions: -**

- Excavate either side of tree and replace section of damaged poly due to tree piercing poly service.
- Cut out damaged section of poly, divert new poly around tree and reconnect to existing poly service.
- Backfill with existing soil.
- Clean up works area.

**Please Note:**

Please note that while we take all necessary precautions to ensure the integrity of the repaired section, we cannot be held responsible for any pre-existing or undetected leaks that may become apparent after the repair is completed.  
Any additional work required to address such leaks will be quoted separately.

**Inclusive GST:** CIC



**WatersEdge**  
101 Wells Street  
Frankston VIC 3199  
PO Box 2268  
Seaford VIC 3198 Australia  
**Telephone** 1300 760 306  
priorityplumbing.net.au

**Direct Transfer**

**Westpac**

**Account Name:** iota Services Pty Ltd

**BSB:** 033 272 **Account Number:** 472264

**Credit card**

Please call the office **1300 760 306** for payment over the phone.

**Full payment is required before works can commence.**

Quote is valid for 28 days.

Thankyou.

**Kate Wood**

Priority Plumbing Works Coordinator







# Payment receipt

Payment receipt number is **ON0000135476365**  
Date and time of request: **20 Feb 2025 02:48pm AEDT**

Amount	<div>CIC</div>
From	Everyday Account Annemarie Marshall & Bernard John Marshall <div>PI</div>
To	Iota Services Pty Ltd 033-272   472264
When	Thursday, 20 Feb 2025 (AEDT)
Description	1739743113
Notes	Leak Detection Invoice
Payment type	Funds transfer



# Payment receipt

Payment receipt number is **ON0000135476712**  
Date and time of request: **20 Feb 2025 02:50pm AEDT**

Amount	<div>CIC</div>
From	Everyday Account Annemarie Marshall & Bernard John Marshall <div>PI</div>
To	Iota Services Pty Ltd 033-272   472264
When	Thursday, 20 Feb 2025 (AEDT)
Description	1318043/002
Notes	Leak repairs final invoice
Payment type	Funds transfer



**Kenny, Shane**

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**From:** UM Priority Plumbing  
**Sent:** Thursday, 20 February 2025, 12:02 PM  
**To:** PI  
**Cc:** @Priority Plumbing Notification  
**Subject:** Priority Plumbing - Leak Detection Invoice and Quote - 43A The Avenue, McCrae VIC  
**Attachments:** 1739769434 - Leak Detection Invoice - 43A The Avenue, McCrae VIC.pdf; Leak Detection Report - 43A The Avenue McCrae VIC 3938.pdf; QUOTE - 1318043 002 - 43A THE AVENUE, MCCRAE VIC 3938.pdf  
**Importance:** High

Good morning Bernard,

Thank you for your patience with getting the quote for the repairs required at your property - 43A THE AVENUE, MCCRAE VIC 3938.

We understand the urgency to have this resolved for you.

We've also attached the Leak Detection report and invoice, which is due for payment prior to any quoted works can proceed.

If you would like to proceed with the quote, please reply to this email or call **Priority Plumbing** on **1300 760 306**.

We require full payment prior to works commencing.

Our plumber can attend and complete the quoted works – **Friday 21<sup>st</sup> February** between **12pm -2pm**.

This quote is valid for 28 days.

We look forward to hearing from you.

Kind Regards,



**Kate Wood** - Priority Plumbing Works Coordinator  
101 Wells Street, Frankston VIC 3199 [www.priorityplumbing.net.au](http://www.priorityplumbing.net.au)  
Telephone: 1300 760 306

## Tax Invoice



1300 760 306

## Invoice Date

20-02-2025

## Invoice Number

1739769434

## Reference

1739743113-riyo

## ABN

73 602 562 765

## Customer Name

Bernard Marshall

## Billing Address

43A The Avenue, McCrae VIC  
3938, Australia

## Due

These invoices are due within 7  
days of Invoice date.

Description	Quantity	CIC
Leak Detection - WIA	1	
Leak Detection 15 minute standard Block - WIA	8	

Subtotal

Incl. GST 10%

Total with GST

CIC

Our preferred method of payment is via your booking link in riyo, alternatively for EFT payment Bank: WESTPAC, Account name: Iota Services Pty Ltd, BSB:033 272, Account Number:472264 (please include this reference number with payment). Priority Plumbing is South East Water's trusted 24/7 plumbing partner. Iota Services Pty Ltd ABN 73 602 562 765 (as agent for South East Water Corporation trading as 'South East Water Priority Plumbing' ABN 89 066 902 547).

General Enquiries: Company: South East Water - Priority Plumbing | Tel. No: 1300 760 306 | Email: [ppaccounts@sew.com.au](mailto:ppaccounts@sew.com.au) | Website: [www.priorityplumbing.net.au](http://www.priorityplumbing.net.au) | Address: 101 Wells St, Frankston VIC 3199



## IMPORTANT CONDITIONS AND INFORMATION ("Conditions")

1. The Customer (or You) authorises iota Services Pty Ltd (iota) to enter the Property to carry out the assessment for South East Water's Plumbers Assist Programme (Water Audit Checklist Form) and to carry out the work referred to in the Priority Plumbing Quotation/ Invoice Form, or as otherwise agreed to ("Work"). The Customer acknowledges that iota (or We) may engage a contractor to carry out any or all of the Work.
2. The Customer shall ensure that iota has clear and safe access at the Property to carry out the Work.
3. Where iota carries out emergency 'through-the-pipe' sewerage or stormwater blockage clearance work, the Customer agrees to pay any additional costs not included in the Priority Plumbing Retail Plumbing Price List or on the Priority Plumbing Quotation/Invoice Form to locate covered or missing surface fittings and to effect pan removal/replacement.
4. The Customer is responsible for the repair or replacement of the sewerage/ stormwater system on the Property. These costs are additional to the rates on the Priority Plumbing Retail Plumbing Price List and on the Priority Plumbing Quotation/Invoice Form.
5. The Customer acknowledges that blockages caused by tree roots cleared by iota may occur again where action is not taken by the Customer or the Owner/ Tenant, to permanently remove the responsible trees. iota is not liable for any additional clearance work which may be required.
6. The costs of iota clearing any blockages caused by objects or fats or any other substance or matter in any part of the sewerage system caused by the Customer or the Owner/ Tenant, are chargeable to the Customer.
7. Where the blockage is found to be within a "combined" or "party drain", as the person authorising the Work, the Customer is responsible for the payment of the account.
8. The Customer remains responsible for the sanitary drains and fixtures on and serving the Property to the point of connection with South East Water's sewerage work, notwithstanding the engagement of iota to carry out the Work.
9. If it is necessary to cut or otherwise alter any property of the Customer/ Owner/ Tenant, including surfaces, walls, floors and fixtures, iota will discuss this with the Customer before the Work is carried out except in an emergency. In an emergency, iota may undertake such Work without consulting the Customer and the Customer/Owner/ Tenant is liable for these costs if applicable.
10. iota is not responsible to make good any damage or to reimburse the Customer/ Owner/ Tenant for the cost of making good damage arising from such Work referred to in clause 9.
11. Title to goods and materials being acquired by the Customer pursuant to the Priority Plumbing Retail Plumbing Price List, the Priority Plumbing Quotation/ Invoice Form and these Conditions, passes to the Customer when the Customer has paid for those goods and materials in full. Risk in the goods and materials passes to the Customer upon delivery of the goods and materials to the Customer.
12. The Customer acknowledges that iota has not made any warranty or representation in relation to the Work and any goods.
13. Subject to clause 14, any condition or warranty which is express or which would otherwise be implied, in relation to the contract for the provision of the Work or supply of goods, including in the Priority Plumbing Retail Plumbing Price List, the South East Water's Plumbers Assist Form (Water Audit Checklist Form), the Priority Plumbing Quotation/ Invoice Form and these Conditions, is hereby excluded.
14. Conditions or warranties which cannot be excluded or modified at law, including the Trade Practices Act 1974 (Cth), are implied into the contract for the provision of the Work or supply of goods, including the Priority Plumbing Retail Plumbing Price List, the South East Water's Plumbers Assist Form (Water Audit Checklist), the Priority Plumbing Quotation/ Invoice Form and these Conditions. However, to the extent permissible by law, the liability of iota for any breach of such condition or warranty shall be limited, at the option of iota to one or more of the following:
  - 14.1. In the case of goods:
    - i. the replacement of the goods or the supplying of equivalent goods;
    - ii. the repair of the goods;
    - iii. the payment of the cost of replacing the goods or of acquiring equivalent goods;
    - iv. the payment of the cost of having the goods repaired.
  - 14.2. In the case of services:
    - i. the supplying of the services again;
    - ii. the payment of the cost of having the services supplied again. Additional conditions or warranties may be contained in the installation instructions or brochures for particular products.
15. Where the Customer is not the Owner of the Property, the Customer agrees as follows:
  - 15.1. that it has obtained the consent of the Owner and any agent of the Owner of the Property for iota to carry out all Work and supply goods, including that referred to in the Priority Plumbing Retail Plumbing Price List, the South East Water's Plumbers Assist Form (Water Audit Checklist Form), the Priority Plumbing Quotation/ Invoice Form as applicable, and these Conditions;
  - 15.2. that iota may provide any information regarding the Work and goods supplied, including that referred to in the Priority Plumbing Retail Plumbing Price List, the South East Water's Plumbers Assist Form (Water Audit Checklist Form), the Priority Plumbing Quotation/ Invoice Form and these Conditions, to the Owner or the Owner's agent;
  - 15.3. that the Customer is liable to pay the account although it is not the Owner;
  - 15.4. that the Customer indemnifies iota against all costs, liability, loss or damage caused to, suffered by or claimed against iota, its employees, agents and contractors, due to any breach of this clause 15 by the Customer.
16. To the extent permitted by law, any carbon credit or similar interest, right, benefit or entitlement which might be claimed or received directly or indirectly as a result of the Work or any goods or services, supplied to the Customer, may be exclusively claimed by iota.
17. Quotes are valid for 28 calendar days from the date they are provided.
18. The Customer agrees to pay the invoice for the Work and any goods supplied within 28 calendar days of the date of the account, to be sent separately by iota. The Customer understands that an invoice will be forwarded to them unless paying by credit card or cheque at the completion of the Work.
19. Where the Customer selects a 12 or 24 month payment agreement, the Customer agrees to:
  - 19.1. Complete a Direct Debit Application and/or call 131 694 to make payment arrangements.
  - 19.2. Pay for the Work and goods supplied within the nominated timeframe and in accordance with the payment frequency selected.
  - 19.3. Receive account details for the purchase on its South East Water water and sewerage account for the Customer's property.
  - 19.4. Immediately notify South East Water in the event the ownership of the Property changes or the Property is sold. In the event the Property ownership changes or is sold, the 12 or 24 month agreement may be terminated by South East Water at its option on written notice and the Customer agrees to then immediately repay any amount outstanding under the original 12 or 24 month payment agreement.
  - 19.5. If the Customer defaults in making any payment under the 12 or 24 month payment agreement, or otherwise breaches any term or warranty of this agreement, or monies which are or will be owing to South East Water under this agreement become immediately due and payable and the Customer shall pay all monies to South East Water immediately upon written notice to do so.

## IMPORTANT CONDITIONS AND INFORMATION ("Conditions")

20. If the Customer defaults in making any payment under this agreement, or otherwise breaches any term or warranty of this agreement, or monies which are or will be owing to Iota under this agreement become immediately due and payable and the Customer shall pay all monies to Iota immediately upon written notice to do so.
21. Where a Water Savers product has been installed, the Customer is required to retain the Priority Plumbing Works Invoice/ Quotation Form for warranty purposes.
22. Where a Hot Water System product has been installed, the Customer is required to retain the Priority Plumbing Invoice/ Quotation Form for warranty purposes.
23. Written acceptance or the commencement of Work or the supply of any goods by Iota shall constitute acceptance of the Conditions by the Customer.
24. The contract for the provision of the Work and goods is governed by the laws of Victoria and the parties submit to the exclusive jurisdiction of the courts of that State.
25. The following conditions apply for Specialist Leak Detection work:
  1. Leak detection is a complex service given that most leaks are hidden, and there can be multiple leaks on the same pipeline or within the pool structure. Hence, Leak detection is a systematic process, and it is not always possible to identify all leaks during a single visit as multiple visits may be needed before reaching full and final solution.
  2. While We will make every effort to localise leaks as efficiently and effectively as possible, We cannot guarantee the precise location of a leak, and there may be some errors when locating a leak as a result of a variety of issues associated to ground condition, pipe material and/or other factors.
  3. We are not liable for any damages or costs associated to or as a result of inaccurate location, or for any breakages caused as a result of the removal of any fixtures or fittings required to carry out the inspection.
  4. The quote provided is indicative and the service may cost more depending on the site of your leak and the ease of finding and accessing the leak.
  5. You must provide us with uninterrupted access to the site in order to deliver the services. If You fail to provide us with access, We will not be liable for delivery of the services, and You must pay all reasonable expenses incurred by us in attempting to perform the services. You acknowledge and agree that We will not be liable for any works performed as per your approval that may result in damages to the property in our efforts to detect the leak.
  6. While most leaks can be found within the hour, You acknowledge that if your leak is difficult to detect, then the time taken will be longer and the quote will increase by an amount to be advised to you every extra 15 minutes spent to determine the location of the leak. We will inform You how much more time may be needed to detect the leak, and the extra costs and works involved and will only proceed if you approve the extra costs and works.
  7. You acknowledge that despite our best efforts, We still may not find the leak and You agree to pay us for the time spent to detect the leak. We will, however, provide You a report detailing what We have checked or done for your use in any ongoing efforts to find the leak.
  8. This quote is valid for 28 calendar days from the date it is provided.
  9. The leak detection report is prepared based on the best of our knowledge, but We do not guarantee that the information in the report is accurate or complete as leak detection can be very complex depending on the site of the leak.
  10. We will try our best to locate the leak, but You acknowledge that despite our best efforts, We still may not locate the leak, and You acknowledge that We have not made any warranty or representation in relation to the work and any goods.
  11. Unless We have been negligent in detecting the leak or in preparing this report, We will not be liable for failing to detect the leak or if our report contains errors or is inaccurate or incomplete.
  12. You acknowledge and agree that We will not be liable for any actions You decide to take as a result of this report.
  13. You acknowledge and agree that We will not be liable for any works performed as per your approval that may result in damages to the property in our efforts to detect the leak. You acknowledge and agree that We will not be liable for any actions you decide to take as a result of this report or for any other consequential damages.
  14. You acknowledge that any line located by us may be exposed by manual excavation only. While We will endeavour to verify its exact location before performing any work, You agree to unconditionally and irrevocably releases us from all liabilities, claims, loss or damage arising from or incurred as a result of any manual excavation.
  15. You acknowledge and agree that the Services under this agreement does not include (without limitation): (i) excavation, removal of excess soil, rock or other materials which may be discovered during excavation; or (ii) identification or removal of asbestos material which may be discovered during or after the completion of any works under this agreement. For the avoidance of doubt, You will be liable for any additional fees and costs incurred by us in relation to the above matters.
  16. If the Customer requests special treatment or services and/or replacement of damaged drains due to blockages or similar conditions, this will incur an addition charge, as determined by us; and if any of our equipment become lodged or damaged as a result of an inspection or treatment of damaged drains or blockages, We will be entitled to take any reasonable action to retrieve, or, where retrieval is not possible, replace such equipment or items at the Customer's expense.
  26. In the course of providing the services, We may collect personal information about you. The types of information We collect depends on what We need in order to provide the service, and may include, your name, home address, and other relevant information. We will only collect your personal information so We can provide you with the service and will ensure any information collected is stored in a secured system.
  27. We may use and disclose your personal information for the above purpose and other purposes permitted by the privacy laws. We may disclose your personal information to our group entities (including South East Water Corporation), agents, contractors, service providers and advisors for these purposes.
  28. Iota is collecting the information requested on this form for the purpose of providing goods and services to You and improving those goods and services. Without all or part of this information the goods and services may not be provided to You. This information will be handled in accordance with our legal obligations. You may obtain access to the information on request. The information may be disclosed to third parties in relation to the provision of goods and services, including South East Water's contractors assisting in the provision of these goods and services, Melbourne Water, the Minister of the Environment Protection Authority. For a copy of South East Water's privacy statement which describes in more detail how personal information may be used by it, or details on how to access your personal information, see the web site at [www.southeastwater.com.au](http://www.southeastwater.com.au) or contact 131 694.
  29. Iota Services Pty Ltd is a wholly owned subsidiary of South East Water





WatersEdge  
101 Wells Street  
Frankston VIC 3199  
PO Box 2268  
Seaford VIC 3198 Australia  
Telephone 1300 760 306  
priorityplumbing.net.au

## South East Water - Priority Plumbing

### JOB SITE ADDRESS:

43a The Avenue McCrae VIC 3938

JN#1739743113-riyo

### FRONT OF PROPERTY PHOTO:



Photo 1

### CLIENT:

South East Water - Priority Plumbing

**INSPECTION DETAILS**

<b>ALD JOB NUMBER</b>	46984
-----------------------	-------

<b>DATE OF INSPECTION:</b>	17 <sup>th</sup> February 2025
----------------------------	--------------------------------

<b>ALD TECHNICIAN</b>	Nic Miliareisis
-----------------------	-----------------

<b>Carried out investigation to</b>	Domestic Burst
-------------------------------------	----------------



**INSPECTION****WALKTHROUGH****Water Meter****FAILED**

Photo 2

**PRESSURE TESTS****Cold Water Mains****FAILED****BURST LOCATION****Area of Leak**

Garden bed down the side of the house



Photo 3



Photo 4



Photo 5

**Burst Location****Yard****TEST GAS****Nitrogen****Yes****Percentage Used****5**  
From 5 to 200**Helium Tracing****No****Compressor****No**

## Testing Results and Recommendations

### RESULTS & FINDINGS:

#### Inspection Summary:

Upon arrival and inspection of the property, the water meter was observed to be actively ticking over, indicating water flow despite no apparent usage. A substantial amount of water and puddles were present near the water meter.

#### Leak Detection Process:

Gas was applied to the water line to aid in locating the leak. Strong audible signals were detected near a tree located in the garden bed, approximately 50 meters from the water meter.

#### Findings:

The leak location has been identified and marked with spray paint around a box near the tree in the garden bed.

### REPAIRS TO BE CARRIED OUT BY OTHERS:

Qualified contractor to review report and fix to current Australian standards.

### Signature of Attending Technician

A large, bold, black 'PI' is enclosed within a dashed rectangular box, representing a stylized signature.

Nic

If you have any questions or queries relating to the content of this report, please do not hesitate to contact our office on 1300 760 306

## Media summary



Photo 1



Photo 2



Photo 3



Photo 4





**WatersEdge**  
 101 Wells Street  
 Frankston VIC 3199  
 PO Box 2268  
 Seaford VIC 3198 Australia  
**Telephone** 1300 760 306  
[priorityplumbing.net.au](http://priorityplumbing.net.au)

20/02/2025

**QUOTE**  
**MTG Ref# 1318043/002**  
**43A THE AVENUE, MCCRAE VIC 3938**

Thank you for the opportunity to provide quote for the following works at 43a The Avenue, McCrae.

Our quote for these works will include.

**Inclusions: -**

- Excavate either side of tree and replace section of damaged poly due to tree piercing poly service.
- Cut out damaged section of poly, divert new poly around tree and reconnect to existing poly service.
- Backfill with existing soil.
- Clean up works area.

**Please Note:**

Please note that while we take all necessary precautions to ensure the integrity of the repaired section, we cannot be held responsible for any pre-existing or undetected leaks that may become apparent after the repair is completed.  
 Any additional work required to address such leaks will be quoted separately.

**Inclusive GST:** **CIC**



**WatersEdge**  
101 Wells Street  
Frankston VIC 3199  
PO Box 2268  
Seaford VIC 3198 Australia  
**Telephone** 1300 760 306  
priorityplumbing.net.au

**Direct Transfer**

**Westpac**

**Account Name:** iota Services Pty Ltd

**BSB:** 033 272 **Account Number:** 472264

**Credit card**

Please call the office **1300 760 306** for payment over the phone.

**Full payment is required before works can commence.**

Quote is valid for 28 days.

Thankyou.

**Kate Wood**

Priority Plumbing Works Coordinator





Photo 5



**Kenny, Shane**

---

**From:** UM Priority Plumbing  
**Sent:** Thursday, 20 February 2025 3:22 PM  
**To:** Bernard Marshall  
**Cc:** @Priority Plumbing Notification  
**Subject:** RE: Priority Plumbing - Leak Detection Invoice and Quote - 43A The Avenue, McCrae VIC

**Importance:** High

Thank you, Bernard.

The works are confirmed and booked in for Friday 21<sup>st</sup> February, between 12-2pm with our plumber.

Kind Regards,



**Kate Wood** - Priority Plumbing Works Coordinator  
 101 Wells Street, Frankston VIC 3199 [www.priorityplumbing.net.au](http://www.priorityplumbing.net.au)  
 Telephone: 1300 760 306

---

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**Sent:** Thursday, 20 February 2025 2:53 PM  
**To:** UM Priority Plumbing <sm\_umpp@sew.com.au>  
**Cc:** @Priority Plumbing Notification <ppnotify@sew.com.au>  
**Subject:** Re: Priority Plumbing - Leak Detection Invoice and Quote - 43A The Avenue, McCrae VIC

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[Report Suspicious](#)

Hello Kate

Please find attached receipts of payment for the leak detection invoice and the repairs works to be completed tomorrow.

Regards

Bernard Marshall.

-----  
**Bernard Marshall**

m: **PI**  
 e: **PI**

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Thank you for your reply.

Apologies for my late reply, we've been in a meeting.

Payment for both the Leak detection Invoice and the Quoted works is required before works tomorrow can commence.

Please advise once payment has been made or call Priority Plumbing on 1300 760 306 to process payment over the phone via credit card.

Thank you.

Kind Regards,



**Kate Wood** - Priority Plumbing Works Coordinator  
 101 Wells Street, Frankston VIC 3199 [www.priorityplumbing.net.au](http://www.priorityplumbing.net.au)  
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Hello Kate

Thank you for the quote. Please go ahead with the repairs tomorrow. I am on my way home now and will arrange payment for the leak detection as soon as I arrive home.

Regards

Bernard Marshall

Get [Outlook for Android](#)

**From:** UM Priority Plumbing <[sm\\_umpp@sew.com.au](mailto:sm_umpp@sew.com.au)>  
**Sent:** Thursday, February 20, 2025 12:02:11 PM  
**To:** PI  
**Cc:** @Priority Plumbing Notification <[ppnotify@sew.com.au](mailto:ppnotify@sew.com.au)>  
**Subject:** Priority Plumbing - Leak Detection Invoice and Quote - 43A The Avenue, McCrae VIC

Good morning Bernard,

Thank you for your patience with getting the quote for the repairs required at your property - 43A THE AVENUE, MCCRAE VIC 3938.

We understand the urgency to have this resolved for you.

We've also attached the Leak Detection report and invoice, which is due for payment prior to any quoted works can proceed.

If you would like to proceed with the quote, please reply to this email or call **Priority Plumbing** on **1300 760 306**.

We require full payment prior to works commencing.

Our plumber can attend and complete the quoted works – **Friday 21<sup>st</sup> February** between **12pm -2pm**.

This quote is valid for 28 days.

We look forward to hearing from you.

Kind Regards,



**Kate Wood** - Priority Plumbing Works Coordinator  
101 Wells Street, Frankston VIC 3199 [www.priorityplumbing.net.au](http://www.priorityplumbing.net.au)  
Telephone: 1300 760 306



**Task Number:**1318043/003

**Task Address:**43A THE AVENUE, MCCRAE VIC 3938 MapRef : 158K11

**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:**[Wood,Kate] [21/2/2025 11:00] [AWARDED] [Wood,Kate]

[20/2/2025 12:08] [ALLOCATED] Old JN#1739334217-riyo with PP

[Wood,Kate] [20/2/2025 15:18] [ALLOCATED] Quote approved and PIF by customer Email in attachment list [FT] [HPf0005] [23/2/2025 12:16]

[ALLOCATED] repaired leaking 32mm water pipe,, replaced 2 metre section around large tree that was the problem. quoted job [Manohar,Kavitha]

[24/2/2025 09:06] [WORK COMPLETE] Customer payment rec'ed 20.02.25, CS27028

**Caller Details:**Ross, PI

**Request Details:**Created task for Scott Hartigan to provide a quote - water renewal around tree LD has been completed - report attached Customer - Bernard (owner) - PI Quote uploaded to attachment list - awaiting customer approval and payment Works proposed for 21/2 btwn 12-2pm - plumber - Scott

**Action Taken :**Plumbing Water - Water Pipe - Quote

**Task CCT:**Plumbing Water - Water Pipe - Repair of leak

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

**Task Priority:**8 21/02/2025 12:00

**Is Chargeable:**Yes

**Is Pending:**No

**Is Cancelled:**No

**Is Component Type:**No

**PO Department:**

**PO Supervisor:**

**Contractor:**Hartigan Plumbing

**Created By:**Wood, Kate

**Department:**Hartigan Plumbing

**Supervisor:**

**Allocatee:**

**Task Status:**CLOSED

#### **Asset List**

Asset	Asset Name	Parent	SI Present?
-------	------------	--------	-------------

**Allocatee History**

Allocatee Name	Current	Primary
HPf0005	N	Y

**SI List**

SI Name	Rec
---------	-----

**Task Number:**1318043/003**Task Story:****Payment Type:****SEW Sales Code:****Contractor CostCode:**IOTA-K50019 : GENERAL PLUMBING**Contractor SalesCode:****Material List**

Part No	Description	Supplier Contractor	Quantity	Units	Unit Price(\$)	Vehicle	Del Date	Rec Date
---------	-------------	---------------------	----------	-------	----------------	---------	----------	----------

**Material List (continued...)**

Part No	MAC Material Included	Total(\$)
---------	-----------------------	-----------

**Total Materials Cost:****Labour List**

Resource ID	Resource Name	Supplier Contractor	Activity Description	Start Date/Time
HPv0001	HPv0001,Deployment Vehicle	Hartigan Plumbing	ON SITE	23/02/2025 12:19
HPv0001	HPv0001,Deployment Vehicle	Hartigan Plumbing	IN TRANSIT	23/02/2025 12:19
HPe0010	Hartigan Plumbing,Scott Hartigan	Hartigan Plumbing	IN TRANSIT	23/02/2025 12:19
HPe0010	Hartigan Plumbing,Scott Hartigan	Hartigan Plumbing	ON SITE	23/02/2025 12:19

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

Resource ID	End Date/Time	Hours	Est. ChargeRate(\$)	Est. CostRate(\$)
HPv0001	23/02/2025 12:19	0.00	<b>CIC</b>	
HPv0001	23/02/2025 12:19	0.00		
HPe0010	23/02/2025 12:19	0.00		
HPe0010	23/02/2025 12:19	0.00		

**Total Charge Rate** CIC**Total Cost Rate** CIC

**Contractor Claims List**

Claims Code	Description	Claim Type	Supplier Contractor	Quantity	Units	Unit Price(\$)	Total (\$)
HP4000	Enter by user	Other	Hartigan Plumbing	1.000	each		CIC

**Contractor Claims List**

Service Code	Description	Quantity	Units	Unit Price(\$)	Total(\$)
--------------	-------------	----------	-------	----------------	-----------

Total Claims Cost **CIC**

**Chargeable Items**

Item Code	Description	Supplier Contractor	Quantity	Units	Unit Price (\$)	Total(\$)
20000	Enter by User	Hartigan Plumbing	1.000	day		CIC

Total Chargeable Cost **CIC**

Total Services Cost:

Task Cost Scheme:T&M

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 **CIC**

T&M Vehicle Cost

T&M Plant Cost **CIC**

T&M Sub-Total **CIC**

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
---------	--------	---------------	--------------	----------------	---------------	-----------	------------

### WSI Details (continued...)

Task Id	WSI Status
---------	------------

Task Number:1318043/003

### Task Events

Task Event	Event Date Time	Is Key Event	Allocatee	Is Primary	Is Onsite	Is Work	Is Auto
CLOSED	7/03/2025 18:15	Yes	-	-	No	No	Yes
CHECKED	7/03/2025 08:45	Yes	-	-	No	No	Yes
DATA COMPLETE	7/03/2025 08:45	Yes	-	-	No	No	Yes
WORK COMPLETE	23/02/2025 12:19	Yes	-	-	No	No	Yes
ON SITE	23/02/2025 12:19	Yes	-	-	Yes	Yes	Yes
IN TRANSIT	23/02/2025 12:19	Yes	-	-	No	Yes	Yes
ALLOCATED	21/02/2025 13:54	Yes	-	-	No	No	Yes
AWARDED	21/02/2025 11:00	Yes	-	-	No	No	Yes



WatersEdge  
101 Wells Street  
Frankston VIC 3199  
PO Box 2268  
Seaford VIC 3198 Australia  
Telephone 1300 760 306  
priorityplumbing.net.au

## South East Water - Priority Plumbing

### JOB SITE ADDRESS:

43a The Avenue McCrae VIC 3938

JN#1739743113-riyo

### FRONT OF PROPERTY PHOTO:



Photo 1

### CLIENT:

South East Water - Priority Plumbing

**INSPECTION DETAILS**

<b>ALD JOB NUMBER</b>	46984
-----------------------	-------

<b>DATE OF INSPECTION:</b>	17 <sup>th</sup> February 2025
----------------------------	--------------------------------

<b>ALD TECHNICIAN</b>	Nic Miliareisis
-----------------------	-----------------

<b>Carried out investigation to</b>	Domestic Burst
-------------------------------------	----------------



## INSPECTION

## WALKTHROUGH

## Water Meter

FAILED



Photo 2

## PRESSURE TESTS

## Cold Water Mains

FAILED

## BURST LOCATION

## Area of Leak

Garden bed down the side of the house



Photo 3



Photo 4



Photo 5

## Burst Location

Yard

## TEST GAS

## Nitrogen

Yes

## Percentage Used

**5**  
 From 5 to 200

## Helium Tracing

No

## Compressor

No

## Testing Results and Recommendations

### RESULTS & FINDINGS:

#### Inspection Summary:

Upon arrival and inspection of the property, the water meter was observed to be actively ticking over, indicating water flow despite no apparent usage. A substantial amount of water and puddles were present near the water meter.

#### Leak Detection Process:

Gas was applied to the water line to aid in locating the leak. Strong audible signals were detected near a tree located in the garden bed, approximately 50 meters from the water meter.

#### Findings:

The leak location has been identified and marked with spray paint around a box near the tree in the garden bed.

### REPAIRS TO BE CARRIED OUT BY OTHERS:

Qualified contractor to review report and fix to current Australian standards.

### Signature of Attending Technician

A rectangular box containing the letters 'PI' in a large, bold, black font.

Nic

If you have any questions or queries relating to the content of this report, please do not hesitate to contact our office on 1300 760 306

**Media summary**

Photo 1



Photo 2



Photo 3



Photo 4





Photo 5



**WatersEdge**  
101 Wells Street  
Frankston VIC 3199  
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Seaford VIC 3198 Australia  
**Telephone** 1300 760 306  
priorityplumbing.net.au

20/02/2025

**QUOTE**  
**MTG Ref# 1318043/002**  
**43A THE AVENUE, MCCRAE VIC 3938**

Thank you for the opportunity to provide quote for the following works at 43a The Avenue, McCrae.

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**Please Note:**

Please note that while we take all necessary precautions to ensure the integrity of the repaired section, we cannot be held responsible for any pre-existing or undetected leaks that may become apparent after the repair is completed.  
Any additional work required to address such leaks will be quoted separately.

**Inclusive GST:** **CIC**



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**Telephone** 1300 760 306  
[priorityplumbing.net.au](http://priorityplumbing.net.au)

**Direct Transfer**

**Westpac**

**Account Name:** iota Services Pty Ltd

**BSB:** 033 272 **Account Number:** 472264

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Please call the office **1300 760 306** for payment over the phone.

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Thankyou.

**Kate Wood**

Priority Plumbing Works Coordinator

























**Kenny, Shane**

---

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**Subject:** RE: Priority Plumbing - Leak Detection Invoice and Quote - 43A The Avenue, McCrae VIC

**Importance:** High

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The works are confirmed and booked in for Friday 21<sup>st</sup> February, between 12-2pm with our plumber.

Kind Regards,



**Kate Wood** - Priority Plumbing Works Coordinator  
 101 Wells Street, Frankston VIC 3199 [www.priorityplumbing.net.au](http://www.priorityplumbing.net.au)  
 Telephone: 1300 760 306

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Bernard Marshall.

-----  
**Bernard Marshall**

m:

**PI**

e:

**PI**



---

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