

Faults Diagnosis Guide

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Water

Water Network - Call Diagnosis Guide

Refer to the Water section of the [Dashboard](#) for more info & diagnosis.

Listen out for key words	Ask Questions	Reference material and images (where possible)
Water Burst in Footpath, Nature Strip or Road: • Like a garden tap on full • River • Flooding • Gieser • Shooting • Causing Damage	1. Where exactly is the water coming from • If leak is in front of the callers house: ○ Have you lost water supply to the property? ○ Is the water causing the road to flood? 2. Where is the water travelling to? 3. How much water do you see? Half the pressure of a tap on full or more? 4. Is the water hazardous, causing damage or entering properties?	Water Mains
Water Burst / Leak at Roadside of Meter, Footpath, Storm water drain, Nature	1. Where exactly is the water coming from, road side or house side?	Service Pipe

Strip or Road: • Dripping • Trickling • Running • Flowing • Like a garden tap on full • Causing Damage	2. Have you lost pressure to your water supply? 3. Is the water entering your property or causing damage?	
Stop Tap Fault / Leak: • Dripping • Trickling • Running	1. Is the leak / issue at the tap which is attached to your water meter (ensure it is not the garden tap). 2. Do you have an emergency or leak inside your property 3. When did you first notice the issue? 4. Have you lost water pressure to your home? 5. Ask if there is safe property access.	Stop Tap
In-Line Stop Tap / Fitzroy Box: • Trickling • Faulty tap	1. Is the tap located inside your shop? If yes, SEW do not look after taps inside a shop. 2. Is the isolation tap & meter located in a small box in the footpath / just outside your property boundary? If yes, SEW do look after the stop tap in the fitzroy box.	Stop Tap
Water Meter: • Leaking • Noisy • Damaged	1. Is the leak / issue exactly where the dial is? 2. What size is the meter? ○ The customer likely will not be able to answer this question, in which case you	Meters

Faulty	move on. - Describe the water flow? - Has the meter been damaged? - Have you lost water pressure to your property?	
Private Main - Customer calls on for no water or dirty water.	- Have you checked your stop tap? - Have you asked your neighbours who are on the same line? - Did you drive to connection point to check for leaks or bursts? - Did you check the surrounding area for water supply interruptions / maintenance repair activities?	Private Mains

Sewer

Sewer Network - Call Diagnosis Guide

Refer to the Sewer section of the [Dashboard](#) for more info & diagnosis.

Listen out for key words	Ask Questions	Reference material and images (where possible)
Blockage - Customer calling in: Overflow at Inspection pipe, ORG or internally - WITH USE.	- Are you aware of any internal spill? - Are your pipes gurgling or overflowing with use? If yes: - Have you had a history of blockages? ○ If no: customer to engage in LP.	Sewer Blockages Sewer Overflow

	○ If customer has recent history, we may need to inspect.	
Blockage - Customer calling in: • Overflow at Inspection pipe, ORG or internally - WITHOUT USE.	1. Are you aware of any internal spill? 2. Are your pipes gurgling or overflowing without use? 3. Has sewer overflowed onto the carpets/floor? 4. Where exactly is the spill coming from? 5. Create P1.	• Sewer Blockages • Sewer Overflow
Blockage - Customer calling in: • Neighbouring properties also BLOCKED	1. Are you aware of any internal spill? 2. Ask which neighbours are also blocked. Check GT and record details. 3. Confirm that it's multiple properties on the same line. ○ Check Montage history before referring to PP or L/P	• Sewer Blockages
Blockage - Plumber calling in	1. Did you rod or jet? 2. Has there been any spill inside the home? 3. Is there a BT/Inspection Shaft or direct connection? 4. How many metres or cables have you used to rod? ○ Ensure you obtain licence number and onsite contact details.	• Sewer Blockages

Combined Drain / Y-Branch: ie unit blocks.	1. Is your property or properties blocked? 2. Are you aware of any internal spill in the other units. 3. Is there overflow at any of the fittings internal or external? 4. Any history of blockages or issues at either property?	• Sewer Blockages
Subsidence: • Soft grass • Sinking • Sunk • Hole • Wet patch	1. Where exactly is the subsidence located? 2. Is it over the sewer main, around a manhole or inspection point? 3. How deep is the subsidence 4. When did you first notice the subsidence? 5. Has it increased since then? 6. Has it been raining during that time 7. Is the area hazardous?	• Subsidence