

McCrae water leaks

Table of Contents

Description

Description

McCrae Region Water leaks

Handling jobs in the McCrae area:

Issue	Priority	Additional Info/Requirements	Related Links
What priority should the job be?	1	As per the below screenshots of the boundary area, any task within this area relating to a water leak must be created with a PRIORITY 1 response requirement until further notice. For a screenshot of the area, click here . This includes all classes such as: water main, service pipe, meter, stop tap, hydrant, and valves.	
Who do we allocate the job to?		These jobs are to fall as per the allocation set by Montage – both Downer and Service Stream can attend. Dispatch after hours it would be your call as to the best crew to get to the 'P1' depending on location and workloads (Business as Usual	

		[BAU])	
Do I still need to contact the Reactive Supervisor during business hours and the Level 2 after hours for this area?		Yes, please still continue to contact the Water Reactive Supervisor during business hours David Howells PI or the Level 2 after hours for this area (see below for a screenshot of the area).	
What about the rest of McCrae outside of this boundary area?		The rest of McCrae outside this boundary area will now revert back to BAU and we would action it like any other suburb. If there is a large burst or leak, or a leak causing damage (a significant issue that would attract attend from customers or media) please also call through to the Reactive Supervisor during business hours or the Level 2 after hours.	
Is there anything else I need to know as an OPERATOR?		Continue to complete the McCrae Customer Interactions spreadsheet for ALL McCrae interactions, both inside the boundary and outside the boundary area. Please note that there is an exclusion zone in the McCrae area (that will also be part of the upcoming layer in GT Viewer), when logging the job/task please ensure if the address is in or near the exclusion zone that it is	

For a screenshot of the area plus some additional information,

[illegible]

