

Job Number:1301713**JobProgramCode:****ProblemOwner:**South East Water**JobProgramCode:****Job CCT:**Unknown - Unknown**Job CCT:**1 Water Network - Water Main - Shutdown**Status:**Open**Status:****Created Date:**14/01/2025 12:11**Creator Name:**Mansfield, Ethan**External Reference System:**

Job Story:[Mansfield,Ethan] [14/1/2025 12:16] [ON SITE] Ethan Mansfield and Jason Marsh onsite Liasing with SES Ethan Mansfield - [PI] [FT] [SSf0184] [14/1/2025 15:42] [IN TRANSIT] go to lynbrook depot for parts for job [FT] [SSf0184] [14/1/2025 16:05] [IN TRANSIT] Picked up all parts and polly from lynbrook [FT] [SSf0184] [14/1/2025 19:55] [ON SITE] On site and parked at hydraunt. Collected Ethans stand pipe that he had left us to fit on FP in nature id (251087). Fitted new cap with 20mm inline connected to it. Ran polly from hydraunt and into new straight peces to properties 3 , 5 and 9. Charged and flushed all services at all garden taps and notified verbally or by cards. Filled sand bags to hold polly in position and staked and taped off standpipe. All is neat and no tripping hazards. All meter details to all properties is in SI.

[Mansfield,Ethan] [15/1/2025 10:07] [ON SITE] Water main is remaining off at the wishes of SES Customers temped up see task 2 [Shaikh,Anna] [15/1/2025 10:10] [ON SITE] mornington council calling for 22 viewpoint rd, customer has come back home and had no water supply, contacted Ethan to set up temp supply [Pegg,Steve] [15/1/2025 10:17] [AWARDED] may need a couple of rolls of 25mm poly and fittings [Mansfield,Ethan] [15/1/2025 10:37] [OFF SITE] ServiceStream heading down to view point rd now to set up 22 [FT] [SSf0213] [15/1/2025 11:18] [ON SITE] 90m of 25mm poly req poly 25mm t piece and 2 driveway crossing spoke to matt he is on the way advised to leave truck at yard area is conyested with ses fire and coppers [FT] [SSf0107] [15/1/2025 13:16] [ON SITE] didnt mean to press first working offsite went to greens rd and picked up parts went to my yard and dropped trailer off as tight area on site and ran poly from #22 and joined onto 25mm that was put in last night. [Pairama,Penny] [16/1/2025 17:49] [AWARDED] If anyone asks we are in [Pairama,Penny] [16/1/2025 17:56] [AWARDED] Ignore above notes - *If approached by residents in the street please advise them SEW are only there to support SCS as they are still investigation the issue* [Recall Reason] [PI] [16/1/2025 18:05] [ALLOCATED] .. [PI] [16/1/2025 18:40] [ALLOCATED] checked [PI] [16/1/2025 19:09] [ALLOCATED] Perna autorised that this can be done in the morning as its not 100% safe for a crew to attend tomorrow morning - Wally spoke with Mark and its good to be done tomorrow morning [Recall Reason] [PI] [PI] [16/1/2025 19:10] [ALLOCATED] .. [FT] [SSf0213] [17/1/2025 06:39] [ON SITE] on site awaiting confirmation on fenced area access [Lillie,Mark] [17/1/2025 06:44] [OFF SITE] Advised Patto not to talk to media or customers. Just instructed to set up temp by SCS. Patto onsite to see what

Ramps, poly & parts required. After looking at plan with him No.18 also covers No.20 here. So think they want the temps from No.22 extended to No.18. Also Patto advised that 22 & 18 are all fenced off and not suppose to go in here. Need to get OK to enter/get access. [FT] [SSf0213] [17/1/2025 10:01] [ON SITE] on site etmp fencing in place resident at no 22 has temp gates acroos property and has to walk through scrub around crt to access his property he is 82 yrs old concil on site explained situation opened temp fence to his driveway to gain acces to meter to extend temp feed to no 18-20 ran temp feed meter is approx 30m above house had to bleed air out of system at fgt located at meter n also went down to property and ran out door shower at bottom level and outside rear gARDEN TAP AT TOP LEVEL 18- 20 has water closed temp gate but did not bolt up due to elderly resident request to gain safe access to his property it is a wonder the old boy did not break his leg meter removed from no 18-20 does not have any serial numbers on it as per photos [Springs,Michelle] [18/1/2025 13:37] [ALLOCATED] Checked [FT] [SSf0061] [18/1/2025 17:05] [ON SITE] As per Declan from SEW. I went around to the 5 properties on the request details & have turned of the stop taps & b/valves at no-22 & 20 View Point rd. Notified Declan that job has been done. [Pham,Dat] [14/2/2025 17:13] [ALLOCATED] photos and results attached. Red notice to be sent to 5 prospect hill after leak detection confirm internal leak [Pham,Dat] [14/2/2025 17:23] [ALLOCATED] leak detection notes from Hayden Philips on 11th Feb. meter at 5 Prospect Hill has sound on it but after turning off stop tap sound goes. There may well be an internal leak here, customer wasn't home to ask if they were using water/ are aware. Sound was constant over my time on site. Property has a basement too which I'm assuming pumps to sw discharge in curb and channel (tested at EC106). Constant trickle here, though leak doesn't seem large as meter is only just turning over. [Phillips,Hayden] [14/2/2025 19:49] [ALLOCATED] Meet with SS onsite and run through charge up procedure [FT] [SSf0242] [15/2/2025 01:11] [ON SITE] Arrived on site as per notes set up hydrant and ran a line down until in storm drain. slowly recharged main and let flush. got air out of a removed meter. valve was also leaking so dug down and exposed cleaned up and retightened leak stopped. operated no leaks. leak detection went up and down sounding all services and he said he was happy no noises anywere. packed up all of the temp supplys and fit new meters to number 3, 5, 9, 22 and 18-20. 22, 18-20, 4 and 6 all there stoip taps were off. unable to gain access to number 10. left letters in letter boxes, at front doors and on water meters. as per notes valve is left partially on [Phillips,Hayden] [15/2/2025 08:42] [ALLOCATED] Once main was recharged sounded meters along View Point Rd as well as FP 251085, 251086. Coundn't gain access to No 4 and 6 behind large locked gates. Spindle on valve 362909 was leaking after opening but was fixed by crew onsite. [FT] [SSf0061] [15/2/2025 10:18] [ON SITE] Arrived on site & found no signs of any leaks. Sounded service's to the properties i could get into where the temp fencing is & picked up no sounds. [Pairama,Penny] [17/2/2025 17:49] [ALLOCATED] Passed to Craig H [AUTO] [Administrator,Administrator] [17/2/2025 18:22] [CHECKED] Task is auto approved. [FT] [SSf0251] [17/2/2025 18:52] [ON SITE] arrive speak with security guard on site show ID gain entry to property find meter in dog cage remove garden tap stoppy to proove no water recheck stoppy at service definately off [PI] [20/2/2025 14:48] [AWARDED]

called to rob hart [Recall Reason] [Hart,Robert] [20/2/2025 15:03] [ALLOCATED] reallocating [FT] [SSf0192] [20/2/2025 17:05] [ON SITE] Dropped letters as requested. 14-16 had a padlock on the gate so i had to cable tie a letter around the front gate. !8-20 already had a letter cable tied to the meter 2/613 is behind the fences and looking at the plan provided it was unit 4/613 that had to be notified, which i cable tied a letter to the meter one in the letterbox and one under the front door. [FT] [SSf0192] [20/2/2025 17:06] [ON SITE] Sounded the valve in View Point rd as well and no noise detected. [Mansfield,Ethan] [26/5/2025 10:49] [OFF SITE] Water main charged and water restored

Problem Details: requested to shutdown water main by SES to assist with emergency works

Dummy:No

Internal:No

Cancelled:No

Periodic:No

Problem Address:10-12 VIEW POINT ROAD, MCCRAE VIC 3938

Caller Details:mansfield

Chargeable:No

Chargeable Details:

Task List

Task No	Request CCT	Task Address
001	Water Network - Water Main - Shutdown	10-12 VIEW POINT ROAD, MCCRAE VIC 3938
002	Water Network - Water Main - Shutdown	10-12 VIEW POINT ROAD, MCCRAE VIC 3938
003	Water Network - Water Main - Alteration	10-12 VIEW POINT ROAD, MCCRAE VIC 3938
004	Water Network - Water Main - Alteration	10-12 VIEW POINT ROAD, MCCRAE VIC 3938
005	Water Network - Stop Tap - Alteration	10-12 VIEW POINT ROAD, MCCRAE VIC 3938
006	Water Network - Water Main - Clean by flushing	10-12 VIEW POINT ROAD, MCCRAE VIC 3938
007	Water Network - General - Miscellaneous	11 PROSPECT HILL ROAD, MCCRAE 3938
008	Water Network - Water Main - Inspection	10-12 VIEW POINT ROAD, MCCRAE VIC 3938
009	Water Network - Leak Detection - Leak Investigation	10-12 VIEW POINT ROAD, MCCRAE VIC 3938
010	Water Network - General - Post incident investigation	10-12 VIEW POINT ROAD, MCCRAE VIC 3938
011	Water Network - General - Miscellaneous	10-12 VIEW POINT ROAD, MCCRAE VIC 3938

Asset List

Asset Id	Asset Number	Parent Asset Number
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SI List

SI Name

SI List

SI Name	SI Name
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