



Water and Sewer Maintenance Services Agreement

Schedule 4 - Specifications

Part 3: Sewer Cleaning & Civil

Version	Issue date	Approved for issue Name / role / date of approval	Comment
1.0	25/8/21	Purna Ramamurthy/Group Manager - Maintenance/25/8/2021	

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1. General Items

1.1 Glossary of defined terms

The glossary terms provided within the General Requirements applies to this document for consistency of interpretation of the Specification. Should a common term be defined differently in the glossary of both the Agreement and the Specification, the definition contained within the Agreement takes precedence.

1.2 Services Description

- a) The Industry Partner will provide Sewer Services, in accordance with this Specification, relating to the Sewerage System, Pressure Sewer System and Class C Recycled Water assets owned by South East Water.
- b) The Sewerage System comprises all pipes and their associated fittings and structures, including those related to Treatment Plants.
- c) The Sewerage System comprises all property connection branches (PCB's), reticulation sewers, branch sewers, main sewers, trunk sewers, rising mains and their associated fittings and structures including those for/in Recycled Water Treatment Plants.
- d) Associated fittings include but are not limited to branches, bends, junctions, traps, vents, valves, reflux valves, air valves, jump ups and penstocks, etc.
- e) Maintenance Structures include but are not limited to Maintenance Holes (MH), chambers (MC), shafts (MS) Inspection Shafts (IS), Head Walls, Valve Pits, Emergency Relief Structures (ERS), Syphons, Sewage Pump Stations (SPS), Vent Stacks, Gas Check Maintenance Structures (GC MH's), Water Seals (WS) Detention/Contingency Tanks and Recycled Water Treatment Plants.
- f) The Pressure Sewer System comprises all assets downstream of the on-property Pressure Sewer tank including but not limited to Pressure Sewer connections, reticulation and transfer pipelines, fittings, valves and structures.
- g) Class C Recycled Water assets includes but not limited to pipelines, fittings, valves and structures.
- h) Sewer Services/Activities include, but are not limited to:
 - i. Reactive clearance of Sewer Blockages in property connection branches (PCB's), reticulation sewers, branch sewers, main sewers, trunk sewers, rising mains, gas check Maintenance Structures and syphons;
 - ii. Planned and reactive inspections either physical or using equipment (i.e. CCTV);
 - iii. Reactive and Planned cleaning of Wet Wells;
 - iv. Planned sewer cleaning activities;
 - v. Network Support;
 - vi. Excavation/trenching/tunneling to facilitate repair or renewal of sewers;
 - vii. Sewer network rehabilitation (e.g. patching of sewer mains, maintenance structure rehabilitation, PCB relining);
 - viii. By-pass pumping and flow management;
 - ix. Investigation and rectification of Subsidence's;
 - x. Response and rectification of sewer ventilation structures;

- xi. Maintenance structure renewals, alterations and modifications (including but not limited to cover adjustments, Step Irons, Ladders, Drop Pipes, Concrete Chases, Dead Plates, Landings etc.);
- xii. Sewer Civil Network Support, Sewer Spill Containment and sewer spill environmental clean-up;
- xiii. Sewer Incident management and large-scale works;
- xiv. Pressure Sewer System maintenance services;
- xv. Class C Recycled Water maintenance services.

1.3 Availability and Work Prioritisation

- a) It is important that the Industry Partner correctly assesses the complexity of the Task and allocates the appropriate equipment/resourcing.
- b) The Industry Partner must have 24-hour availability of all equipment, labour and resources necessary for them to complete all obligations.
- c) Industry Partners must utilise up to date technology and equipment in every effort to minimise inconvenience to South East Water's customers.
- d) Workloads can vary as dependent on seasonal conditions and operational needs. It is expected that the Industry Partner will be able to meet South East Water's requirements.
- e) The Industry Partner is expected to meet the response and rectification times for each Task as described in this Specification according to the Priority Level (a Schedule to the Agreement).
- f) South East Water can instruct an Industry Partner to stop working on any awarded Task. Where an Industry Partner has commenced work on a Task, then South East Water will reimburse the Industry Partner all reasonable costs incurred by the Industry Partner at the Scheduled rate of the task they were performing.
- g) South East Water can also vary the priority level of an awarded Task, regardless of whether the Task has commenced.

1.4 Maintenance Activities

1.4.1 Reactive Maintenance

- a) Reactive Maintenance can take the form of urgent or non-urgent works. The priority of the Task will determine the urgency:
 - i. Priority Level 1 to 5: urgent
 - ii. Priority Level 6 to 7: non-urgent
- b) In order to meet the response compliance, field staff must be on site and the repair works must have started.
- c) The Industry Partner must record all necessary information for Tasks Awarded on South East Water's Works Management System. This includes the completion of relevant Special Information (SI) forms including, but not limited to:
 - i. Excavation Repairs;
 - ii. Sewer Clean;

- iii. Sewer Patch Installations.
- d) The Industry Partner must report to South East Water any additional maintenance requirements observed during Reactive Maintenance Tasks in the following manner:
 - i. Non urgent requests will be reported via an Action Request in South East Water's Works Management System;
 - ii. Urgent requests will be reported via direct communication with South East Water's Representative; and
 - iii. Photos will be required in the following situations:
 - a. Site safety setups;
 - b. Evidence of works outside the Upper Total Allowances (UTAs) for Additional Payment;
 - c. Materials used;
 - d. Where follow-up work is required/recommended;
 - e. Upgrade of assets; and
 - f. Asset replacements.
 - iv. All photos are to be attached to the Task via the Works Management System.
- e) The primary source of identification of Reactive Maintenance Tasks is from South East Water's faults and emergency Customer Contact Centre. Additional critical SCADA Alarms for South East Water's Wastewater network that trigger a Reactive Maintenance response include, but are not limited to:
 - i. Spill Level Alarm;
 - ii. High Level Alarm;
 - iii. Low Frequency Alarms;
 - iv. Inflow alarm; and
 - v. Burst alarm.
- f) The Industry Partner must respond to the Awarded Tasked within the Priority Level and diagnose the cause of the Sewer Blockage, with a primary focus of making the site operational again and ensuring that there is no interruption of service or a spill from the sewerage network.
- g) Where an immediate resolution cannot be achieved, the Industry Partner will be expected to implement a temporary solution (i.e. flow management) in order to temporarily restore service. In these circumstances, the Industry Partner shall consult with South East Water's Representative on the Sewer Blockage/defect and recommend a solution.
- h) Reactive Maintenance tasks may include additional tasks where the Task is the secondary task created in the event additional services are required. Reactive Maintenance tasks are likely to be as the result of a previous Task and/or Action Request.

1.4.2 Scheduled Maintenance

- a) The Scheduled Maintenance program is comprised of cleaning, inspection and repair tasks on the sewer network. These tasks will be issued at South East Water's discretion, along with associated prioritisation and timeframes.
- b) These Tasks will generally be issued via South East Water's Works Management System on the first day of each calendar month as Priority Level 9 tasks to be completed within 30 days of award. Alternately will be issued as a Priority Level 10 based on an agreed timeframe with South East Water's Representative.
- c) Some Scheduled Maintenance Tasks can require a higher frequency of works and may be required to be completed within shorter timeframes (e.g. within 7 days).
- d) Job volumes can fluctuate due to seasonal impacts or budgetary constraints. The amount of Planned Maintenance and Schedule Maintenance can reduce dependent on the volume of Reactive Maintenance activities (e.g. if reactive activities increase then the planned and scheduled maintenance may be reduced to cater for the increase of reactive works thereby balancing forecast budgets).
- e) The Industry Partner must record all necessary information for Tasks Awarded on South East Water's Works Management System. This requirement is comprised of the recording of SI details including, but not limited to:
 - i. Inspection forms;
 - ii. Condition Assessments; and
 - iii. Undertaken works.
- f) The Industry Partner must report to South East Water any additional maintenance requirements observed during Scheduled Maintenance Tasks in the following manner:
 - i. Non urgent requests will be reported via an Action Request in South East Water's Works Management System.
 - ii. Urgent requests will be report via direct communication with South East Water's Representative.
- g) Photos will be required in the following situations:
 - i. Where follow-up work is required/recommended;
 - ii. Evidence as per the inspection carried out; and
 - iii. Site setups.
- h) All photos are to be attached to the Task via the Works Management System.
- i) Payment associated with the provision of Scheduled Maintenance Tasks will be made within the applicable Upper Total Allowance (UTA) for 'Scheduled Maintenance Tasks' and include all transport costs for waste disposal (a Schedule to the Agreement).
- j) The Industry Partner is expected to work with South East Water in the delivery of the Scheduled Maintenance Program to identify efficiencies. South East Water may require the Industry Partners to carry out additional works while carrying out Scheduled Maintenance tasks. South East Water's Representative and the Industry Partner will agree on the payment method for

those additional services to be performed through creation of additional tasks on the Works management system.

1.4.3 Quoted Works

- a) Quoted Works typically will be requested for Tasks that derive from outside the 'Sewer Services' specification where works are usually of a capital upgrade on the sewer network. Quoted Works will be available to the Industry Partner and other Industry Partner's and will be tendered on a Fixed price basis.
- b) Quoted Works will generally include but not be limited to aspects of removal, supply, upgrade, rehabilitation and construction of assets on the sewer network.
- c) The issue and Industry Partner response to Quoted Works will be tracked via a prioritisation assigned within South East Water's Works Management System.
- d) Cost incurred in responding to a tender will be at the expense of the Industry Partner.

1.5 General Work Activity Requirements

- a) South East Water's Representative is to be included in all correspondence/permits/plans when dealing with other authorities (e.g. utilities, councils, VicRoads, etc.) regarding works planning and approval. All relevant plans and subsequent permits must also be submitted with Task close out within South East Water's Works Management System.
- b) Water for the hydraulic cleaning process must only be taken from hydrants on water mains that are greater than 150mm in diameter. All vehicles that withdraw water from South East Water's water mains are required to hold a valid Hydrant Permit and have a Water Usage Tracking Unit installed. This can be arranged through South East Water.
- c) All sewer cleaning and Sewer Blockage clearing work must have a basket inserted into the downstream Maintenance Structure. The basket size is determined by the size of the chase in the Maintenance Structure (e.g. if the sewer downstream is 300mm or greater a basket no smaller than 225mm must be used). Photographic evidence must be provided of the basket in the downstream maintenance structure. It is the intent that these baskets capture any large dislodgement of fats, roots and debris.
- d) When selecting the pipe system for use in repairs, consideration must be given to advantages and disadvantages for each material as described in the WSAA Sewerage Code: Products and Materials. For example, plastic pipes should not be used in areas where there is the possibility of organic compounds being present (petrochemicals, etc.).
- e) For the repair of rising main failures, repair materials and methodology must be in alignment with directions from South East Water's Representative.
- f) Where a Maintenance Structure(s) is identified as located within the boundaries of a private property, or maintenance services require access through a Customer's property, the affected Customer(s) must be notified in accordance with South East Water's Customer Charter.
- g) A Task will not be regarded as having achieved Completion until the network has been restored to its state prior to starting the Task (including but not limited to

settings of valves, switches, restoring flows), except to the extent that the purpose of the Task required the state to be altered permanently.

- h) If the Industry Partner believes the resultant settings from a Task are inconsistent with South East Water asset information (e.g. GT viewer, Montage), the Industry Partner should escalate the matter immediately to South East Water's Representative for direction as to the status in which the valve, switch or similar is to be left on completion of the Task.
- i) Any damage/defects caused to South East Water's Networks as a result of works carried out by the Industry Partner will be borne by the Industry Partner. This is inclusive of damages/defects occurred upon commencement of an activity up until the work is completed and Work Warranties apply (e.g. installation of plugs, inflating relining packers).
- j) Upper Total Allowances (UTAs) are to include all associated Traffic Management and transport for disposal to depot or directly to other EPA approved facility.
- k) The UTA 'location' that will be applied for linear assets will be the location where the majority of repair works are undertaken. For example, if more than 50% of the repair is within the road surface, then the 'roadway' location UTA would apply.
- l) For non-linear assets, the area of repair which embodies the majority of the repair location will be the UTA 'location' that will apply.
- m) If additional rectification works are detected and require repair during excavation works, South East Water may consider an additional repair UTA. However, the additional UTA will require the Industry Partner to contact South East Water's Representative and provide photographs clearly demonstrating the requirement for any additional excavation.
- n) Should an allocated task be identified as not a South East Water asset, with no South East Water asset in the vicinity and no work has been carried out, then a "Service Call" is to be claimed along with the provision of relevant supporting documents/photos.
- o) Industry Partner must use South East Water issued Customer Notification Cards for access requirements onto their properties, notification of additional works required on the customer's sanitary drain and at the completion of works. The notification cards are pre-printed cards supplied by South East Water.
- p) No additional claims for quarry products, top soil, or consequential damage to surrounding areas (e.g. removal of additional bitumen or concrete) will be considered outside of the agreed UTA prices.

1.6 Defects Liability Periods

1.6.1 General

At any time during the Defects Liability Period, South East Water can:

- a) Notify the Industry Partner of any Defect that South East Water reasonably considers to be related to the Industry Partner's Works;
- b) Require the Industry Partner, at the Industry Partner's cost, to remedy the Defect within the period determined by South East Water, having regard to the nature of the Defect; and
- c) At its discretion, undertake, or procure the undertaking of Reactive Maintenance in respect of any such Defect and pass the costs back to the Industry Partner.

1.6.2 Blockages

- a) The Industry Partner must provide a guarantee of no further Sewer Blockages on lengths of pipes (Maintenance Structure to Maintenance Structure) in the sewer system (excluding Property Connection Branches) for a period of 12 months following the execution of 'Reticulation and Branch Main cleaning (including Proof of Clean)', 'Reticulation and Branch Main cleaning (without Proof of Clean)', 'Reactive Sewer Cleaning' activities and 'Scheduled Sewer Cleaning' services and for a period of 24 months following the execution of 'Root Foaming'.
- b) The inability to clean from the downstream Maintenance Structure does not provide an exemption from a warranty claim by South East Water if there are further Sewer Blockages within the 12-month period.
- c) The Industry Partner must provide a guarantee of no further Sewer Blockages in a Property Connection Branch for a period of 6 months unless extenuating circumstances apply (such as a broken pipe or an object which was able to be retrieved).
- d) Costs associated with returning to clear a Sewer Blockage covered by the 12 month period (or 24 month period when associated with 'Root Foaming') are to be met by the Industry Partner unless extenuating circumstances can be proven (such as a structural failure of the sewer, a fat build up in a trade waste situation or if the Sewer Blockage was due to an object which was able to be retrieved).
- e) Retrieval of CCTV equipment and jetting equipment is incorporated into the UTA. Any costs for retrieval of any Industry Partner equipment will be paid at Time and Materials at South East Water's sole discretion (i.e. in consideration of circumstances surrounding cause of equipment loss). Retrieval should include at a minimum city rods/secondary jet under guidance by CCTV. Equipment that has been lost/damaged as occurred due to failure of the network will not be reimbursed by South East Water.

1.6.3 Sewer repairs via excavation

All excavation works will be subject to a 24-month Defects Liability Period.

1.6.4 Trenchless Repair

- a) The Industry Partner must provide a guarantee of any trenchless repair in the sewer system for a period of 36 months following the execution of 'Trenchless Repair Activities'.
- b) Costs associated with returning to rectify a failed repair are to be met by the Industry Partner unless extenuating circumstances can be proven.

1.7 Field Records

- a) The Industry Partner is required to check the accuracy of South East Water asset plans and records when undertaking a Task, and in the event of any discrepancy to provide 'as-constructed' Field Sketches before the Task will be regarded as having achieved Completion.
- b) Field sketches are to be completed when the Industry Partner finds incorrect or missing data associated with South East Water Asset plans and records. When changes or repairs are made to the sewer network, as-constructed Field Sketches must be submitted in a timely manner for update of South East Water's GIS with the task on South East Water's Works Management System.

- c) Photographic evidence of site conditions prior to the commencement of work must be taken and will include, but not be limited to, the any pre-existing damage or general deterioration of existing buildings, fences and/or other structures (i.e. cracks or defects in walls/brickwork, concrete paths, driveways/crossings etc.) which existed prior to any works, in and about where any of the works are proposed to commence including thoroughfares for vehicle and/or plant access, etc. These photographs must be attached to the Job/Task in South East Water's Works Management System or by other means as approved by South East Water's Representative.
- d) Photographs are to be taken during various stages of a Task (e.g. A connection, broken pipe, completed task, reinstatement works, defects, use of material) and attached to the Task in South East Water's Works Management System, or by other means as approved by South East Water's Representative. Mandatory photographs include, but are not limited to:
 - i. Initial site and location proposed work location;
 - ii. Site setup including site safety and delineation;
 - iii. Defect and/or cause of the defect;
 - iv. Materials used to repair the defect;
 - v. Reinstatement of site;
 - vi. Additional evidence to support additional claims;
 - vii. Additional requirements set out in technical specification; and
 - viii. Additional requirements of SI forms / documentation.
- e) Where photos are requested or specified, they must be:
 - i. A digital image, date-stamped, geo-referenced, clear, focused, and a maximum size of 1MB;
 - ii. For photos of less than 1MB in size care must be taken to ensure the resolution and detail of the photo is of sufficient quality to clearly see the subject matter; and
 - iii. If photos are taken of a Maintenance Structure or other structure, then the photo name should reflect this (e.g. CRO5-119.jpg, CRO5-119(2).jpg, SPS432-WetWell, etc.).

2. Capabilities

2.1 Staff Training and Qualifications

- a) All staff employed by the Industry Partner must be suitably qualified and are required to have undertaken the relevant accredited training to deliver the range of assigned maintenance activities. These activities include, but are not limited to, the following:
 - i. Undertaking planned and ad-hoc maintenance tasks to ensure equipment is working as required and is compliant with safety regulations;
 - ii. Operation equipment to the relevant Australian Standard and or Manufacturers guidelines;

- iii. Diagnosing faults with equipment and troubleshoot in order to minimise equipment downtime and ensuring that critical services remain operational; and
 - iv. Implementing preventative maintenance measures and scheduling regular maintenance and cleaning programs, in addition to providing operational support and training to other staff.
- b) Specific training and qualifications that are required include, but are not limited to, the following:
 - i. Construction Induction Training;
 - ii. Manual handling;
 - iii. Confined space entry, to be updated yearly;
 - iv. Working at heights;
 - v. Trenching and shoring;
 - vi. Pipe laying;
 - vii. Conduit inspection;
 - viii. Fitter and turner course for pipe connection;
 - ix. High pressure water jetting (to be completed as per Australian standard); and
 - x. Working with children check.
- c) South East Water periodically reviews its safety and quality approach, a South East Water Representative will advise the Industry Partner of changes to the minimum training expectations. The Industry Partner may apply a higher standard of minimum training required.

2.2 Supervisor Roles and Responsibilities

- a) The Industry Partner's site supervisor roles are to be filled by experienced and suitably qualified personnel who exist to provide guidance to, and oversee, field crews in the delivery of allocated maintenance tasks. Supervisors should be aware of the range of challenges that can be encountered in the delivery of maintenance activities and must lead and motivate their team and delegate required tasks.
- b) The Supervisor should be the primary point of contact for technicians and field crews in assessing required methodologies to complete tasks and is expected to escalate matters as required and stipulated in this specification to South East Water's Representative.
- c) Onsite responsibilities for supervisors include providing field guidance and supervision to teams during, but not limited to, the following range of events:
 - i. Spills and associated clean ups;
 - ii. Restoring service to sewer reticulations / Property Connection Branches;
 - iii. Installation and correct use of trench support for depth and conditions (e.g. Existing services, ground conditions);
 - iv. Jetting from upstream to downstream;
 - v. Jet hose stuck/obstructed;

- vi. Camera flipped or caught in pipe;
 - vii. Accessibility and location issues (i.e. Maintenance Structure location);
 - viii. Complex programmed maintenance tasks (e.g. Sewer Pump Station wet wells);
 - ix. Tracing to confirm extent of spills in other authority networks (e.g. stormwater);
 - x. Customer issues;
 - xi. Stakeholder management; and
 - xii. For the duration of any declared incident.
- d) Operators and/or persons responsible for identifying and recording defects, service conditions, construction features, for preparing reports and operating equipment must hold, or show evidence of progression to attainment of, qualifications as identified in the Conduit Inspection Reporting Code of Australia WSA 05, or other suitable qualifications as agreed with South East Water. These are currently listed as:
- i. NWPNET037 – Inspect Sewer or Stormwater Assets (previously NPWNET016); and
 - ii. NWPNET059 - Supervise and Report on Conduit Inspections (replaces NWPNET017).

3. Vehicles, Plant, Equipment and Materials

3.1 General

- a) The Industry Partner must provide suitably equipped and maintained vehicles, plant and equipment where applicable to meet the requirement for the services. Vehicles predominantly used to provide services under this contract must be clearly marked with South East Water branding (at South East Water's cost) and must be registered and insured as required by law in the State of Victoria, where applicable. Where such a vehicle is used in relation to work for another client, the South East Water branding must be masked.
- b) The Industry Partner must maintain a vehicle, plant and equipment list identifying all relevant vehicle, plant and equipment required to perform all services. The list is to be updated regularly and presented to South East Water's Representative on request. Routine vehicle, plant and equipment maintenance documentation is also to be presented to South East Water's Representative on request.
- c) The Industry Partner must supply South East Water, upon request by South East Water, an up to date list of equipment or plant, and how it will be sourced (e.g. in-house or external supplier). In respect of each supplier, it must provide a signed list of the equipment and plant that is available to the Industry Partner on a 24/7 basis. The list is to include any specialised equipment.

3.2 Vehicles

- a) The Industry Partner must have the ability to provide, in line with the priority set for the Task, the necessary vehicles to undertake the activity.

- b) For education vehicles, the following requirements apply:
- i. Lift requirements down to thirteen metres are typically required by the Education vehicle. The selection, provision and operation of the Education vehicle (including suction hose diameter, length and fittings) must support the attainment of the highest efficiency and effectiveness of the cleaning process.
 - ii. Generally, only one eductor is required to support the wet well cleaning process. At a small number of sites, due to the volume of inflow or due to the wet well not being able to be isolated, multiple eductors may be required. Prior notification to South East Water's Representative must be provided in these circumstances.

3.3 Equipment

- a) The Industry Partner must have the ability to provide, in line with the priority set for the Task, the necessary equipment. Such equipment includes, but is not limited to the following:
- i. Pipe inspection and locating equipment for the full range of pipe sizes for both Property Connection Branches, Reticulation and Branch Sewer mains.
 - ii. Blockage clearing and cleaning equipment appropriate for the full range of pipe sizes and materials, including the removal of all deposits and Sewer Blockage matter within a sewer.
 - iii. Equipment for both short term (e.g. silenced diesel pumps) and long term (e.g. electric submersible pumps) bypass pumping, including, but not limited to, suction and delivery hoses, plugs and associated fittings.
 - iv. Excavation equipment as deemed necessary to carry out activities in this Specification (e.g. trench support, lighting, excavators, hydro excavation, winches, compressors, fall from heights protection systems, confined space entry and rescue equipment, timber, ladders, etc.).
 - v. Suction and delivery hoses (minimum of 60 metres per vehicle) and associated fittings to optimise utilisation and effectiveness of eductor vehicles, including male and female camlock adaptors and reducers in 2", 3", 4" and 6".
 - vi. Self-contained traffic management capability for maintenance vehicles.
 - vii. Other equipment as deemed necessary to carry out activities in this Specification (e.g. hand rods, power rodding, sewer rooting machines, pressurised hydraulic wash down equipment, plugs, forced ventilation systems, bosun's chair, easement reels, sewer chase baskets, retrieval hooks, fall from heights protection systems, confined space entry and rescue equipment, barriers, signage, asset location equipment, brush pruning equipment, small vegetation removal equipment, line trimmer, temporary fencing, lawn mower, metal detectors, ground support such as timber, etc.).
 - viii. The Industry Partner is expected to provide education services / flow management as required for managing Sewer Blockages that are unable to be cleared in a timely manner to prevent a spill (e.g. to assist in management of flows whilst a sewer cleaning is being completed).
- b) There will be exceptional circumstances where the Industry Partner will be required to source specialist equipment to carry out works of an unusual nature. The cost of specialised equipment will be charged to South East Water at the

Line item rate and will not be inclusive of other charges as per invoice. Example of additional charges include transport costs, damage waiver, cleaning, etc.

- c) Such equipment includes, but is not limited to, the following:
 - i. Equipment for removal of grout and concrete (noting that an impact cutter and/or equivalent is to be included in the agreed Hourly Rates).
 - ii. Equipment for large diameter, deep sewers, and/or high flows where the control of electric pumps (such as float switches, install power, etc.).
- d) Any delay in obtaining any of the items in clause 3.3 c) above does not release the Industry Partner from their obligations to meet the response and rectification times for each activity. No costs will be charged to South East Water for any waiting times for additional resources, except for delays associated with dealing with other Authorities (e.g. utilities, councils, VicRoads, etc.) after 2 hours.

3.4 Materials

The Industry Partner must have the ability to provide, in line with the priority set for the Task, the necessary materials to undertake the activity.

4. Flow Control

4.1 By-pass Pumping

- a) By-pass pumping of the sewer may be required 24/7 to provide temporary control of the flow of the sewer to enable Reactive or Planned Maintenance works to proceed.
- b) By-pass pumping is classed as follows:
 - i. Minor By-pass Pumping – used, in conjunction with South East Water's Representative, when there are a small number of properties/customers affected (up to 11 properties); and
 - ii. Major By-pass Pumping – used, in conjunction with South East Water's Representative, when there are a significant number of properties/customers affected.
- c) Domestic flows (e.g. PCB) can be managed by the Industry Partner, however, consultation with South East Water is required regarding review and approval of the Industry Partner's proposed approach for commercial or multiple unit developments (e.g., 11 or more properties).
- d) When the Industry Partner is managing bypass pumping then the following will apply:
 - i. Bypass pumping will involve the setting up of a pumping system that will control the flow of the sewer to enable repair works to proceed.
 - ii. The selection of the correct equipment to ensure suitable bypass pumping is achieved will be the Industry Partner's primary concern. The design and setting up of pumps, pipe work and controls should be undertaken in a professional manner and in the case of minor bypass pumping, must be operational within 4 hours of receiving the request.
 - iii. The Industry Partner should take into consideration the location of customers in planning and selecting equipment to ensure, where possible, there is minimal inconvenience due to noise and equipment location.

- iv. The Industry Partner can be directed by South East Water's Representative to remove any equipment deemed unsuitable. The cost of removal of the equipment will be at no additional cost to South East Water. Any selection of equipment should take into consideration the length of time it is to be used, the volume of inflow and the customer and environmental impact of pumping.
 - v. No additional payment will be made for minor bypass pumping of PCBs and reticulation sewers (up to 11 properties). This will be considered as being part of the relevant UTA item.
 - vi. Where the bypass pumping is major, which may involve the installation of large diesel pumps and/or mains power and suitable submersible pumps, payment for bypass pumps will be made at the applicable Bypass Pumping Hourly Rate inclusive of labour to monitor the pumping (e.g. size of pump - up to 100mm, 101mm to 150mm, 151 to 225mm).
 - vii. The Industry Partner is to provide pump curves and maintain associated records on their equipment/plant register. South East Water may have access to certain pumps which may be suitable. In these circumstances, and if they are not currently being utilised, they will be made available to the Industry Partner.
 - viii. South East Water retains the right to undertake direct management of by-pass pumping with assistance from other Industry Partners.
- e) There may be exceptional circumstances where the Industry Partner is required to source by-pass pumping to cater for high volume flows. As a guide, Table 1 contains a sample of some of the largest flows in South East Water's network based on current hydraulic modelling. These flow rates may vary onsite and as such are provided as a guide only.

Table 1: South East Water Sewerage Catchment Flows

Sewerage Catchment	Current PDWF (L/s)
Hallam Valley	803
Corhanwarrabul Creek	286
Blind Creek	225
Clayton East & West + Westall Road	222
Elster Creek	203
Mile Creek	391
Frankston	407
Dromana Portsea - Gravity	168

4.2 Eduction

In certain circumstances, by-pass pumping may not be the most suitable form of flow control. Eduction of the sewer may be required 24/7 to provide temporary control of the flow of the sewer to enable Reactive or Planned Maintenance works to proceed. In these circumstances, the following applies:

- a) Where eduction services have been identified as necessary to assist with flow control for excavation repair on sewer assets, the Industry Partner must provide these services and remains responsible for monitoring flows to ensure that no overflow of the sewerage network occurs during the sewer repair.

- b) As per clause 4.1 d) v, no additional payment will be made where flow management is inclusive in low flow tasks. This will be considered as being part of the relevant UTA item.
- c) Whilst monitoring flows, if the Industry Partner believes that there is a potential for an overflow, they are to contact South East Water's Representative to confirm that additional suitable education arrangements can be put in place to prevent an overflow. Photographic evidence should be used to support claim of additional education. Costs associated with additional education on a bypass setup will be borne by the Industry Partner.
- d) Flow management applies to situations which are associated with and without logistic services. Details regarding these requirements are captured within section 6.5 of this Specification.
- e) In the event of any long term Scheduled/Reactive education being required, South East Water's Representative will determine the best course of action.

4.3 Sewer Isolation (Plugging)

The Industry Partner is expected to be able to undertake both full sewer isolation plugging and partial (flow through) plugging as part of the works. While the Industry partner has full or partial flow isolation in place, the following applies:

- a) Inflatable plugs are only permitted to be used to isolate a sewer for a single period less than 48 hours in duration.
- b) Mechanical plugs are required for temporary isolation of sewers where isolation will exceed 48 hours.
- c) All planned isolations require approval from South East Water Representative on sewers greater than or equal to DN300 for Flow Management Plans.
- d) Approval from South East Water is required prior to commencement of the activity if any partial or full sewer isolation required. A minimum of 48 hours' notice is required by South East Water's Representative ahead of the planned start of works.
- e) All partial and/or full isolation plugging must use a Sewer Isolation SI Form completed in accordance to the activities onsite (e.g. insertion and removal of plug's time will be recorded onsite and not after the task has been put into "Work Complete").
- f) All plugs must have a unique identifier permanently marked on them.
- g) All plugs must be appropriately secured and tethered.
- h) When plugs are inserted in sewers (whether it is live or not), the plug should be temporarily tagged with a South East Water Job and Task Number and individual plug identification.
- i) A register of plugs must be maintained in the Industry Partner's "Equipment Register" and submitted to South East Water. The register shall contain the following information:
 - i. Plug ID;
 - ii. Plug Type;
 - iii. Plug Size;
 - iv. Age of Plug;
 - v. Plug last inspection Date; and

- vi. Frequency of Testing.
- j) Any delay in obtaining any of the services or equipment as set out in this clause does not release the Industry Partner from their obligations to meet Priority Levels set out in this Specification.
- k) The Industry Partner cannot claim waiting time for additional resources. Waiting time is only acceptable when waiting for a third party, such as an authority, for more than two hours.
- l) In the event of sewer isolation requiring plugging, payment associated for the Confined Space work, equipment, personnel included in both the insertion and removal will be within the applicable UTA for 'Confined Space Entry Maintenance structure works'.
- m) Photographic evidence and relevant 'Maintenance Hole inspection' and 'Sewer Isolation' SI Forms will be required for task submission.

5. Sewer Escapes

5.1 General

- a) In relation to all Tasks, the Industry Partner is to ensure that all reasonable steps are taken to prevent a sewer overflow and associated environmental damages and/or any potential public health risks.
- b) Where the Industry Partner has failed to control sewer flows, and there is an escape of sewage from the system, they are to:
 - i. Attend to the immediate and basic needs of the customers who have experienced property damage or have suffered other inconveniences resulting from impacts to sewerage services or services being provided by the Industry Partner; and
 - ii. Immediately inform/escalate to South East Water any property/environmental damage or anything that has potential to negatively impact upon South East Water.
- c) Examples of property/environmental impacts or potential impacts are as follows:
 - i. A public health concern (e.g. spills within a playground, school, shopping mall, or public swimming area);
 - ii. A sensitive receiving environment (e.g. direct flow of sewer into a waterway, river, creek, lake, or beach);
 - iii. A large industrial or commercial waste component (e.g. a known trade waste discharge);
 - iv. A sewer spill visible in a public area;
 - v. Media or potential media involvement (i.e. a sewer spill in a high-profile area);
 - vi. Failure on a 300mm diameter (or greater) pipe;
 - vii. Significant Sewer Flow of sewer outside of sewer system (i.e. greater than 80L/min); and
 - viii. Significant Sewer Spill (i.e. greater than 200L).

- d) Where a sewage spill is entering a stormwater drain or open waterway the Industry Partner is to take all necessary steps to contain the spill, with immediate referral to South East Water's Representative.
- e) The Industry Partner must clean up any spill and dispose of the debris in a manner which complies with all Legislative Requirements and in a manner consistent with South East Water's approved quality procedures.
- f) Where there has been any spill from an internal house fixture, a spill within a customer's property or a Significant Sewer Spill externally as a result of the Industry Partner's Activities, then South East Water's Representative is to be immediately notified.
- g) Upon clean-up of a spill, in certain circumstances, follow-up actions such as top soiling and seeding are required to reinstate a property. These follow-up actions are to be clearly recorded by the Industry Partner within the Works Management System.
- h) All items within items in clauses 5.1 a) to g) above is deemed to be included in the service provided by the Industry Partner within the relevant UTA for all Sewer Tasks. Where failure to control sewer flows is due to an act or omission by the Industry Partner, these services will be at no additional cost to South East Water.
- i) Internal spill clean-ups (i.e. spills from an internal house fixture) will be coordinated by South East Water's Representative in consultation with South East Water's insurer.

5.2 Blowbacks

Operating a pressure water jet machine may result in a Blowback, where fittings in properties (particularly toilets) may gurgle or be subject to rises and falls in water levels.

The Industry Partner is required to mitigate the risk of Blowback in all instances, including consideration of, but not limited to, the following points:

- a) If operating a high-pressure water jet in a known reticulation sewer with blowback, reduced water pressure and flow rate from the jet machine should be used in conjunction with work procedures and customer notification.
- b) 'Blowbacks' have been marked on South East Water's GIS. If a sewer to be cleaned has a property with this warning shown, then prior to cleaning, the Industry Partner must make contact with these Customers to advise them:
 - i. That work is taking place;
 - ii. To securely close all toilet lids;
 - iii. To immediately contact staff onsite if they have any concerns; and
 - iv. Complete a Known Hazard SI Form.
- c) Should a Blowback occur, it is the Industry Partner's responsibility to:
 - i. Notify South East Water's Representative immediately;
 - ii. Ensure all efforts made to attend to the immediate needs of the Customer who has experienced property damage or has suffered other inconvenience as a result of this Blowback; and
 - iii. The 'Sewer Blowback Inspection' SI form on the Works Management System must be completed. All details of the job and Blowback incident are to be detailed in the SI form, including:

- a. Time and date of Blowback event;
 - b. Vehicle operator names and the details of the vehicle being used;
 - c. The address where the Blowback occurred;
 - d. The operating pressure that was being used during the sewer cleaning;
 - e. The upstream and downstream Maintenance Structure numbers;
 - f. The direction the sewer was being cleaned from (i.e. upstream or downstream); and
 - g. Incident Details/Comments, including details of what happened, and any other relevant comments are also to be recorded.
- d) Photos are to be taken of any damaged property and where any follow-up work is required. All photos are to be attached to the Works Management System.
- e) The Industry Partner must clean up any spill and dispose of the debris in a manner which complies with legislative requirements and in a manner consistent with South East Water's approved quality procedures.
- f) All Blowbacks attended are considered as being part of the relevant UTA item for the works being undertaken.

6. Eduction Services

6.1 General

- a) The Industry Partner must have the ability to provide, in line with the priority set for the Task, the necessary equipment.
- b) The Industry Partner must supply South East Water, upon request by South East Water, an up to date list of equipment or plant, and how it will be sourced (e.g. in-house or external supplier). In respect of each supplier, it must provide a signed list of the equipment and plant that is available to the Industry Partner on a 24/7/365 basis. The list is to include specialised equipment.
- c) The Industry Partner is required to meet the response and rectification times for each eduction Task, in accordance with the Priority Level assigned as per the works management system.
- d) Sewage supply network support Activities may be required 24/7 to provide eduction services to support such functions as spill prevention and containment, sewer spill clean-up, and network flow management. The following provides typical events where eduction support Activities may be required:
 - i. In response to Sewer Blockages within the network on Reticulation and Branch Sewer.
 - ii. As part of a larger coordinated response to control flows within the network associated events such as Rising Main failures, power outages, extreme wet weather events, etc.
 - iii. As part of a coordinated response to cleaning up sewer spills to land, waterways, drains, etc.
 - iv. Dewatering of excavations containing, drinking water, ground water, recycled water and sewage.

- v. As part of a coordinated response to a burst Water Main causing flooding and damage.
 - vi. In support of works associated with asset alterations, repairs, condition assessment and investigations.
- e) Treatment Plant support Activities may include but are not limited to:
 - i. Dewatering various process tanks;
 - ii. Transporting sludge and effluent between plants and to other locations;
 - iii. Cleaning of tanks and pipework; and
 - iv. Removing surface waters from sludge drying pans.
- f) There will be circumstances where the Industry Partner will be required to source additional hosing, fittings, specific sized vehicles, equipment to minimise property damage as well as provide portable storage tanks.
- g) Photographs will be requested to be taken during various stages of a Task. These are to be attached to the Task in South East Water's Works Management System or by other means as approved by South East Water's Representative. Provision of photographs are included within the relevant Hourly Rate for 'Eduction'. Examples of photos include, but are not limited to capturing:
 - i. Spill impact, clean-up extent, effluent level within the Maintenance Structure on arrival;
 - ii. Effluent level within the Maintenance Structure on completion of Task;
 - iii. Status of Task at start and completion of a Task; and
 - iv. To capture any damage caused by the Industry Partner and outcome of corrective action taken to restore back to condition prior to damage.
- h) All volumes of waste transported need to be recorded within the works management system. Additional Information will need to be filled out for eduction tasks including Maintenance Structure Inspection SI forms and waste disposal forms.
- i) Any delay in obtaining any of the services or equipment as set out in this clause does not release the Industry Partner from their obligations to meet Priorities set out in this Agreement. The Industry Partner cannot claim waiting time for additional resources. Waiting time is only acceptable when waiting for a Third Party (e.g. Authority) for more than two hours.
- j) Eduction services will be carried out at an 'Hourly Rate' for the capacity of the vehicle requested by South East Water. The Hourly Rate is inclusive of the vehicle and the driver.
- k) In the event of reactive flow management requiring Logistic Services, the relevant Logistical Supervisor will be deemed to be include in the Management Service Fee as supervisor. The number of Logistical Supervisors will be agreed with the South East Water's Representative.
- l) South East Water will not cover costs where there are no waste disposal facilities are open for disposal after completion of a Task and the eduction vehicle is full and thus prevented from continuing provide services until its tank is unloaded. Responsibility to dispose of the waste is to be included in the applicable Hourly Rate for Eduction.

- m) Where education services have been requested and are cancelled while transiting to the job, payment will be made in the form of a relevant Service Call. Where an alternative education task is identified, this will be paid at the relevant Hourly Rate.
- n) The Industry Partner must supply South East Water with the size of the vehicle(s) requested. Failure to supply adequately sized vehicle and/or larger vehicle will be charged at the requested vehicle rate. This is inclusive of if a combination unit is supplied upon request of an educator truck.

6.2 Education Task Priorities

- a) South East Water may vary the Priority Level of an awarded education Task, regardless of whether the Task has commenced.
- b) South East Water may instruct an Industry Partner to stop working on any awarded Task. Where an Industry Partner has commenced work on a Task, then South East Water will reimburse the Industry Partner for time incurred consistent with the Schedule of Rate Tasks for Education.

6.3 Site Clean-ups, Supporting Sewer Events and Incidents

- a) Unplanned failures of the water and sewerage network occur on a daily basis. In relation to sewer spills to land and waterways, asset failures and corrective works, the Industry Partner will typically perform the roles of containment, asset repair and /or washing down of sewage contaminated areas.
- b) Some of these events require the support of education services. These activities include, but are not limited to:
 - i. Dewatering of pipelines, excavations and or pooled areas containing, drinking water, ground water, recycled water and sewage; and
 - ii. Suction and removal of ground saturated with sewage.
- c) For these types of education services, the approach for disposal of educated matter will depend upon the material educated. Where the matter educated is drinking water, ground water, recycled water and sewage, this will generally be directed to be disposed within the sewerage network. Where the educated matter has a high solids content, this will be directed to be disposed at an approved and accredited waste disposal facility.
- d) Disinfection of any contaminated area(s) from sewer spill must be carried out in conjunction with approved work procedures and Environmental Management Plans.

6.4 Scheduled New Estate Education Programs

- a) South East Water's network continues to grow. In certain circumstances, the development of new estates proceeds the construction of receiving sewerage networks. Flow monitoring and utilisation of education services is required to manage sewage within these disconnect estates.
- b) Following acceptance of the live sewer disconnected estate, a short period of monitoring is conducted to determine the initial frequency of education. This period will typically be no greater than two weeks. Thus, frequency for education of new estates can vary greatly. This can be as infrequently as once every two weeks in the beginning, to once per day, and as frequently as multiple times per day as the date for connection to the receiving sewerage network approaches.

- c) For each estate, a Job will be created on South East Water's Works Management System. All subsequent Tasks relating to this estate will be captured within the same Job number. A new Task will be created within the Job on the 1st of each month. All Eduction Services provided during the month for the relevant Job will be captured within the relevant Task.
- d) South East Water will nominate the Maintenance Structure within the disconnect estate to educt from including the Maintenance Structure within South East Water live sewerage network. If the Industry Partner identifies that these eduction or disposal locations are not possible or are not accessible, they are to immediately seek direction from South East Water on what alternative arrangements should be undertaken.
- e) Photos to be captured must at a minimum include effluent level within the new estate Maintenance Structure on arrival, and effluent level within the new estate Maintenance Structure on completion of Task. Additional information may be request by South East Water from time to time.
- f) South East Water will notify the Industry Partner of the date for connection to the receiving sewerage network. This process will involve the removal of a plug, along with compliance with the following requirements:
 - i. In preparation for removal of the plug, the estate will need to be educted down (including evening peak flows) the night prior to removal of the plug.
 - ii. The next morning, prior to and during the removal of the plug, eduction will be required to minimise flows to enable removal of the plug.
 - iii. The plug will be removed by the Land Development contractor, with the eduction works managed by the South East Water Industry Partner.
 - iv. All liaising must be carried out between the Land Development contractor and the Industry Partner.
 - v. South East Water will not be responsible for any costs associated with mismanagement and miscommunication associated with these works.

6.5 Flow Management and Logistics

6.5.1 General

- a) Flow management applies to situations which are associated:
 - i. without Logistic Services; and
 - ii. with Logistic Services.
- b) Flow management can be applied to both Reactive and Planned Maintenance Tasks.

6.5.2 Reactive flow management without Logistic Services

- a) Reactive flow management without Logistic Services are typically associated with a Sewer Blockage on a Reticulation or Branch Sewer main, failure of a Sewer Pump Station or Rising Main that requires reactive eduction services of typically one to five eductors, to prevent an imminent spill to the environment.
- b) These types of Tasks will be allocated with a Priority Level 1 within South East Water's Works Management System.
- c) There may be circumstances where flow management eduction services (without Logistic Services) is required for planned events.

6.5.3 Reactive flow management with Logistic Services

- a) Reactive flow management with Logistic Services are typically associated with a large scale flow management response to prevent an imminent spill to the environment that requires up to twenty (or more) education vehicles and may require services to be provide over twenty four hours or more in duration.
- b) These types of Tasks will be allocated with a Priority Level 1 within South East Water's Works Management System.
- c) Due to the scale and complexity of the response, South East Water will generally declare what is known as an Incident, which will be managed by what is known as the Incident Management Team (IMT).
- d) For education vehicles used for provision of these services which are not registered within South East Water's Works Management System, a photograph is to be taken of the front (showing the registration plate) and one from the side of the vehicle (showing the full vehicle height and length).
- e) There may be circumstances where flow management education services (with Logistic Services) is required for planned events.

6.6 Trade Waste

- a) The Industry Partner will be required to pump out all grease interceptors from South East Water's property on an appointment basis. The scheduled pump out frequency is three times per annum, or more frequently as directed by South East Water.
- b) Four (4) grease interceptors are located on-site at South East Water's WatersEdge Wells Street office, with a total volumetric capacity of approximately 14,000L (refer Attachment 1). Work relating to this Activity is generally awarded as an UTA Task for 'Grease Trap Interceptors at WatersEdge' (a Schedule to the Agreement).
- c) The pump out is required to occur with minimum disruption to South East Water staff and customers at a time and date arranged by South East Water. A basic traffic management set up is deemed to be included in the Schedule of Rates for Education services (a Schedule to the Agreement).
- d) South East Water may also direct the Industry Partner to educt the two (2) Sewage Pump Stations that have an approximate maximum water capacity of 10,000L each, located in the basement (L-3) carpark as required. The UTA relevant to this Activity is 'Educt Pump Wells at WatersEdge' (a Schedule to the Agreement).
- e) All photographs must be attached to the Task in the Works Management System.
- f) Photographs before and after the 'Pump outs' must be submitted on the works Management System for task closure.

6.7 Disposal of Educted Waste

- a) The Industry Partner is to take direction from South East Water's Representative regarding disposal location of educted material. Where disposal is required at an approved waste disposal facility, the Industry Partner is responsible for gaining permits and providing administrative support to enable disposal at these sites such as Western Sewage Treatment Plant, Boneo Treatment Plant or other waste disposal facility.

- b) Disposal may be allowed into the gravity sewer network via a Sewer Pump Station or a maintenance structure. All maintenance holes which are accessed/opened are required to have the covers/rims scraped to remove excess rust/dirt/grime build-up and greased prior to the cover being repositioned. Where keyhole plugs exist, these are to be replaced.
- c) If following the scraping and greasing of a Maintenance Hole, it cannot be re-seated within the surround to within an acceptable tolerance (<5mm) of the surrounding natural surface level, the Industry Partner will report these as an action request within South East Water's Works Management System.

7. Reactive Works

7.1 Clearing of Reticulation and Branch Sewers

7.1.1 Description of Work

- a) The Industry Partner must clear all Sewer Blockages using the following procedure unless prior agreement has been reached between the Industry Partner and South East Water's Representative:
 - i. The Industry Partner must clean the entire length of the blocked sewer from the downstream Maintenance Structure to the upstream Maintenance Structure
 - ii. The first attempt to clear a Sewer Blockage should be by using a penetrator-typed nozzle or equivalent from the downstream Maintenance Structure to the upstream Maintenance Structure. Once the Sewer Blockage has been cleared and the sewer is regulated, the sewer is to be cleaned using a full sized jetter cutter/nozzle. The selection and application of various cutters/nozzles must be used in conjunction with the Industry Partner's approved work procedures.
 - iii. Jetting equipment should always be appropriately operated, taking into consideration pipe diameter, material, age, pump pressure and flow, in order to ensure efficient and effective clearing of Sewer Blockages (refer South East Water procedure BS2846 - Safe Use of High-Pressure Water Jetting Equipment).
 - iv. CCTV inspection of the sewer line to confirm rectification of the Sewer Blockage.
- b) If the sewer is surcharged, the Industry Partner must continue to lift Maintenance Structures downstream until the empty Maintenance Structure is identified and attempt to unblock the sewer.
- c) If the Industry Partner hasn't been unable to access the downstream Maintenance Structure due to customer availability, the relevant customer is to be notified and the Industry Partner is to return at a later suitable date to complete the task. This return to site will be costed as part of the initial UTA.
- d) Where it has been confirmed that there is no access to the downstream Maintenance Structure(s), the Industry Partner is to notify South East Water's Representative to confirm the required work procedures. Additional measures such as jetting from PCBs and/or the next downstream Maintenance Structure should be considered before any attempt to open full Maintenance Structures occurs due to spill risks. The Industry Partner must be aware of the chance for

Blowback occurring and of the reporting requirements if one does occur (refer Section 5.2).

- e) The Industry Partner is expected to work with South East Water to develop an agreed approach for cleaning of concrete/plastic/relined sewers that will form part of the Industry Partner's Quality Management System.
- f) Reactive sewer cleaning includes, but is not limited to, the following activities:
 - i. Basket installation in the downstream Maintenance Structure;
 - ii. the removal and disposal of debris/roots from clearing the Sewer Blockage and any cleaning required in the Maintenance Structure(s);
 - iii. Root/object and debris removal that can be removed from the surface without Maintenance Structure entry (e.g. by using poles/hooks/baskets); and
 - iv. Jet wash down of the Maintenance Structure(s).
- g) The Industry Partner is required to supply a photo of the site condition upon arriving onsite, with photographic evidence both before and after Maintenance Structure cleans uploaded to the works management system, with the Maintenance Structure Inspection SI form completed.
- h) Baskets are to be inserted into the downstream Maintenance Structure of the sewer length being cleared. The basket size is determined by the size of the Maintenance Structure chase (e.g. if the sewer pipe diameter is 300mm or greater a basket no smaller than 225mm must be used). It is the intent that these baskets capture any large dislodgement of fats, roots and debris. Photographic evidence is to be provided of the basket in the downstream Maintenance Structure for task submission.
- i) In the event a reactive Reticulation/Branch Sewer unblock/clean has been diagnosed, the Industry Partner must complete a video inspection to confirm rectification of the Sewer Blockage (e.g. CCTV/JetScan, as per applicable pricing). The Industry Partner has a maximum of 7 days to complete and submit the footage to South East Water in the event that the sewer was returned to service and a full-sized nozzle/cutter passed through the line.
- j) Where a post clean video inspection cannot be performed, or is determined by the South East Water's Representative as not required, photos are to be attached to the task showing the root cutter in the chase of the upstream Maintenance Structure of the sewer line as evidence that the line has been cleaned. In addition, a photo of the basket in the downstream Maintenance Structure must be included showing evidence of the debris captured in the basket after the reactive Reticulation Sewer clean/unblock.
- k) In the event a reactive Reticulation/Branch Sewer unblock/clean has been diagnosed and 'Proof of clean' is not required (by approval from South East Water's Representative), photographic evidence as per clause j) above must still be provided, along with submission of the relevant Sewer Clean SI and Maintenance Structure SI Forms. Payment associated with these works will be within the applicable UTA for 'Reactive Sewer Clearing (without Proof of Clean)' (a Schedule to the Agreement).
- l) Regardless of request, tasks where a sewer pipe clean/unblock has been carried out under Priority Levels 1, 2, 5 and 6 must adhere to clause j) above.
- m) If the upstream Maintenance Structure is not accessible, photographic evidence of the location of the Maintenance Structure is to be submitted on the task, along

with an appropriate action request and task story evidence, unless otherwise advised by South East Water's Representative.

- n) In situations where a Maintenance Structure(s) may be covered by natural surfaces or other obstructions, it is the responsibility of the Industry Partner to undertake all reasonable measures to locate the Maintenance Structure(s) (e.g. by using a detector, ground probe/rod, etc.). An additional task may be raised in consultation with South East Water's Representative should the Maintenance Structure be confirmed as being greater than 300mm below natural or landscaped surface.
- o) In circumstances where the finish level of a Maintenance Structure in a backyard is below the natural or landscaped surface level, the Industry Partner must install an approved lightweight manhole riser. Where the depth is greater than 300mm below the natural or landscaped surface level, or is in a public space, the Industry Partner must raise an action request for the Maintenance Structure cover and surround to be structurally raised.
- p) All Maintenance Structures that are accessed/opened are required to have their covers/rims scraped to remove excess rust/dirt/grime build-up and greased prior to the cover being repositioned, with the Manhole Inspection SI Form completed. Where keyhole plugs exist, these are to be replaced.
- q) If the Maintenance Structure cover cannot be re-seated within the surround to within an acceptable tolerance of the surrounding natural surface level following scraping and greasing, the Industry Partner is required to grind any irregular edges of the cover and re-grease the cover to ensure safe re-seating within the surround.
- r) Except where clauses s) or t) below applies, the applicable UTA for this Task is 'Sewer Clearing (with Proof of Clean)' (a Schedule to the Agreement), regardless of the number of personnel used and the length of time taken to locate Maintenance Structures. South East Water will not incur downtime or additional fees for waiting for additional resources, including but not limited to eductor, bypass pumping, traffic management, etc.
- s) In exceptional circumstances, South East Water may consider an adjustment to the relevant 'Reactive Sewer Tasks' UTA or other remedies. For example, where a Maintenance Structure is buried at a depth requiring an excavator, or a Maintenance Structure has been buried beneath a road pavement, the Industry Partner may request South East Water's Representative to trigger additional 'Risk Events' to obtain additional resources to gain access to inaccessible Maintenance Structures.
- t) In exceptional circumstances where the Industry Partner jets through a downstream line and downstream maintenance structure to access the pipe with the Sewer Blockage, only one line can be claimed against the UTA for 'Reactive Sewer Clearing (with Proof of Clean)' (a Schedule to the Agreement). Defect Liability conditions of Section 1.6 applies to both pipes cleaned.
- u) The Industry Partner can recommend that a partial clearance be dug out. Should South East Water's Representative decide to delay these works until a further Sewer Blockage, then the Industry Partner will not be required to provide defect liability periods as stipulated previously in Section 1.6. These recommendations must be lodged as an action request and have adequate CCTV footage submitted.
- v) After arriving to site and safely setting up site to work procedures, the Industry Partner's first obligation is to prevent further damage/contamination to

property/environment, and then secondly restore service. It is therefore the Industry Partner's responsibility to ensure that all localised spills within reasonable proximity (e.g. line of site) of a task are identified and addressed by the Industry Partner whilst onsite.

- w) In exceptional circumstances, South East Water may consider an adjustment to the relevant 'Reactive Sewer Tasks' UTA or other remedies (e.g. there is a significant sewage spill requiring additional resources to the rear of a customer's property, or a cleanup is required due to a contained spill over public land that does not require containment). Where suitable, the Industry Partner may request South East Water's Representative to trigger additional 'Risk Events' to obtain additional resources to aid with the clean-up by the existing crew onsite.
- x) Industry Partners are responsible for any damage occurred to any flow monitoring devices within the Sewer network.
- y) If called to an incorrectly allocated Sewer Blockage (e.g. the Maintenance Structures are clear and running on the reticulation/branch system), then the following conditions apply:
 - i. The Industry Partner must check the customer's PCB; and
 - ii. If the PCB is clear, the Industry Partner must clean the immediate downstream length from Maintenance Structure to Maintenance Structure along with the relevant SI forms.

7.1.2 Proof of clean CCTV Inspection

- a) The Industry Partner must be able to attend and complete requests in line with the requested priority and South East Water specified approach (e.g. jet cam or CCTV).
- b) Digital footage must be presented in MPEG4 or AVI format and must be of a quality that readily enables verification of a clear line free of debris and subsequent cleaning has been performed in accordance with all the provisions of this Section (7.1.2). The asset ID and date of inspection should be clearly identifiable from the footage.
- c) Where the Industry Partner is required to provide un-coded CCTV footage to South East Water, the footage must be provided in a South East Water compatible WinCan format. Header information and file naming convention must be completed in accordance with requirements for coded footage. Sewer cleaning requirements and standards are to be followed in accordance with those for the provision of coded footage.
- d) If footage and/or cleaning of the line is not adequate (e.g. tree roots still in line, fats on pipe wall, poor quality camera footage, etc.) the Industry Partner will be required to complete an additional clean and CCTV at no cost to South East Water.

7.1.3 Reporting

- a) Information to be recorded within South East Water's Works Management System is to be inclusive of a Sewer CCTV SI form and Reactive Sewer Clearing SI Form.
- b) Details within these forms include, but are not limited to:
 - i. Failure Details
 - ii. Sewer Escape Details:

- a. Point of Escape;
 - b. Spill to point;
 - c. Other effected sites;
 - d. Whether the Spill was contained or not contained;
 - e. Start date and time of Sewer Escape;
 - f. End date and time of Sewer Escape;
 - g. Weather conditions at time of Sewer Escape;
 - h. Cause of Sewer Escape;
 - i. Estimate Escape Volume; and
 - j. Other information generally recorded by South East Water.
- c) Photographic evidence:
- i. For all spills, a photo that substantiates the spillage volume (as reported on an SI form) must be provided; and
 - ii. For all uncontained spills, a photo showing the discharge location must be provided.
- d) Escalation details:
- i. Advise South East Water's Representative of an uncontained spill; and
 - ii. Record within the Works Management System the details of the escalation (including time escalated, by whom, to whom, support required, time of containment).

7.2 Blockages in Maintenance Structures or Maintenance Structure Drop Pipes

- a) Where a Sewer Blockage is found to be in a Maintenance Structure drop pipe, then the immediate upstream sewer line is to be cleaned following the conditions of Section 7.1.
- b) Where the Sewer Blockage is found to be in the Maintenance Structure, the Industry Partner is still required to clean the adjacent Maintenance Structure to Maintenance Structure.
- c) The maintenance structure inspection SI form is required to be completed, including photos showing the location of the Sewer Blockage inside the manhole.
- d) The UTA relevant to this Activity is 'Reticulation and Branch Main cleaning', including Proof of Clean as per Section 7.1.2 (a Schedule to the Agreement).

7.3 Clearing Property Connection Branches (PCB)

7.3.1 General

- a) The Industry Partner is required to clean the entire length of the PCB from the Connection Point (27A) to the Oblique Junction / Maintenance Structure / Inspection Shaft (IS) / Boundary Trap (BT) using a full-sized cutter on a sewer roter.
- b) Where the PCB has been relined as identified by South East Water's GIS system or physical marking under the Inspection Opening cap, the PCB must be cleaned

with a high-pressure water jet as used in conjunction with the Industry Partner's work procedures and with agreement from South East Water's Representative.

- c) No plunging or use of mini jets is permissible unless approved by South East Water's Representative. Any damage as a result of plunging carried out by the Industry Partner to a customer's Boundary Trap or internal fitting will be at the cost of the Industry Partner.
- d) If no IS or BT can be located, the Industry Partner is to identify what fitting was used for the initial attempt to clear the Sewer Blockage (e.g. by the customers plumber). The Industry Partner is to then make a further attempt using a sewer rodding machine from this or a preferable location. If successful, the Industry Partner is to attempt to clear the obstruction with a full-sized cutter/nozzle. If unsuccessful, the Industry Partner is required to contact South East Water's Representative.
- e) The Industry Partner shall provide suitable equipment to clear PCB's from the sewer reticulation main to the customer's property. The Industry Partner is required to contact South East Water's Representative upon use of this equipment. The UTA relevant to this Activity is 'Reverse PCB Clean (with Proof of Clean)' (a Schedule to the Agreement). This rate is inclusive of all additional resources associated with the works.
- f) The Industry Partner is required escalate all non-restored services to South East Water. Upon escalation, the Industry Partner should determine the location of the Sewer Blockage with a sonde and have the Sewer Blockage confirmed by a CCTV camera. At a minimum, a snapshot of the screen should be submitted along with photographs of the location of the dig to the Task if CCTV footage cannot be immediately uploaded to the works management system. All relevant Task notes are to be submitted in the works management system.
- g) Where approved for use, jetting equipment should always be appropriately operated, taking into consideration pipe diameter, material, age, pump pressure and flow, in order to ensure efficient and effective clearing of Sewer Blockages.
- h) The Industry Partner must always be mindful of the risks associated with high pressure water jetting of PCBs and customer drains. Any damage that has occurred as a result of high-pressure water jetting will be at the Industry Partner's cost (refer Section 5.2).
- i) In the event a reactive PCB unblock/clean has been diagnosed, the Industry Partner must complete a video inspection to confirm rectification of the Sewer Blockage (e.g. CCTV). The Industry Partner has a maximum of 7 days to complete and submit the footage to South East Water in the event that the sewer was returned to service and a full-sized nozzle passed through the line, as completed within the UTA for 'PCB clean (Including 'Proof of Clean')'.
- j) Where a post clean video inspection cannot be performed, or is determined by the South East Water Representative as not required, photos are to be attached to the task showing the root cutter in the chase of the upstream Maintenance Structure of the sewer line as evidence that the line has been cleaned. In addition, a photo of the basket in the downstream Maintenance Structure must be included showing evidence of the debris captured in the basket after the reactive reticulation clean/unblock.
- k) The Industry Partner can recommend that a partial clearance be dug out. Should South East Water's Representative decide to delay these works until a further Sewer Blockage, then the Industry Partner will not be required to provide a Defect Liability Period as stipulated previously in Section 1.6. These recommendations

must be lodged as an Action Request and have adequate CCTV footage submitted to support the recommendation.

- l) In the event a reactive PCB unblock/clean has been diagnosed and Proof of clean is not required (as approved by South East Water's Representative), photographic evidence as per clause j) above must also be provided, along with submission of the relevant PCB Clean SI form. The UTA relevant to this Activity is PCB Cleaning (without 'Proof of Cleaning').
- m) If the Industry Partner is called for a PCB job and it is determined as clear on arrival, the following applies:
 - i. Where the customers / South East Water's asset (PCB) isn't blocked as determined by a water test, then the Industry Partner must check both downstream and upstream Maintenance Structures to determine any visible signs of surcharge.
- ii. If all are running, the Industry Partner is required to clean and CCTV the PCB and then claim the applicable 'PCB Clean (Including 'Proof of Clean')' UTA along with submitting the relevant SI forms.
- n) Upon investigating customer complaints/enquiries of the sewerage system where attendance of a PCB/internal Sewer Blockage in the customer drain cannot be accessed, the following applies:
 - i. The Industry Partner must inspect the downstream Maintenance Structure to eliminate a reticulation/branch stoppage;
 - ii. The Industry Partner is to attempt to clear the Sewer Blockage from the customers drain and gain access to the PCB and carry out a CCTV inspection;
 - iii. On failure to restore service, the Industry Partner is to upload a screen shot of the CCTV footage and a photo of the defective location onto the works management system, with uploaded comments on the work carried out and findings;
 - iv. A South East Water customer contact card is to be handed to the customer so the customer can call South East Water for further instruction; and
- v. The Industry Partner is to then claim the 'PCB Clean (Including 'Proof of Clean')' UTA.

7.3.2 Proof of Clean CCTV Inspection

- a) CCTV inspections of property connection branches must be inspected using a colour, self-levelling camera suitable for insertion into the PCB through South East Water assets or property fittings such as a boundary trap, inspection shaft, disconnector trap, or from the reticulation up the PCB.
- b) Cameras must have enough cable to be able to reach the sewer once inserted into the sewer drain.
- c) CCTV inspections of property connection branches must be submitted on the works management system and/or relevant Industry Partner's storage drives. Digital footage must be uploaded to South East Water's network or supplied by means of an acceptable portable storage device in MPEG4 or AVI format.
- d) Survey inspections of PCB's are expected to be completed and returned to South East Water's Representative within 7 days (or sooner). In most cases,

Customers will be expecting the Industry Partner to attend and carry out this work (e.g. they have had Sewer Blockage issues at their property).

7.3.3 Reporting

- a) Information to be recorded within South East Water's Works Management System is to be inclusive of a PCB CCTV SI form and Reactive PCB Clearing SI Form.
- b) Details within these forms include, but are not limited to:
 - i. Failure Details
 - ii. Sewer Escape Details:
 - a. Point of Escape;
 - b. Spill to point;
 - c. Other effected sites;
 - d. Whether the Spill was contained or not contained;
 - e. Start date and time of Sewer Escape;
 - f. End date and time of Sewer Escape;
 - g. Weather conditions at time of Sewer Escape;
 - h. Cause of Sewer Escape;
 - i. Estimate Escape Volume; and
 - j. Other information generally recorded by South East Water.
- c) Photographic evidence:
 - i. For all spills, a photo that substantiates the spillage volume (as reported on an SI form) must be provided.
 - ii. For all uncontained spills, a photo showing the discharge location must be provided.
- d) Escalation details:
 - i. Advise South East Water's Representative of an uncontained spill; and
 - ii. Record within the Works Management System the details of the escalation (including time escalated, by whom, to whom, support required, time of containment).

7.4 Response and rectification of Sewer Ventilation Structures

- a) The Industry Partner must provide a 24 hour per day; 7 days per week reactive response and rectification of Sewer Ventilation Structures service. This service must include:
 - i. Response to any call out to inspect and make safe;
 - ii. Carry out temporary reinstatement of the site, sufficient to ensure the safety of the public and others, but not in a manner that makes later replacement of the vent stack more difficult;
 - iii. Remove the vent stack from site and transport for disposal; and

- iv. Where the vent stack provides a mounting for another Authority's assets (e.g. electricity, telecommunications and tramways) the Industry Partner is responsible for notifying and liaising with responsible Authorities to arrange safe work conditions.
- b) Response and rectification of sewer ventilation structures allocated from the Communication Centre are to be responded to for inspection purposes only and to Make Safe. An Action Request with photographic evidence to support Make Safe is to be submitted on the task with the relevant rates:
 - i. If no Activities have been carried out, then a Service Call (a Schedule to the Agreement) is to be claimed with relevant supporting documents/photos.
 - ii. If immediate removal of the vent stack is required, the Industry Partner must dispose of the vent structure and make safe. The Industry Partner is required to transport and dispose of the vent stack at an approved facility.
- c) The following clauses apply to works impacted by a third party / other Authority's assets (e.g. electricity, communications, etc.):
 - i. Where another Authority is required to undertake works (e.g. pole staying, relocation of power, damaged car removal, etc.) then South East Water is responsible for meeting the costs incurred from that Authority.
 - ii. Any damage caused to another authority's assets by the Industry Partner is at the cost of the Industry Partner.
 - iii. The costs of waiting for another Authority to undertake their works is included within the appropriate UTA for 'Reactive Vent Response and disposal (a Schedule to the Agreement). This allows for up to 120 minutes of waiting time for tasks less than a Priority Level 6. All tasks with Priority Level 6 and greater are considered 'Planned' activities and should therefore not incur waiting times. Should the waiting time exceed this time, consultation should then take place with South East Water's Representative. The time when the request is made and the time when the Authority arrives on site must be recorded in real time on the Works Management System.
 - iv. Any request for additional time will be taken in the context of the relevant UTA. Waiting time will apply for higher priority 1, 2, 3, 4, 5 priority tasks and must adhere to clause iii above. All other task will be at South East Water's Representative's discretion.
- d) All works undertaken on vents must include supporting documentation and have the relevant SI forms completed with task submission on the works management system.
- e) An 'Action Request' must be raised on all tasks where further works are to be carried out.
- f) All permanent reinstatement works of the ventilation structure will be carried out as 'Quoted Works'. These works and Priority Levels will be issued by the South East Water's Works Management System.

7.5 Subsidence

- a) An initial investigation is required to confirm the impact, nature, potential cause and responsibility of the subsidence, including implementing any actions required to make the site safe.

- b) Upon attendance, if the subsidence:
- i. Is not a South East Water asset, with no South East Water asset in the vicinity and no work has been carried out, then a Service Call (a Schedule to the Agreement) is to be claimed along with the provision of relevant supporting documents/photos.
 - ii. Not a South East Water issue, with no South East Water asset in the vicinity but minor subsidence rectification has taken place, then the Industry Partner is to notify the relevant authority and claim the relevant UTA for 'Response and Rectification of subsidence's' with supporting documentation.
 - iii. Is within vicinity of a South East Water Asset, the area should be made safe then, relevant dye testing should be carried out in conjunction with a CCTV inspection of the South East Water asset. The Task is to be closed out as per the relevant 'Reactive Sewer' UTA for 'Response and Rectification of subsidence's' with supporting documentation.
- c) Subsidence reported to South East Water will generally require the following:
- i. Where it is confirmed that there is no asset failure (i.e. an excavation is not required on a South East Water asset), but the subsidence is still considered to be South East Water's responsibility (e.g. poor compacted backfill), the Industry Partner will be required to backfill and reinstate the subsided area in line with Section 4.4.4 of the General Requirements.
 - ii. Where it is confirmed that there has been a failure of South East Water's asset, an Excavation will be ordered. South East Water may award this Excavation to the Industry Partner or other Industry Partners.
 - iii. Separate Tasks will be Awarded to the Industry Partner by South East Water for items under Sections 7.5 b) c) and will be will be paid at the applicable rate.
 - iv. Subsidence related to previous work activities undertaken by the Industry Partner will be addressed under the applicable Defect Liability Periods (refer clause 1.6).

7.6 Sewerage Surcharge monitoring (BlokAid)

7.6.1 General

- a) South East Water has a large number of surcharge monitoring devices (BlokAid) in many different locations throughout the sewerage network. These devices monitor the level of sewage in a particular Maintenance Structure and if a pre-defined level is reached, an alarm will be activated via SCADA to the NOCC. The operator in the NOCC will typically investigate the alarm and where required create a task for the Industry Partner to attend and investigate.
- b) Depending on the purpose of monitoring, the operator South East Water's Representative may prioritise the task as either a Priority Level 1 or Priority Level 2 attendance.

7.6.2 Description of Work

- a) Each BlokAid monitors differing lengths of sewer downstream, therefore the responding Industry Partner must first lift the Maintenance Structure where the BlokAid is located to check for surcharge, and:

- i. If the sewer is surcharged, the Industry Partner must continue to lift Maintenance Structures downstream until the empty Maintenance Structure is identified and attempt to unblock the sewer as per the Section 7.1 clearing of Sewer Blockages requirements.
 - ii. If the sewer appears to be flowing normally, the Industry Partner must observe the flow for 5 minutes to ensure that normal conditions exist. The Industry Partner must also check the Maintenance Structure walls and document in the Montage task story if there is any evidence of prior surcharge. The Industry Partner must also verify against the GIS if the sewer is flowing in the correct direction if it is a '2-way fall' Maintenance Structure they are observing.
- b) Where works are required inside the Maintenance Structure where the BlokAid is located and the unit needs to be removed, the Industry Partner must follow the requirements as per AM2857 Temporary removal and replacement of a BlokAid procedure.
 - c) In instances where the surcharge in the sewer appears to be due to wet weather or insufficient hydraulic capacity (large sewage flows) in the sewer, this information must be reported back to the operator in the NOCC.
 - d) Works Management System data must be completed as per Table 2:

Table 2: Works Management System data requirements for BlokAid

Job Type	<i>High Level (LT1 and LT2) alarm call outs</i>
Request CCT	<i>Sewer Network-Manhole-Surcharge BlokAid Alarm Investigation</i>
Action Taken	<i>Sewer Network-Manhole-Surcharge Investigation</i>
Failure Details	<i>Not Applicable (false Call)</i>
	<i>Sewer Network (any failure detail)</i>

- e) Where a surcharge requires rectification of a Sewer Blockage, payment will be made within the appropriate UTA for 'Reticulation and Branch Main Cleaning (excluding 'Proof of Clean')'.
- f) Where a task is due to a false callout, payment is as per a Service Call (a Schedule to the Agreement).
- g) Without limiting the requirements of all other clauses within this Agreement, where a Sewer Blockage is identified by the Industry Partner that has been initiated through a BlokAid alarm, the Industry Partner must comply with the requirements of Section 7.1.

7.7 Reticulation and Branch Sewer mains Cleaning

- a) As a result of an investigation, works requiring additional resources and/or provide a service, South East Water may request the Industry Partner to attend and clean the Reticulation and/or Branch Sewer main as a Reactive/Planned Maintenance Task.

- b) The Industry Partner must be able to attend and complete these requests in line with the requested priority. Cleaning of the Reticulation and/or Branch Sewer mains must be carried out per Section 7.1 of this specification.
- c) Payment associated with these works will be within the applicable UTA for 'Reactive Sewer Clearing (without Proof of Clean)' for tasks with a priority of 1 – 5 based on no. of lines cleaned from Maintenance structure to Maintenance Structure.
- d) Payment associated with sewer cleaning works issued on a Priority Level 6 or greater will be within the applicable UTA – Clean - Reticulation and Branch Main Cleaning (excluding 'Proof of Clean') based on the number of metres of sewer line cleaned as reported on the Sewer Cleaning SI in the Works Management System.

7.8 Reticulation and Branch Main Sewers CCTV Inspections

- a) As a result of a developer request, further investigation and/or to provide a service, South East Water may request the Industry Partner to attend and inspect the Reticulation and/or Branch Sewer main as a Reactive task.
- b) CCTV inspections and Sewer Cleaning are to be carried out in accordance with Section 8.2 and 8.3 of this specification with the Industry Partner required to attend and complete these requests in line with the requested priority.
- c) Payment associated with these works will be within the applicable UTA for 'Reticulation & Branch Main CCTV Inspection' for tasks with a priority of 1 – 5 based on no. of lines inspected from Maintenance structure to Maintenance Structure.
- d) Payment associated with sewer CCTV works issued on a Priority Level 6 and 7 will be based on the number of metres of sewer line inspected by CCTV as reported on the Sewer CCTV SI in the Works Management System. The total number of metres reported will then be used to determine the appropriate UTA 'Reticulation & Branch Main CCTV Inspection'.

7.9 Combined Sewer Cleaning and CCTV Inspections

- a) In certain circumstances, CCTV services will be requested as part of a combined cleaning and CCTV inspection of the Reticulation and Branch Sewer main.
- b) Where CCTV is requested as a combined clean and CCTV activity, payment associated with these works will be within the applicable UTA for 'Combined Reticulation and Branch Cleaning & CCTV Inspection' (a Schedule to the Agreement). The UTA is a quantity/event-based rate allowing for CCTV and Clearing of the full length (Maintenance Structure to Maintenance Structure) of the identified sewer(s).
- c) CCTV inspections and sewer cleaning are to be carried out in accordance with Sections 8.2 and 8.3 of this specification.

7.10 Property Branch Connections (PCB) Cleaning and CCTV Inspections

- a) In certain circumstances, CCTV services will be requested to be carried out as a 'CCTV inspection only' of the PCB. CCTV inspection of the PCB is to be carried

out in accordance with Section 7.3.2 of this specification. The UTA relevant to this Activity is 'PCB CCTV Inspection'

- b) For instances where South East Water request a 'Clean Only' of a PCB, payment associated with these works will be within the applicable UTA for 'PCB Cleaning (without 'Proof of Cleaning')' and must meet the criteria of Section 7.3.1.

7.11 Combination Unit Cleaning of Branch and Reticulation Sewers

- a) As part of the reactive and scheduled cleaning of sewer lines, waste may be required to be educted as part of these services. Where the Industry Partner recommends the use of a combination / vacuum unit, and South East Water has approved this method of cleaning and issued the task on a Priority Level 6 or greater, recognising that:
 - i. Measurement for payment of scheduled and planned clearing of sewer lines using the Combination / Vacuum Unit will be based on the number of metres of sewer line cleaned as reported on the Sewer Cleaning SI in the Works Management System.
 - ii. The total number of metres reported will then be used to determine the appropriate UTA for 'Combination / Vacuum Unit' (a Schedule to the Agreement).
 - iii. Transporting costs associated with disposal of the waste from the cleaning works described is considered to be within scope of the specified UTA.
- b) The Industry Partner must at all times be mindful of the risks associated with 'blowbacks' when conducting activities (refer Section 5.2).
- c) In certain circumstances, CCTV services will be requested as part of a combined cleaning and CCTV activity. CCTV inspections and Sewer Cleaning are to be carried out in accordance with Section 8.2 and 8.3 of this specification.
- d) Where CCTV is requested as a combined clean and CCTV activity, payment associated with these works will be within the applicable UTA for 'Combined Sewer Cleaning & CCTV' (a Schedule to the Agreement). Tasks requested as a Priority Level 1 to Priority Level 5 will incur the UTA that is a quantity/event-based rate allowing for CCTV and cleaning of the full length (Maintenance Structure to Maintenance Structure) of the identified sewer. This work can be a Scheduled or a Reactive Maintenance activity.
- e) Where requested as a combined clean without CCTV activity, payment associated with these works will be within the applicable UTA for 'Combined Sewer Cleaning' (a Schedule to the Agreement). This UTA is a quantity /event-based rate for requests of a Priority Level 1 to Priority Level 5, allowing for CCTV and Cleaning of the full length (Maintenance Structure to Maintenance Structure) of the identified sewer. This work can be a Scheduled or a Reactive Maintenance activity.
- f) Where CCTV and Combined Combination Cleaning is requested at a Priority Level 6 or greater, the payment associated with these works will be applicable to the UTA 'Combined Combination (Jet/Vacuum) unit Cleaning and CCTV' based on the number of metres cleaned and CCTV inspected based on the SI forms submitted. The total number of metres reported will then be used to determine the UTA relevant to the Task.

7.12 Confined Space Entry Maintenance Structure works

- a) Where requested for works to be undertaken within a confined space involving Maintenance Structures, payments associated with these works will be within the applicable UTA for 'CSE Maintenance Structure works' (a Schedule to the Agreement). The applicable UTA is relevant to the location of the Maintenance structure.
- b) Confined space entry works include, but are not limited to:
 - i. Root removal and cleaning;
 - ii. Insertion and removal of sewer isolation (plugging);
 - iii. Drop pipe repairs;
 - iv. Concrete rending and repairs of tables;
 - v. Minor repairs and replacement in brick Maintenance Structures; and
 - vi. Replacement of ladders and Step irons.
- c) Where a drop pipe requires replacement, the existing drop pipe must be removed and replaced entirely in PVC. This includes the gun bend. Drop pipes and fixtures are to be replaced in accordance with MRWA standards.
- d) Maintenance Structures greater than 6 metres in depth and 'walk in' Maintenance Structures will be at an agreed Hourly Rate as per the South East Water Representative.
- e) In the following situations, it is expected that a pre inspection is undertaken as part of the activity at no additional cost to South East Water:
 - i. Alternations to Maintenance Structures in footpaths and roadways that do not require excavation to locate; and
 - ii. Planned alterations such as required by Council/Vic Roads planned road works.
- f) Photos are to be provided and all as per the Sewer Maintenance Structure SI form, including photos of any works undertaken and entered into the Works Management System.
- g) All Maintenance Structures which are accessed/opened are required to have the covers/rims scraped to remove excess rust/dirt/grime build-up and greased prior to the cover being repositioned, with the Maintenance Structure Inspection SI Form completed. Where keyhole plugs exist, these are to be replaced.

7.13 Maintenance Structure Rehabilitation

- a) The Industry Partner must provide multiple Maintenance Structure rehabilitation methods that can be used on varying Maintenance structure diameters and depth to varying types of decay caused by the environment of the sewerage system.
- b) The methods must be an approved method by another Melbourne Retail Water Authority (MRWA) and/or by Melbourne Water.
- c) All relevant documentation associated with the proposed product and methodology, including trials, must be submitted to South East Water's Representative for Approval prior to any utilisation of the rehabilitation product and methodology.

- d) All Maintenance Structure rehabilitation works will be carried out as 'Quoted Works'. These works and Priority Levels will be issued by the South East Water Works management system.
- e) All Safe Work Method Statements (SWMS) and work procedures will need to be submitted in conjunction with the Quote on South East Water's Works Management System.

7.14 Reactive Wet Well cleaning

7.14.1 General

- a) A Wet Well is the part of a Sewer Pump Station into which raw sewage flows and is retained prior to being pumped to a gravity outlet sewer. At most Sewer Pump Station sites submersible pumps will be located within the Wet Well. There are some sites where they will be located in a dry well type arrangement.
- b) The purpose of this Activity is to clean the Wet Well, Detention/Contingency Tanks, pumps, valves, guides, floats, fittings, lifting equipment, etc., and determine the condition of these assets, prevent odours, and perform general housekeeping. Confined space entry is required at some sites to successfully carry out this program of works.
- c) Due to the variety of Sewer Pump Stations, these sites have been divided into different categories. The sites and their classifications are listed in Appendix B, with the categories detailed below:
 - i. Type A – Small site requiring wash down (wash down and clean duration between 0 and 3 hours)
 - ii. Type B – Medium site requiring wash down (wash down and clean duration between 3 and 6 hours)
 - iii. Type C – Large Site requiring wash down (wash down and clean duration greater than 6 hours)
 - iv. Other
- d) Type C classified Sewer Pump Stations may also include a detention tank. Sites classified as 'Other' will be delivered as Quoted Works.
- e) Where a Detention/Contingency Tank cannot be cleaned on the same day as the Sewer Pump Station, payment for the cleaning of the Detention/Contingency Tank will be within the 'Inspection and Maintenance of 'Wet Wells – Type A' UTA.
- f) Due to operational requirements, proactive cleans are required.
- g) Tasks will be generally allocated with a Priority Level 7 within South East Water's Works Management System. In some instances, a shorter duration response may be requested.
- h) Work relating to this Activity is generally awarded as an UTA Task for 'Reactive cleaning of Wet Wells for 'Type A', 'Type B', and 'Type C' (a Schedule to the Agreement), except for Wet Wells within the category "Other" which will be paid on a reimbursable basis.

7.14.2 Description of Work

Inspection and maintenance requirements for Wet Wells includes, but is not limited to:

- a) Manual operation of the Sewer Pump Station and/or the Detention/Contingency Tank.
- b) Inspection and recording of asset details, including but are not limited to:
 - i. Maintenance Structure lids, step irons, ladders, walkways and platforms;
 - ii. Pump guide rails and foot stools;
 - iii. Pump and Motor units for visible damage;
 - iv. Lifting chains and eye bolts for rust and damage;
 - v. Rising mains, flanges and supports;
 - vi. Exercising of all isolation valves and penstocks;
 - vii. Operation of the ventilation systems; and
 - viii. Doors, building superstructure, down pipes, windows, condition of grounds, fencing and gates, etc.
- c) Upon accessing the site and prior to commencement of services, the Industry Partner must notify South East Water's NOCC that the Sewer Pump Station is being cleaned and will be in manual operation for the duration of the clean. South East Water's NOCC is to be notified again upon completion of services and following the return of the Sewer Pump Station back to normal operation.
- d) In some areas, incoming sewer lines may have penstock valves installed. These penstocks may be closed to prevent flows into the wet well while it is being cleaned. Where incoming sewer lines do not have penstocks installed then inflatable plugs may be used. During this period, upstream Maintenance Structures and any ERS should be monitored closely to ensure a spill does not occur. Records of spill manholes and approximate holding times must be available onsite. The Industry Partner is to refer to South East Water's systems to obtain the required information for planning purposes, with costs for monitoring the system to be incorporated within the UTA for the task.
- e) Detention/Contingency Tanks may be used to divert and hold sewage flows whilst a wet well is being cleaned, however, once the wet well cleaning is complete, the Detention/Contingency Tank should itself be cleaned once it has been drained.
- f) Any failures where air is drawn into the pumps will be at the Industry Partner's expense.
- g) Mechanical blowers must be used during the cleaning process to assist with ventilation where required.
- h) All equipment, personnel and OH&S equipment required to carry out Wet Well cleaning is to be included in the UTA.
- i) High-pressure water jetting is required until the pumps and Wet Well are completely clean and any build-up on ladders, guides, floats, chains and multi-trodes are removed.
- j) All fats and solids that have built up on the walls of the Wet Well are to be scraped off, bagged and removed for disposal.
- k) All Tasks require the use of an eductor (or the equivalent) capable of completing the Task. All vehicles used for the Task must be capable and sized correctly to access the wet well, contingency tank, etc., and capable of storing required flows/waste with adequate vacuum to lift the sewage/fats from the bottom of the Wet Wells. These vehicles are included within the UTA. Any failure/inadequate

vehicles or equipment resulting in abandonment of the wet well clean will be incurred at the Industry Partner's cost.

- l) Any sewage removed from the wet well clean must be disposed through decanting the liquid waste back into an approved Maintenance Structure as directed by South East Water. All solids/fats waste from the Wet Well cleans must be disposed of at an approved EPA waste disposal site. Waste transport is included under the relevant 'Inspection and Maintenance of Wet Well' UTA relevant to the wet well category Type A, B or C.
- m) South East Water's flow management and isolation procedures are to be followed at all times (refer Section 4. of this specification) and are considered to be within the scope of the relevant UTA. The Industry Partner is expected to be able to have the relevant competencies and resources available to monitor flows on site in adherence to these requirements. Additional South East Water supervision will be required and provided for critical sites only. The Industry Partner is responsible for arranging a South East Water operator at all critical sites. A minimum of one weeks' notice is required for the operator to be arranged.
- n) When the wet well is clean, visually check all the pumps, fittings, structural condition of the wet well, fasteners and restraining bolts and pedestals for damage, wear, etc. and provide photographic evidence of their condition.
- o) The Industry Partner is required to undertake a general clean around the Sewer Pump Station. For kerbside Sewer Pump Stations, a basic clean and removal of rubbish and debris is required. Where applicable, clean and disinfect the Sewer Pump Station floor, passages, toilets, hand basins, entrances, steps and ladders. Toilet roll holders and paper towel dispensers must be replenished if required.
- p) Return the Sewer Pump Station, impacted assets (e.g. closed penstocks) and site conditions back to normal operation, and confirm the Sewer Pump Station is operating normally prior to leaving site. Confirmation that the station is operating normally will require observation of one full pump cycle (i.e. from pump run to pump stop to pump run again). Due to low inflows, waiting for one full pump cycle may sometimes be impractical, in this case, South East Water's Network Control Centre is to be notified of this prior to leaving site.
- q) To enable consistent interpretation and accurate reporting of the condition of wet wells, the Industry Partner must report against a standard condition reporting guide which is approved by South East Water's Representative and reported by the Industry Partner within South East Water's Works Management System.

7.14.3 Reporting

Requirements for ensuring consistent interpretation and accurate reporting of the condition of Wet Wells include, but are not limited to, the following items:

- a) Upon completion of the inspection and maintenance activities, the Wet Well Inspection (SI) form in the Works Management System must be completed and the task placed into the Work Complete status.
- b) Complete the onsite logbook by filling in the time of arrival, activity completion time, pump hour details and sign the book.
- c) The following descriptions and requirements are to be used when reporting:
 - i. Gas Levels: All gas levels (H₂S, O₂, LEL, CO) as displayed on the gas detector must be recorded prior to venting.

- ii. Type of Sludge Removed: Select one of the following types of debris if found during the cleaning process: Sand, Rubble, Aggregate, Rags, Clay, Other.
- iii. Cleaning Results.
- iv. Odour Present: Any odours that are present at the site of the Sewer Pump Station or Detention Tank (i.e. sewer odours can be smelt by the operator before removing any Maintenance Structures or opening doors) that appear to be emitted from the Sewer Pump Station, must be reported as having a Sewer Pump Station Site odour present. If odours are present the severity and possible works required to minimise these odours must be noted in the Comments section of the SI form in the Works Management System.
- v. Visual Checks: Valves, Penstocks, Ladders & Stairs, Lifting Chains, Covers, Ventilation, Rising Main, Pump Mounts & Rails.
- vi. Valve/Penstock Condition: During the inspection the presence and condition of penstock/valves, must be confirmed.
- vii. Ladders and Stairs: All ladders and stairs (including railings) are to be checked for their condition. The condition can be determined by visual inspection for flaking and rust on ladders or checking for evidence of concrete cancer.
- viii. Cover Condition: Assign an overall ranking to the cover.
- ix. Ventilation: This can follow on from Odours. At some stations mechanical ventilation can be installed.
- x. Rising Main: The portion of the rising main that is visible inside the wet well must be examined and reported on.
- xi. Lifting Chains/ Pump Mounts & Rails
- xii. Detention Tanks: Covers, Penstocks, Ladders are to be reported on as per the condition assessment guides for wet wells.
- xiii. Washers
- xiv. Other Information: House Keeping Done, Sewer Pump Station Operation, Covers Greased, Penstocks Opened.
- xv. Photos of the Wet Well before and after the cleaning process are to be taken and attached to the task in the works management system, including photos of any other condition checks and relevant items as per the Wet Well clean SI form.
- xvi. Comments should be provided on any asset condition clarification or issue requiring follow-up work, with the relevant Action Request raised. Situations include, but are not limited to, examples such as defects, access issues, odour issues, lid and cover level adjustments. If the wet well or detention tank is in poor condition or in better than expected condition, a comment to adjust the cleaning frequency should be provided.

7.15 Rising Mains

7.15.1 General

- a) Rising main repairs generally require an immediate response, and repair work is required to continue uninterrupted until the works are completed and the Sewer rising main is returned to normal operations.
- b) Rising main repairs may span multiple shifts. In these instances, the Industry Partner work as part of a multi-disciplined response team, as required and along with other Industry Partners.
- c) Repair methodology and repair materials will be as directed by South East Water. The Industry Partner is to ensure that competent personnel with experience with mechanical fittings is in attendance.
- d) For burst rising mains, works will be carried out under the applicable 'Excavation Repairs' UTA based on the depth and location of the repair.
- e) Industry Partner may also be required to provide additional services such as sewer spill cleanup, Eduction and spoil management as part of the scope of a rising main repair.

7.15.2 Repair of Burst Rising Main

- a) The Industry Partner must immediately refer all property damage/ environmental impact to South East Water's Representative prior to undertaking any work.
- b) Before recharging of the rising main the contractor must seek South East Water approval to charge the rising main. Failure to notify South East Water Representative or recharge against South East Water directions will result in the contractor incurring costs of any additional bursts caused by the recharging of the main.
- c) Where consequential damage can be attributed to the failure of the Industry Partner to respond within the compliance time and/or is a consequence of poor workmanship (i.e. the quality of work has not met the expected standard), the Industry Partner will be responsible for all, or part of the consequential damage repair cost as directed by South East Water's Representative.
- d) Where another Authority is required to undertake works such as pole staying, relocation of gas main, telecom conduits, etc. Then South East Water is responsible for meeting the costs incurred from that Authority. This does not apply to any damage caused by the Industry Partner; in these cases, the Industry Partner is to meet the cost of repairs.
- e) The costs of waiting for the other Authority to undertake their works is included within the appropriate UTA for 'Excavation Repairs' and allows for up to 120 minutes of waiting time. Should the waiting time exceed this time, consultation can then take place with South East Water's Representative with regards to reimbursable costs. Time when request made and time when Authority arrives on site must be recorded in real time on the Works Management System. Any request made, will be taken in the context of the relevant UTA.
- f) Rising mains with a diameter greater than 300 mm will be repaired at 'Hourly Rates'. The Industry Partner must provide the appropriate full-time site supervision and immediately notify South East Water of the repair work.

- g) Stainless steel repair clamps are not to be used in repairing splits on UPVC/OPVC pipe. Where the split is small, then a minimum section of 1 metre is to be replaced.
- h) The repair of the burst sewer rising mains must be done in accordance to MRWA and WSAA construction methodology of water mains.

7.15.3 Working with and replacement of Burst AC Sewer Rising Mains

- a) The Industry Partner must comply with the appropriate Occupational Health and Safety (asbestos) Regulations and instruction manuals, when working with or coming in contact with asbestos cement (AC) pipes.
- b) The Industry Partner must provide the necessary safety instructions to staff, issue personal protection, and equipment to staff to enable them to work safely with AC material.
- c) The Industry Partner must dispose of all pieces of AC pipe in alignment with all Legislative Requirements and South East Water's approved quality procedures.
- d) The Industry Partner must have the appropriate licenses for asbestos removal, transportation and disposal.
- e) Where an AC main fails by longitudinal splitting or by a portion of the wall separating from the pipe, the Industry Partner must replace the entire pipe length between existing couplings, irrespective of the length. Payment for the activity is to be included as part of the applicable UTA for 'Excavation Repairs', multiplied by the number of shaft lengths if greater than one shaft.
- f) The following requirements apply for AC located under driveways:
 - i. If any part of the driveway requires repair as a consequence of repairing the leak/burst, then the full length of pipe beneath the driveway is to be replaced.
 - ii. If it is possible to repair a broken back without disturbing the driveway, then it is permissible to put a stainless-steel clip on to effect repair.
 - iii. When an AC pipe has failed in a double domestic driveway, the full length of AC is to be replaced clear of the driveway. This may mean that the AC is not replaced joint to joint.
 - iv. Where the burst main is under a standard domestic driveway and is found to be AC, the full length of AC beneath and clear of the driveway edges is to be replaced. This may mean that the AC is not replaced joint to joint.
 - v. If a commercial/industrial driveway, South East Water's Representative is to be contacted for further direction.
 - vi. The cost of repairing AC as stated above will be deemed to be included within the UTA for 'Excavation Repairs'.

7.15.4 Working with PE

- a) Use of electrofusion or butt-welding is not considered specialised capability.
- b) Use of mechanical couplings designed specifically for PE material is permitted.
- c) The Industry Partner is required to have the appropriate accreditation and training to undertake electro-fusion and butt-welding.

- d) Approval from South East Water's Representative is required for mechanical fitting on a burst Rising Main.

7.15.5 Repair of Leaking Rising Main

In conjunction with Section 7.15.2 and 7.15.2, the following also applies:

- a) A leaking main is generally defined where sewage is leaking from a pipe or fitting and can be repaired without replacing the pipe or fitting.
- b) Leaking mains may include, but are not limited to, the replacement of bolts or flanges and tightening of Gibaults and bolts.
- c) For leaking rising mains, works will be carried out under the applicable 'Excavation Repairs' UTA based on the depth and location of the repair.

7.16 Covers, Surrounds and Height Adjustment of Maintenance Structures

7.16.1 General

- a) The height adjustments of Maintenance Structures to enable them to correspond to changes to surface levels are usually a planned activity and are typically carried out in conjunction with and often as a result of work performed on previous tasks created through the 'Action Request' system.
- b) The work involves establishing the new level, removing the existing cover, adjusting the height of the Maintenance Structure by either breaking away part of the existing neck, taper or barrel, or extending the existing barrel or neck, resetting the Maintenance Structure surround and lid and restoring adjacent surfaces. Maintenance Structures vary in size, shape, load rating and materials.
- c) Methods employed must suit the particular type, size and configuration of the Maintenance Structure resulting in a product that must conform to the MRWA, WSAA and South East Water Standards.
- d) Rehabilitation methodology that aligns with value for money outcomes are encouraged and will be agreed upon where suitable in consultation with South East Water.

7.16.2 Description of Work

- a) The Industry Partner will raise or lower Maintenance Structures as directed by South East Water's Representative. The work must be such that the Maintenance Structure is structurally sound, watertight and performs the function for which it was intended. The level of the new cover must be within an acceptable tolerance of the desired level. Where possible all efforts should be made to utilise the existing cover. The exceptions to this are "Diamond Cast Covers" and non-gatic type concrete covers (such as "Chelsea Rounds"), which will be referred to South East Water's Representative for further direction.
- b) Maintenance Structure responses allocated from the Communication Centre are to be responded to for inspection purposes only and to Make Safe. An Action Request with photographic evidence to support the Make Safe is to be submitted on the task with the relevant rates:
 - i. If no work has been carried out, then a Service Call (a Schedule to the Agreement) is to be claimed with relevant supporting documents/photos.

- ii. If minor rectification works has taken place, then the Industry Partner is to claim the 'Response and Rectification of Maintenance Structures' UTA (a Schedule to the Agreement).
 - iii. If immediate replacement and or 'Grease and Grind' is required, the contractor is to escalate to South East Water Representative to create a task for the maintenance cover and surround replacement or 'Grease and Grind'.
- c) If 'Grease and Grind' is required to make the maintenance structure cover safe, the Industry Partner is to carry out the works to reseal the cover to an acceptable tolerance, claiming the 'Grease and Grind Maintenance Structures Covers' UTA. All supporting evidence/photos are to be submitted inclusive of a Maintenance Structure Inspection SI for task closure.
- d) Where a damaged or non-standard cover is encountered in a raising or lowering operation, South East Water's Representative may require the Industry Partner to replace it with a new cover.
- e) Payment of cover and surround replacement of Maintenance Structures will be within the applicable UTA for 'Cover and Surround Replacement' (a Schedule to the Agreement) and includes, but is not limited to:
 - i. Cover and Surround replacement:
 - a. Insertion of plastic riser in backyards (South East Water issue) to be used in non-trafficable locations;
 - b. Standard 600mm circular Maintenance Structure cover and smaller surround replacements; and
 - c. Square, Rectangle (non-circular) Maintenance Structure cover and surround replacements.
- f) Any covers reclaimed are to remain the property of South East Water and are to be deposited at a site as designated by South East Water's Representative.
- g) Any Maintenance Structures requiring height alteration are to be referred to South East Water's Representative.
- h) Any Maintenance Structure alteration is to be completed by removing the frame and surround, the Maintenance Structure is then to be raised using conventional methods. If possible, the old frame and cover is to be used, providing it is of the approved type.
- i) Raising the Maintenance Structure by leaving the old frame in and building a new on top, is not permitted. Maintenance Structure alterations are to conform to MRWA, WSAA and South East Water standard drawings.
- j) The concrete used must be in accordance with approved MRWA, WSAA and South East Water standards and AS3600.
- k) In the following situations, it is expected that a pre inspection is undertaken as part of the activity at no additional cost to South East Water:
 - i. Alternations to Maintenance Structures in footpaths and roadways that do not require excavation to locate.
 - ii. Planned alterations such as required by Council/Vic Roads planned road works.
 - ii. Payment of adjusting the height of Maintenance Structures up to 300mm and/or 750mm to 900mm will be within the applicable UTA for

'Maintenance Structure Adjustments' (a Schedule to the Agreement) and include, but are not limited to:

- a. Raise or lower up to 300mm for 600mm circular covers (Depending on existing Neck height);
 - b. Raise or lower up to 300mm for 600mm non-circular covers (Depending on existing Neck height);
 - c. Remove Part of Conical Top removing between 350mm to 450mm of the cone to raise the maintenance structure maximum of 900mm using 750mm opening; and
 - d. Remove Part of Conical Top removing between 350mm to 450mm of the cone to raise the maintenance structure maximum of 900mm.
- l) Any height alterations of inspection shafts and maintenance shafts will be paid at the 'Excavation Repairs (Excavation by Plant)' UTA relevant to the location and depth.
- m) The contractor will be liable under relevant Defect Liability Periods (refer Section 1.6 of this specification) to ensure all levels are maintained within specified design requirements.
- n) Photos are to be provided as per items outlined in the SI form, including photos of any works undertaken.

7.17 Sewer defects requiring excavation

The following clauses relate to specific requirements for excavation of Sewerage assets. For general clauses associated with Earth works and excavations, refer to Section 16 of the General Requirements.

7.17.1 General

A Sewer Blockage and/or and defect may require excavation to the sewer asset to repair the problem (which may require replacement with an approved pipe system) and to restore the integrity of that portion of the sewer. For all sewer excavation tasks, the following applies:

- a) South East Water's Representative must be notified and consulted with prior to works commencing, in order to confirm the need for the sewer excavation and to allocate the required work order.
- b) It includes responsibility for and controlling the flow of sewer from the time that South East Water awards a Task order for an excavation repair until its completion.
- c) The Industry Partner is required to undertake a risk assessment for the proposed methodology and assumes all liabilities in delivery of the activity.
- d) The Industry Partner is encouraged to propose alternative methodologies to repair a defect instead of undertaking excavation works. The proposed methodologies (e.g. trenchless repairs inclusive of relining and patch repairs) must demonstrate sufficient benefits to the outcome of the task to the satisfaction of South East Water's Representative. Alternative methodologies will be approved at the sole discretion of South East Water's Representative.
- e) Once the excavation repair has commenced, work is to continue without interruption during normal working hours till complete.

- f) Sealing of any existing PCBs are to be sealed/capped at the host pipe OB unless otherwise directed by South East Water's Representative.
- g) An Excavation Repair can be an urgent or non-urgent Reactive Maintenance activity and can either be on the Reticulation or Branch Sewer system, Rising Main or PCB.
- h) The Industry Partner shall have the appropriate licenses for Asbestos removal, transportation and disposal. Asbestos removal onsite can be claimed against the UTA for 'Excavation Repairs', triggering the 'Asbestos Removal' Risk Event.
- i) The following clauses apply to works impacted by a third party / other Authority's assets (e.g. electricity, communications, etc.):
 - i. Where another Authority is required to undertake works (e.g. pole staying, relocation of gas main, telecom conduits, etc.) then South East Water is responsible for meeting the costs incurred from that Authority.
 - ii. Any damage caused to another authority's assets by the Industry Partner is at the cost of the Industry Partner.
 - iii. The costs of waiting for another Authority to undertake their works is included within the appropriate UTA for 'Excavation Repairs'. This allows for up to 120 minutes of waiting time for tasks less than a Priority Level 5. All tasks with Priority Level 6 and greater are considered Planned Maintenance activities and should therefore not incur waiting times.
 - iv. Should the waiting time exceed this time, consultation should then take place with South East Water's Representative. The time when the request is made and the time when the Authority arrives on site must be recorded in real time on the Works Management System.
 - v. Any request for additional time will be taken in the context of the relevant UTA. Waiting time will apply for higher priority 1, 2, 4, 5 priority tasks and must adhere to clause 7.17.1 i) iii. All other task will be at South East Water's Representative's discretion.

7.17.2 Description of Work

- a) The Industry Partner must provide a 24 hour per day; 7 days per week reactive excavation repair service.
- b) The Industry Partner will be set a Priority Level as set out in the Standard of Retail Service (a Schedule to the Agreement. Start work is achieved when the Industry Partner has arrived on site and sewer network flow control requirements determined. Flow control remains the Industry Partner's responsibility until work complete.
- c) The Industry Partner is required to complete the Pre works SI form. The SI form contains relevant checks the Industry Partner should perform (e.g. obtaining field notes, property service plan, submitting relevant plant and equipment from there equipment register for auditing purposes) and ensures that the Industry Partner has researched and planned the task appropriately. Any shortfalls in information can be discussed with South East Water's Representative prior to commencement of works.
- d) All excavation repair tasks are to be completed within 7 days of allocation; however, the Industry Partner should endeavour to deliver continuity of work until rectification to manage customer expectations.

- e) On the creation of new assets or diversion of existing assets a Field Sketch is required to be submitted with the task, capturing detail such as the depth of the shaft and extent of repair.
- f) All excavation type works are to have the relevant SI forms completed with task submission on the works management system.
- g) Payment will be made within the applicable UTA for 'Excavation Repairs' (a Schedule to the Agreement). This UTA incorporates, but is not limited to:
 - i. A rate based on depth, method of excavation, and location;
 - ii. A standard shaft length of 3.6m;
 - iii. All risks associated with the works at both the location and the depth; and
 - iv. The labour, plant and equipment associated with gaining access, undertaking the repair and reinstatement of non-paved areas.
 - v. Fencing removal and reinstatement (up to 2 panels between posts);
 - vi. Locating/proving and excavating around services as per authorities' conditions;
 - vii. Trench support for different ground conditions and configurations (e.g. services);
 - viii. Traffic and pedestrian management;
 - ix. Transportation of waste for disposal;
 - x. Notifying and arranging works with the stakeholders; and
 - xi. Minor reinstatement to garden beds, paving and top soiling;
 - xii. The repair of asset in accordance to WSAA, MRWA and South East Water standards, inclusive of Bedding and Backfill materials. Items outside of the scope of the UTA must seek approval from South East Water's Representative prior to works commencing.
- h) The UTA for 'Excavation Repairs' will differentiate between:
 - i. Excavation by Hand; and
 - ii. Excavation by Plant.
- i) Care must be taken to initially position excavations in the most appropriate place to undertake repairs. Where additional excavation is required to reposition ground support, or to enable repairs to take place due to inappropriate initial location, then this cost is to be borne under the applicable UTA (e.g. Excavation by Hand or Excavation by Plant).
- j) In exceptional circumstances, the Industry Partner may wish to carry out detailed 'Dilapidation Reports' and 'Structural Engineering Assessments' where necessary due to the ground conditions, depth of excavation, proximity to structures and required excavation methods (e.g. Dewatering). The costs associated with associated with detailed Reports may be triggered in consultation with South East Water Representative. These costs will be paid at the 'Risk Event' rate based on nominated cost of the 'Risk Assessed' activity. In these instances, all reports and supporting documents must be submitted on the task at task closure in the South East Water works management system.
- k) South East Water may consider an adjustment to the relevant 'Excavation Repairs' UTA or other remedies. For example, where a minor structure (e.g. garden shed, water tank) is located at the rear of a customer's property. In these

circumstances the Industry Partner may request South East Water's Representative to trigger additional Risk Events to obtain additional resources to carry out the work. The 'Relocation of minor structures' is inclusive of labor with relocating/dismantling the structure and reinstating the structure per the stakeholders request. All other alternatives including Trenchless Repairs needs to be considered before the execution of this option. The trigger of this 'Risk Event' will be at South East Water's discretion.

- l) Installation and raising of Inspection shafts, creation of PCBs, works on property drains, etc. are to be costed into the relevant 'Excavation Repairs' UTA in accordance with the location and depth of the excavation. Raising and installation of inspection shafts for a relining task will inclusive of applicable 'Trenchless Sewer Repairs' UTA.
- m) Photographs before, during and after the works must be provided for excavations. Photographs should include, but are not limited to:
 - i. Site conditions prior to the provision of services, including but not limited to any pre-existing damage or general deterioration of existing buildings, fences and/or other structures (e.g. cracks or defects in walls/brickwork, concrete paths, driveways/crossings) which existed prior to any works, in and about where any of the works are proposed to commence including thoroughfares for vehicle and/or plant access.
 - ii. Various stages of a Job/Task (e.g. a connection, broken pipe, completed task)
 - iii. Reinstatement of area
 - iv. Cause/type of asset failure
 - v. In-place fittings used
 - vi. Scope of excavation.
- n) All photographs must be attached to the Job/Task in the Works Management System or by other means as approved by South East Water's Representative.
- o) Upon encountering rock ground conditions, the Industry Partner may claim additional labour, plant and equipment associated with excavating and handling the rock. In consultation with South East Water's Representative, these costs will be paid at the Risk Event rate based on the depth range of the excavation. In these instances, the Industry Partner is to review provided information on what the existing ground conditions are (e.g. As-Constructed records, previous work history, etc.). All relevant information and supporting documentation must be submitted at task closure.
- p) The Industry Partner is responsible for controlling the flow of sewer for all impacted properties associated with the Excavation Repair in alignment with Section 4. and Section 5. of this specification.
- q) A Task will not be regarded as having achieved Completion until the network has been restored to its state prior to commencing the Task (including but not limited to settings of valves), except to the extent that the purpose of the Task required the state to be altered permanently. If the Industry Partner believes the resultant settings are inconsistent with South East Water asset information (e.g. GT viewer, Montage), it should escalate the matter immediately to South East Water's Representative for direction as to the status in which the valve, or similar is to be left on completion of the Task.

7.17.3 Shaft Sizes

- a) The Industry Partner is required to first verify the location of the fault, and endeavour that the minimum number of shafts are excavated in order to rectify the fault.
- b) For the purpose of calculating the UTA for 'Excavation Repair', the standard length of an Exaction Repair shaft is 3.6m long. The Industry Partner has the right to construct a smaller size shaft, if the smaller shaft is adequate (i.e. 3.6m is too long) to carry out the request repair.
- c) Shafts excavated to a length shorter than 3.6m to perform repairs are at the Industry Partner's own discretion and risk. No additional claims are permissible for shafts which need to be extended in length up to 3.6m if the reduced shaft size is discovered to be insufficient to carry out repairs.
- d) Where works on any sewer are continuous (i.e. greater than one shaft length), the additional shaft will be paid within the applicable 'Additional Shaft' rate within the UTA for 'Excavation Repairs' (a Schedule to the Agreement). Where more than two shaft lengths are required, South East Water's Representative will determine the appropriate method of payment with the Industry Partner.
- e) The width of the trench must be sufficient to accommodate the depth and diameter of the pipe in order to safely undertake the repair and ensure MRWA embedment and backfill conditions are achieved.
- f) Timbers used for ground support are deemed to be included in the UTA (e.g. Excavation by Hand or Excavation by Plant). An additional claim for materials may be made where South East Water's Representative directs the Industry Partner to leave timbers used for ground support in a backfilled excavation. Such claims must have documented evidence to support the cost of materials claimed.

7.17.4 Tunnelling works

- a) Tunnelling works may be required where an obstruction prevents the Industry Partner from excavating down onto the required location for repairs.
- b) Tunnelling out 600mm from an excavated shaft is deemed to be included in UTA (Excavation by Hand or Excavation by Plant).
- c) Tunnelling works beyond 600mm may have costs recovered through triggering the 'Risk Event' for tunnelling. The Payment will be based on the length of the tunnel. Tunnelling claims must include photos of tunnel sets used as ground support. Claims for tunnelling work are only to include costs for those personnel an associated plant and equipment directly involved with the activity and any materials not already deemed included in the associated UTA (Excavation by Hand or Excavation by Plant).
- d) In some cases, it may be preferential to tunnel to perform repairs. For example, under a storm water drain, under an exposed aggregate driveway which may be difficult to match when reinstating, or under a customer's property which they do not wish to be moved or disturbed. This method of repair is to be discussed and agreed with South East Water's Representative prior to commencement.
- e) Claims for tunnelling work are only to include costs for those personnel an associated plant and equipment directly involved with the activity at the applicable Hourly Rates, and any materials not already deemed included in the associated UTA (Excavation by Hand or Excavation by Plant).

- f) Claims lacking sufficient evidence for additional works will not be approved for payment until such evidence is presented.

7.17.5 Dewatering

- a) Saturated or waterlogged ground can complicate ground support requirements during excavation. Where possible prior to starting excavation works:
- i. Sewer field notes must be examined to determine if ground water has been identified during construction.
 - ii. Invert levels on GTViewer should be checked to see if the sewer is located at, or below sea level.
 - iii. Consideration should also be given to the condition of the ground if the sewer has been infiltrating into the soil over a long period of time.
 - iv. Council and Melbourne Water drainage systems may be in poor condition and saturating the ground. Overlay files are available on GTViewer so that intersection points between the drainage and sewerage system can be identified prior to excavation.
- b) A hydro/vacuum unit must not be used as a primary source of dewatering for wet or saturated (predominantly) non-cohesive soils e.g. sand, sandy silt, or sandy clay for repairs that will take greater than one day to complete. Construction of well points through the use of ground spears and/or sump pumps must be used for this purpose.
- c) Where poor ground conditions exist (e.g. where extensive dewatering is required, Coode Island silt), the labour component and costs associated with installing, operating and decommissioning a 24/7 dewatering setup may be triggered, in consultation with South East Water's Representative. These costs will be paid at the Risk Event rate based on the depth range of the excavation. In these instances, the Industry Partner is to review provided information on what the existing ground conditions may be (e.g. as-constructed records, previous work history, etc.).
- d) Dewatering by the use of hydro excavation (or similar) that is also used to remove the soil, will be considered 'Excavation by Plant' and will be costed to the UTA.
- e) It is considered advantageous to initially excavate downstream on the failure point in the sewer to allow an outlet for built up sewage and ground water behind the failure point. The Industry Partner must be able to demonstrate why this option was not considered if it is available for control of flows within the repair site excavation.
- f) No additional claims are permissible where an excavation is found to be flooded following a rain event or surcharge of ground water (including through failure or under-capacity of any installed de-watering systems), whether it be from a rain event or a high tide level, or through build-up of flows from the sewerage network. The Industry Partner is required to empty an excavation so that repair works may resume.

7.17.6 Pipe Replacement - Reticulation and Branch Sewers

- a) All works need to be in alignment with the relevant MRWA standards in terms of pipe material, design and compaction, etc., noting ground conditions and material will influence nature of rectification works.

- b) For instances where existing backfilling exists (e.g. a concrete embedment), the Industry Partner is required to ensure that a 'like for like' replacement is delivered.
- c) Any replacement of a PCB and inspection shafts as a result of the defective sewer or repair work is included within the appropriate UTA for 'Excavation Repairs' (a Schedule to the Agreement).
- d) Where works are on a Branch Sewer main (>300mm) and the pipe is concreted to spring line and/or concrete encased as per the field note, works around removing and re-pouring concrete embedment may be claimed on top of the applicable UTA where agreed to by South East Water as being a Risk Event.

7.17.7 Pipe Replacement – Property Connection Branch

- a) Where more than one standard shaft length is required for the full length of a PCB to be replaced, then the method of replacement is to be determined in conjunction with South East Water's Representative.
- b) Where a shaft has been excavated over a PCB, then the full length of pipe is to be replaced in an approved pipe material:
 - i. Where the collar of the OB and the property point of connection is contained within a single standard shaft;
 - ii. Along the full length of the shaft (for PCBs which length is longer than a single shaft).
- c) Where the OB on a reticulation sewer is damaged, this should be replaced as part of the pipe replacement.
- d) Where the PCB is constructed of concrete, then the Industry Partner will liaise with South East Water's Representative to determine the desired length and method of replacement required.
- e) Common practice is that all bends and IOs on PCBs are bedded in concrete to ensure stability of the assets. It is considered that repairs on PCB and removal of concrete in these scenarios are considered under the UTA.
- f) The Industry Partner is to check if an IS exists. If not installed, the Industry Partner is to consult with South East Water's Representative regarding installation requirements.

7.18 Greenfield Minor Sewer Alterations

- a) Where minor alterations are required for either alteration, insertion or decommissioning of PCB at a single property. Minor Sewer Alterations include the following scope of works:
 - i. Construction of New PCB only;
 - ii. Construction of New PCB + Cut & Seal of existing branch;
 - iii. Property Connection Branch Cutback;
 - iv. Construction of New PCB out of existing Manhole; and
 - v. Construction of New PCB out of existing Manhole + Cut & Seal of existing Branch.
- b) These works maybe required at South East Water's Greenfield areas consisting of Clyde, Clyde North, Officer, Pakenham, Cranbourne East and Cranbourne West. These Greenfield areas consist mainly of Clay based soils.

- c) All Greenfield minor sewer alterations will be within the property boundaries with no excavation works required within the road reserve. All locations will be either 'Vacant Blocks' or allow access to machinery (3m clearance).
- d) All PCBs to be constructed in approved PVC pipe and fittings. All host pipe fittings are to be in conjunction with MRWA standards for 'Live Sewer Works' and 'Pipe Connections'. All works for construction of Property Connections Branches will be Type 1a, Type 1b and Type 2 only.
- e) All backfill and embedment must comply with MRWA, WSAA and South East Water standards and specifications.
- f) Sealing of any existing Property Connection Branches are to be sealed/capped at the host pipe OB unless otherwise directed by a South East Water Representative.
- g) Greenfield Minor Sewer Alteration activities will be carried out at a 'Schedule of Rates' based on the activity description in conjunction with the depth of the works. Rates should include all materials, labor, plant and project management associated with these works.
- h) All relevant SI Forms associated with the works are to be completed upon completion of the work and submitted to South East Water. Photographic evidence of the work carried out is to be attached to the task along with an 'As Constructed' drawing. Tasks will not be paid until supporting documentation, photos and data are submitted on the task.

7.19 Trenchless Repairs

7.19.1 General

- a) The Industry Partner is required to undertake a risk assessment for the proposed methodology and assumes all liabilities in delivery of Trenchless Repairs. Trenchless repairs include but are not limited to the following:
 - i. Repair/patch of point defects in a sewer and PCB's such as roots infiltrations, cracking displacements, infiltration etc.;
 - ii. Sealing of disused and abandoned PCB junctions;
 - iii. Displaced, protruding and defective PCB junctions i.e. top hats
 - iv. Property connection branch trenchless renewals
- b) Trenchless Repairs must be designed to:
 - i. Be fully structural in accordance with Australian Standards whilst assuming that the host pipe condition is deteriorated i.e. the long-term performance of the existing sewer is doubtful and the patch will eventually bear the full load from the ground, ground water and traffic.
 - ii. Withstand all loadings applied to the existing pipe, including but not limited to:
 - a. Soil loading
 - b. Hydrostatic loading
 - c. Vehicle loading
 - d. Surcharge loading
 - i. Have a certified minimum service life of 50 years

- ii. Minimise cross-sectional area loss for sewage flow
 - iii. Withstand exposure to (for the entire service life):
 - a. Passive sewer cleaning;
 - b. Sewage, sewage related gases and mild concentrations of industrial effluent;
 - c. Abrasion due to sands, silts and grit typically carried in raw sewage flows;
 - d. Exposure to soil bacteria and any chemical attack, which may be due to residue remaining on the wall of the host pipe or materials in the surrounding ground;
 - e. Marine conditions in low lying areas where sea infiltration may occur.
 - i. Ensure internal surface finish has a roughness lower than equivalent Colebrook-White coefficient of friction of 1.0mm.
 - ii. Any patch liner proposed must be designed to the same criteria as sewer main liners covered by this specification. The patch length must be no shorter than 400mm.
- c) Approval from South East Water is required prior to commencement of the activity if any partial or full sewer isolation required. A minimum of 48 hours' notice is required for the Industry Partner to notify South East Water's Representative of the planned start of works.
 - d) The Industry Partner is responsible for and controlling the flow of sewer from the time that South East Water Awards a Task order for a sewer Trenchless Repair until its completion. Controlling the flow will be included under the Schedule of Rate Tasks for the Trenchless Repair.
 - e) Trenchless Repair activities will be carried out as a Schedule of Rates Task based on the activity being carried out. The rates are based upon the host pipe sizes, multiplied by the length of the repair.
 - f) If two or more differing Activity descriptions are carried out on the same request/line to perform a Task, the Activity with the highest rate will be applied first, and the rate (for subsequent repairs) will apply for the other Activities.
 - g) Where works on any sewer require an additional repair, the additional repair will be paid within the applicable 'Subsequent Repair' rate within the Schedule of Rate Task costs for Trenchless Repairs. The rates for subsequent repairs exclude initial mobilisation, set-up costs, etc. The subsequent repairs rates will apply when there is more than one Activity in the same request/line for a Task.
 - h) Where the Industry Partner identifies the requested repair/s does not cover the defect, the Industry Partner must contact South East Water's Representative to obtain prior approval for installation of an additional or varied length of patch.
 - i) Additional repairs on the same asset will require an additional SI forms for each repair.

7.19.2 CCTV Inspection (pre and post survey)

- a) CCTV inspection surveys are to be undertaken in accordance with the most recent editions of the Conduit Inspection Reporting Code of Australia WSA 05.

- b) CCTV inspection and reporting must be coded and presented in a format for direct downloading into South East Water's master CCTV Inspection Database using suitable WinCan software.
- c) A CCTV inspection survey of the line is required prior to undertaking the activity. This assessment needs to confirm the condition of the entire length of pipe and that the activity is fit to proceed. The Industry Partner is required to identify any associated risks in performing the task and highlight any required variations.
- d) Unless directed otherwise, for each Final CCTV inspection, the Industry Partner must provide South East Water's Representative with completed inspection data within seven (7) working days of the Survey taking place.
- e) All reports must make note of any and/or all discrepancies between data supplied by South East Water's systems (e.g. GIS such as GTViewer, Field Notes, or Property Service Plans), and those found on site (e.g. sewer material or diameter, Sewer Lengths, Maintenance Structure locations).
- f) Information supplied which fails to meet the minimum level of accuracy as required in the Conduit Inspection Reporting Code of Australia will re-inspected by the Industry Partner at no additional cost to South East Water.
- g) The Industry Partner must ensure all the above requirements are deemed to be all inclusive to the relevant Specific Rate for the activity.

7.19.3 Defective patches, linings and incorrect sealing

- a) The Industry Partner must confirm the location of all property connection branches (PCB's) indicated on the design plan to be "sealed" prior to commencing any works. Any incorrect sealing of connections is to be rectified by the Industry Partner at their cost.
- b) The post patch CCTV inspection (refer Section 7.19.2) must show that no obvious defects are present;
- c) In the event that the patch is unacceptable, the Industry Partner may be required to remove the defective patch by a method approved by South East Water and re-patch the sewer with a patch of the same or greater strength.
- d) The Industry Partner must submit to South East Water's Representative for approval a complete method statement detailing the proposed rectification. All such rectification works, repair or replacement, control of by-pass pumping and relevant South East Water's costs must be borne fully by the Industry Partner.
- e) If a trend of similar patch faults emerges, the Industry Partner must investigate the relevant faults, develop corrective actions, and submit to South East Water's Representative for review prior to the installation of any additional patches on South East Water's network.

7.19.4 Pre-cleaning and surface preparation

- a) All loosened and inherent silt and grease material in the sewer to be repaired must be prevented from passing downstream.
- b) For lines that include concrete sections or oblique connections only passive cleaning (i.e. no high-pressure jetting) will be permitted, any pipework damaged by cleaning/root cutting techniques will be at the Industry Partner's risk. The use of alternative (non-jetting) techniques for cleaning, that provide lower risk to the integrity of the asset will be viewed favorably.

- c) Where a concrete section or concrete oblique connection is present and requires repair, low pressure cleaning only is to be used. Water for the hydraulic cleaning process must only be taken from 'Approved Hydrants'. All vehicles that withdraw water from South East Water's water mains are required to hold a valid Hydrant Permit and have a Water Usage Tracking Unit installed. This can be arranged through South East Water and with use South East Water maps app or South East Water website to ascertain correct hydrant.
- d) The Industry Partner must at all times be mindful of the risks associated with Blowbacks when conducting activities (refer Section 5.2 of this specification).

7.19.5 Performing the task

- a) For the purpose of calculating the Schedule of Rate cost for 'Trenchless Repairs' the diameter of the asset and the length of the defect will be determined by the South East Water Representative;
- b) All required approvals have been obtained prior to the commencement of work.
- c) All customers affected by the works have been consulted, engaged and informed of the works.
- d) Only South East Water approved sewer patching products are to be installed.
- e) Patching work must not commence until:
 - i. A Confined Space Entry rescue plan is in place;
 - ii. South East Water Confined Space Entry permit number has been obtained.
- f) If required, traffic management is in place prior to the commencement of the works
- g) Sewage flows must be controlled in accordance with Section 4. .
- h) Precondition survey must be in accordance with Section 7.19.2 and Section 7.19.3.
- i) Lines to be patched must be inspected and cleaned in accordance with Section 7.19.4.
- j) Host pipe stability must be maintained at all times.
- k) Installation stresses placed on the host pipe must be minimised.
- l) Patches must be installed in accordance with the manufacturer's specifications.
- m) It is preferable that patch installation is carried out under CCTV inspection where possible.
- n) The finish quality of installed patches must be in accordance with Section 7.19.7.
- o) All sewer system faults are reported to South East Water via 'Action Requests'.
- p) Post installation CCTV must be captured in accordance with Section 7.19.2.
- q) Defective patches must be remedied in accordance with Section 7.19.3.

7.19.6 Installation of access and inspections points to facilitate trenchless repairs

- a) Rehabilitation of sewers from Maintenance Structure to an end of line shaft, which may require the end of line to be dug up, represent a small but significant portion

of the total rehabilitation program. Alternative and innovative methods, to minimise or eliminate such excavations and their impact will be favorably viewed.

- b) Excavations up to 1.5m in depth will be included under the scheduled rate for the trenchless repair with the Industry Partner responsible for all reinstatement works.

7.19.7 Finish Quality

- a) The patch must be close fit against the host pipe along the whole of its length and edges with no projections.
- b) The installed patch must be continuous over its length and must be free of any visible defects, which may affect the satisfactory hydraulic performance of the lined pipe or cause accumulation of solids.
- c) The patch must be free of any leakage from the pipe to the surrounding ground or from the ground to the inside of the patched pipe.
- d) Wrinkling must not reduce the diameter by more than 2mm.
- e) The Industry Partner must remove any defects found and repair the patch to meet the above minimum standards. The cost of such defect repair work is to be borne by the Industry Partner.

7.19.8 Stop work and task abandonment

- a) South East Water may instruct an Industry Partner to stop working on any awarded Task. Where an Industry Partner has commenced work on a Task, then South East Water will reimburse the Industry Partner for time incurred consistent with the Schedule of Rates. South East Water may also vary the priority level of an awarded Task, regardless of whether the Task has commenced.
- b) The Industry Partner is also required to advise if circumstances change and the activity is too risky to proceed (i.e. renewal required).
- c) The 'Abandonment Rate' is a fixed amount as detailed in the Schedule of Rates (a Schedule to the Agreement). The Industry Partner must note that the 'Abandonment Rate' will only apply as follows:
 - i. If the defect has already been repaired (this can happen if a patch has been issued and has collapsed before the Industry Partner gets there or due to poor record keeping);
 - ii. If the defect has deteriorated since the job was issued and a trenchless repair is no longer possible; and
 - iii. If the line has since been abandoned or renewed (but the job should have already been cancelled in this case).
- d) Should the Industry Partner claim an Abandonment Rate the CCTV work is deemed to be included in the Abandonment Rate and the Industry Partner must supply CCTV footage to South East Water, (even if it shows the line to be full, South East Water still requires CCTV footage as evidence) prior to South East Water paying the Abandonment Rate. If the Industry Partner fails to supply CCTV footage to South East Water, the Abandonment Rate will not be paid to the Industry Partner.
- e) Abandonment fees will only be paid when a patch cannot be installed due to:
 - i. The defect has worsened, and the line is unable to be patched (i.e. collapsed as determined by a pre-CCTV assessment); or

- ii. The defect has been repaired by another method (i.e. a UPVC repair). This may occur if the line has collapsed and been repaired as a Reactive Maintenance Task.
- f) Large root masses and debris in the sewer, buried/sheeted over manholes, high flows, high gas levels, traffic management or problems obtaining access to the launch/retrieval manholes are not causes for an abandonment fee to be paid. The Industry Partner must have inspected and mitigated any such risks associated with possible reasons for abandonment other than those stated in this Section 7.19.8. of this specification.

7.19.9 Inspection testing and acceptance

- a) The Industry Partner is required to undertake any testing based on the requirements of relevant standards.
- b) At the discretion of South East Water's Representative, the Industry Partner may be required to carry out specific inspections and tests of any repaired mains at the Industry Partner's own expense.

7.19.10 Task Completion

- a) Upon completion of the Trenchless Repair, the Industry Partner is responsible for ensure compliance of data entry input into the Works Management System, ensuring the Task status is Work Complete.
- b) A final CCTV inspection is to be undertaken by the Industry Partner after the repair works are completed. South East Water's Representative may also wish to view the pre-repair CCTV Inspections conducted before and after cleaning of the sewer.
- c) Where practical, the CCTV inspection of sewers must commence at the downstream access chamber and proceed towards the upstream access chamber. A picture must be taken of each patch on the sewer as evidence of repair.
- d) No payment will be made for any Works until a CCTV pre and post inspection and report are provided to South East Water in accordance with this Specification.
- e) All relevant SI Forms associated with the task to be completed.

8. Scheduled Sewer Maintenance Services

8.1 General Scheduled and Programmed Maintenance Requirements

- a) Scheduled and Programmed Sewer Maintenance Services include, but are not limited to:
 - i. Cleaning of Reticulation Sewers,
 - ii. Cleaning of Branch Sewers,
 - iii. CCTV Inspections of Reticulation Sewers,
 - iv. CCTV Inspections of Branch Main Sewers,

- v. Inspection and Maintenance of Gas-check Maintenance Structures,
 - vi. Inspection and Maintenance of Syphons and Water Seals,
 - vii. Inspection and Maintenance of Wet Wells,
 - viii. Inspection and Maintenance of Emergency Relief Structures (ERS's),
 - ix. Inspection of Maintenance Structures,
 - x. Inspection of Sewer Creek Crossings,
 - xi. Inspection of Sewer Vent Stacks.
- b) Scheduled Sewer Cleaning, CCTV and Inspection works include, but are not limited to:
- i. Risk and frequency based programs, where assets are to be maintained, cleaned and/or inspected by set Priority Levels issued as part of annual programs.
 - ii. Part of an annual program where specific sewer lengths (or assets) are requested to be completed during a specified month.
- c) Planned Sewer Cleaning, CCTV and Inspection works include specific sewer lengths (or assets) which are required to be completed by a target date of not less than 7 days from the time of issue.
- d) Monthly progress meetings will be required to review performance and report progress against all Scheduled Maintenance program requirements.
- e) For Scheduled Maintenance programs, pre-inspections must be carried out to ensure appropriate access is available to the required Maintenance Structures and the need for flows to be managed / controlled is determined. All inspections are inclusive in the UTA.
- f) Where obstructions exist that prevent access to sewerage assets, the Industry Partner must notify the property owner to make them aware of access issues, and advise the customer to arrange rectification where required (e.g. a cubby house or a wood pile has been placed over a Maintenance Structure cover). All Maintenance Structure obstructions are to be reported to South East Water's Representative.
- g) The Industry Partner is required to make all reasonable attempts to contact a Customer regarding access issues or requirements. A reasonable attempt is considered by South East Water to be inclusive of the following items, with each contact attempt to be recorded within the Works Management System:
- i. Calling the customer to notify access requirements for works and to agree upon a suitable time and date for future visit (advising South East Water if the contact number is not correct).
 - ii. Alternatively, visit the site if phone notification is unsuccessful, leaving a Customer Notification card if contact cannot be made.
 - iii. If customer response to a notification card does not occur, attend the site on a weekend and/or after hours.
- h) The Industry Partner is required to remove any tree root coverage or ingress into a Maintenance Structure that is identified whilst attending a task. This removal is considered by South East Water to be within the scope of the UTA.
- i) All Maintenance Structures which are accessed/opened are required to have the covers/rims scraped to remove excess rust/dirt/grime build-up and greased prior

to the cover being repositioned. Where keyhole plugs exist, these are to be replaced.

- j) If 'Grease and Grind' is required to make the maintenance structure cover safe, the Industry Partner is to carry out the works to reseal the cover to an acceptable tolerance. The Industry Partner is to then claim the 'Grease and Grind Maintenance Structure covers' UTA. All supporting evidence/photos to be submitted inclusive of a Maintenance Structure Inspection SI for task closure.
- k) In situations where Maintenance Structures may be covered by natural surfaces or other obstructions, it is the responsibility of the Industry Partner to undertake all reasonable measures to locate a Maintenance Structure (e.g. detector, ground probe/rod). An additional Task may be raised in consultation with South East Water's Representative should the Maintenance Structure be confirmed as being greater than 300mm below natural or landscaped surface.
- l) In circumstances where the finish level of a manhole in a backyard is below the natural or landscaped surface level, the Industry Partner must install an approved lightweight manhole riser. Where the depth is greater than 300mm below the natural or landscaped surface level, or is in a public space, the Industry Partner must raise an action request for the manhole cover and surround to be structurally raised.
- m) Asset condition assessment is an important element which feeds into South East Water's Asset Management systems. Requirements have been established, which the Industry Partner must adopt, for ensuring consistent interpretation and accurate reporting of the condition of South East Water assets when performing scheduled or planned maintenance tasks.
- n) The timing of scheduled and planned works is to be conducted during normal working hours, but exceptions may be required for out of hour's works (e.g. heavy traffic areas, inspections and cleaning during low peak flow conditions). Out of hours works is to be coordinated with South East Water's Representative.
- o) It is the Industry Partner's responsibility to ensure that all localised spills within reasonable proximity (e.g. line of site) of a task are identified and addressed by the Industry Partner whilst onsite.
- p) For any planned activity, a Maintenance Structure inspection SI Form is required as a standard activity whilst on site, unless directed otherwise by South East Water's Representative.

8.2 Scheduled Cleaning of Reticulation & Branch Sewers

8.2.1 Description of Work

The scheduled and planned clearing of sewer lines, as distinct from the reactive clearing of a Sewer Blockage, is the clearing of the normal deposits of silt, rags, fat, tree roots and other forms of debris which are effectively reducing the hydraulic performance of the sewer.

The work is a planned operation and will have a low or planned response in alignment with the following conditions:

- a) The Industry Partner must clean the assets using the following procedure unless prior agreement has been reached between the Industry Partner and South East Water's Representative:

- i. The Industry Partner must clean the entire length of sewer from the downstream Maintenance Structure to the upstream Maintenance Structure.
 - ii. A full-sized cutter/nozzle is to be used from the downstream Maintenance Structure to the upstream Maintenance Structure. The selection and application of various cutters/nozzles must be used in conjunction with Industry Partners approved work procedures.
 - iii. Jetting equipment should always be appropriately operated, taking into consideration pipe diameter, material, age, pump pressure and flow, in order to ensure efficient and effective clearing of Sewer Blockages (refer South East Water procedure BS2846 - Safe Use of High-Pressure Water Jetting Equipment).
 - iv. If PVC, concrete, and relined sewer including sewers containing patch repairs are present, the Industry Partner must use various cutters/nozzles in conjunction with Industry Partners approved work procedures.
 - v. If a full-size cutter/nozzle is unable to be used, then South East Water's Representative must be notified.
- b) Where a Sewer Blockage has occurred at a programmed location that has not had the clean completed within scheduled timing, the resultant reactive activity will be paid under the payment for scheduled works unless reasonable explanation of delay can be provided (e.g. customer contact issues).
- c) If large quantities of debris or rubble are being received back into the Maintenance Structure, it may be necessary to carry out a confined space entry to shovel it into bags for disposal or to engage an eductor or combination suction/jetting unit. Direction should be sought from South East Water's Representative as to which option to use.
- d) The scheduled and programmed cleaning of reticulation and branch mains must include notification requirements, co-ordination and management of property access, location and exposure of Maintenance Structures, and notification of Maintenance Structure defects.
- e) Sewer Cleaning includes appropriately sized basket installation in the downstream Maintenance Structure, the removal and disposal of debris/roots from clearing the Sewer Blockage and any cleaning required in the Maintenance Structure/s. It does not include Maintenance Structure entry but does include any root/object and debris removal that can be removed from the surface (e.g. by using poles/hooks/baskets) and also includes jet wash down of the Maintenance Structure(s).
- f) Measurement, for payment, of scheduled and programmed clearing of sewer lines will be based on the number of metres of sewer line cleaned as reported on the Sewer Cleaning SI in the Works Management System. The total number of metres reported will then be used to determine the 'Derived' value of the UTA based upon the rate applicable to Scheduled Sewer Tasks 'Cleaning of Reticulation Sewers and 'Cleaning of Branch Main Sewers' (a Schedule to the Agreement).
- g) Transportation of the waste for disposal from the cleaning works described is considered to be within scope of the specified UTA.
- h) When combo and cleaning branch sewers, the transportation of waste for disposal is considered to be within the specified UTA rate.

- i) The Industry Partner must at all times be mindful of the risks associated with Blowbacks when conducting activities (refer Section 5.2 of this specification).

8.2.2 Reporting

Requirements for ensuring consistent interpretation and accurate reporting of the condition of Sewers during cleaning include, but are not limited to, the following items:

- a) Upon completion of the inspection and maintenance activities, the Sewer Clean (SI) form in the Works Management System must be completed and the task placed into the 'Work Complete' status when all lines have been cleaned.
- b) The following descriptions and requirements are to be used when reporting:
 - i. This will be either the Reticulation or the Branch Sewer Program.
 - ii. This will be supplied by South East Water's Representative when the work is allocated.
 - iii. The material type and diameter of the sewer being cleaned.
 - iv. The length as shown on South East Water's GIS.
 - v. The actual length measured/cleaned in the field. Note: if this length differs from the GIS length substantially a Field Sketch with the measured length must be created and passed to South East Water's Representative.
 - vi. All gas levels (H₂S, O₂, LEL, CO) as displayed on the gas detector must be recorded prior to venting
 - vii. Cleaning Details
 - viii. Line Condition
 - ix. Other Information
 - x. Photos as per items outlines in the SI form
 - xi. Photos of any works undertaken

8.3 Scheduled CCTV Inspections of Reticulation & Branch Sewers

8.3.1 Description of Work

Services associated with 'Scheduled Sewer Tasks - CCTV Inspections of Reticulation Sewers and Branch sewers' are those requests for CCTV which are on Reticulation or Branch Sewers, are non-urgent and generally fall into the category defined for Planned and Scheduled works in clauses 8.1 b) and c).

- a) CCTV inspection of sewer lines must include, but are not limited to:
 - i. Attending the site and gaining access to the sewer through the most convenient and most effective entry point(s).
 - ii. CCTV of the full pipe length (i.e. Maintenance Structure to Maintenance Structure) of the requested lines, inclusive of panning around in the maintenance structure and looking up the Maintenance Structure.
 - iii. To achieve full pipe length coverage, attempts to CCTV must be made from both downstream and upstream Maintenance Structures.
 - iv. Requesting approval to proceed with any cleaning works from South East Water's Representative where cleaning of a sewer is required in order to

undertake the CCTV activity. The CCTV report should identify what has caused the need for cleaning (i.e. the post-cleaning CCTV inspection video and report should be joined with the pre-cleaning CCTV inspection and resume from where the initial inspection was halted in order for cleaning to take place).

- v. Plugging of the sewer, if required. The Industry Partner must notify and gain approval from South East Water's Representative prior to the installation and removal of any plugs. This must also be recorded on the works management system. A minimum of 48 hours' notice is required for sewer mains under 300mm diameter.
 - vi. Any additional staff required for the installation and removal of plugs for flow management, will be paid using the applicable UTA for 'CSE Maintenance Structure works' (a Schedule to the Agreement).
- b) Where a temporary rise in the flow within the sewer due to wet weather makes work impossible and/or peak flows are encountered, the Industry Partner must either move to a different location where work is still possible or will delay the services until the high flows have abated. The Industry Partner is not entitled to any additional costs due to wet weather or high flows. The Industry Partner is responsible for relocating / postponing / flow management.
 - c) Measurement for payment of scheduled and programmed CCTV of sewer lines will be based on the number of metres of sewer line inspected by CCTV as reported on the Sewer CCTV SI in the Works Management System. The total number of metres reported will then be used to determine the 'Derived' value of the UTA based upon the rate applicable to Scheduled 'CCTV of Reticulation Sewers' and 'CCTV of Branch Main Sewers' (a Schedule to the Agreement).
 - d) In the event of a CCTV and clean, the footage submitted must show a clear line free of debris. If the footage and/or cleaning of the line is not adequate (e.g. tree roots still in line, fats on pipe wall, poor quality camera footage, etc.) the Industry Partner will be required to complete additional clean and CCTV at no cost to South East Water. Where cleaning was carried out, the total number of metres reported will then be used to determine the 'Derived' value of the UTA based upon the rate applicable to Scheduled Sewer Tasks 'Cleaning of Reticulation Sewers and 'Cleaning of Branch Main Sewers' (a Schedule to the Agreement).

8.3.2 CCTV Data

- a) CCTV inspection surveys are to be undertaken in accordance with the most recent editions of the Conduit Inspection Reporting Code of Australia WSA 05.
- b) CCTV inspection and reporting must be coded and presented in a format for direct downloading into South East Water's master CCTV Inspection Database using the appropriate WinCan software.
- c) Where the Industry Partner is required to provide un-coded CCTV footage to South East Water, the footage must be provided in a South East Water compatible WinCan format. Header information and file naming convention must be completed in accordance with requirements for coded footage. Sewer cleaning requirements and standards are to be followed in accordance with those for the provision of coded footage.
- d) If the Industry Partner proposes to utilise an alternative software package, then full details of this software, including capabilities and the adherence to the requirements set out in this specification, must be provided with their submission. The alternative software must be fully compatible with the appropriate WinCan

format. Acceptance of use of alternative software is entirely at discretion of South East Water.

- e) Operators and/or persons responsible for identifying and recording defects, service conditions, construction features, and for preparing reports and operating equipment must hold, or show evidence of progression to attainment of, qualifications as identified in the Conduit Inspection Reporting Code of Australia WSA 05.
- f) South East Water will provide digital copies of a suitable WinCan template and catalogue files which must be used when coding CCTV inspections of reticulation or branch sewers. From time to time, updated versions of these files will be supplied to the Industry Partner. The Industry Partner must have the latest version of these files in use at all times.
- g) Information supplied which fails to meet the minimum level of accuracy as required in the Conduit Inspection Reporting Code of Australia or that does not comply with clause 8.3.2 b) will be requested to be re-inspected at no additional cost to South East Water.
- h) Unless directed otherwise, CCTV submissions will consist of:
 - i. A digital video file for each sewer inspected;
 - ii. A report in acrobat (PDF) format for each sewer inspected; and
 - iii. A suitable WinCan database file.
- i) Unless directed otherwise, for each planned CCTV inspection issued in packages, the Industry Partner must provide South East Water's Representative with completed inspection data within four (4) weeks of the Survey taking place. All reactive CCTV inspections must be returned to South East Water within (7) days unless directed otherwise.
- j) Submission of completed inspections must be formatted for direct upload and merger with South East Water's servers. Any errors preventing upload will require rectification and re-submission with seven (7) days of receiving notification from South East Water.
- k) All severe or potentially dangerous defects (e.g. collapsed or partially collapsed conduits, electrical or gas lines bored through the sewer, or large voids) must be reported immediately to South East Water's Representative. Digital video of these defects may be requested separate to the data downloaded to WinCan (i.e. just the video footage), such as an attachment to an e-mail to South East Water's Representative or to an external storage device, within 24 hours of discovery.
- l) Field notes are to be amended regarding any and/or all discrepancies between data supplied by South East Water's systems (e.g. GIS such as GTViewer, Field Notes, or Property Service Plans) and that actually found on site (i.e. sewer material or diameter, Sewer Lengths, Maintenance Structure locations, etc.).
- m) Each CCTV inspection survey must commence from a zero-datum point defined as the center of the Maintenance Structure.
- n) On occasion, South East Water's Representative may request the Industry Partner to carry out a CCTV inspection survey of newly constructed assets. The Industry Partner's CCTV equipment must be capable of producing inclination reports and ovality checks. CCTV inspections surveys of this nature will be payable under the UTA item for Reticulation or Branch Sewer CCTV inspection.

8.3.3 Reporting

Upon completion of the inspection and maintenance activities, the Sewer CCTV and Sewer Maintenance Structure SI form in the Works Management System must be completed and the task placed into the Work Complete status when all assets associated with the inspection Task have been inspected.

The following descriptions and requirements are to be used when reporting:

- a) Program: This will be supplied by South East Water's Representative when the work is allocated.
- b) Package: This will be supplied by South East Water's Representative when the work is allocated.
- c) Material & Diameter: The material type and diameter of the sewer being cleaned.
- d) GIS length: The length as shown on South East Water's GIS.
- e) First Survey: The actual length of pipe inspected in the field at first attempt.
- f) Second Survey: The actual length of pipe inspected on an additional attempt (e.g. from the Maintenance Structure at the other end of the sewer, or from the same Maintenance Structure if cleaning was carried out, and the pipe then re-inspected). Note: if the entire length of the pipe inspected differs from the GIS length substantially, a Field Sketch with the measured length must be created and passed to South East Water's Representative.
- g) Gas Levels: All gas levels (H₂S, O₂, LEL, CO) as displayed on the gas detector upon asset entry must be recorded prior to venting.
- h) Other information:
 - i. Cleaning Required: Does the sewer require cleaning? This does not need to be ticked if cleaning has been carried out at the same time as the CCTV inspection.
 - ii. Maintenance Structure Faults: Are there any Maintenance Structure faults?
 - iii. Operator One/Operator Two/Truck No: Who the vehicle operators were and what vehicle were they using.
 - iv. Nozzles/cutters, setup, pressures used to clean the line.
- i) Photos as per items outlines in the SI form and photos of any works undertaken.
- j) Comments should be provided on any asset condition clarification or issue requiring follow-up work, with the relevant Action Request raised. Examples include, but are not limited to defects, access issues, lid and cover level adjustments.

8.4 Inspection and Maintenance of Gas-check Maintenance Structures

8.4.1 Description of Work

A Gas-check Maintenance Structure is a Maintenance Structure on a Reticulation or Branch Main sewer incorporating an inverted syphon to trap sewer gas and ensure it cannot pass upstream. Due to the hydraulic nature of these assets, they are a common location for the build-up of Fats, Debris, Silt, and lodgment of obstructions.

The purpose of this program is to remove the build-up of Fats, Debris, Silt, and other obstructions that may cause Sewer Blockages and spills.

Requirements for the inspection and maintenance of Gas-check Maintenance Structures include, but are not limited to:

- a) Inspection of the Maintenance Structure(s) and recording (this will be for the Maintenance Structure on the upstream side for double gas checks) the following:
 - i. Gas Levels;
 - ii. Surcharge Levels;
 - iii. Fat Build-up;
 - iv. Silt Build-up;
 - v. Any tree roots that require removal;
 - vi. Any faults with the asset; and
 - vii. Any follow-up works.
- b) Removal of all fats, debris, tree roots and built up matter from within single gas-check and double gas-check Maintenance Structures. All built-up matter is to be removed and not allowed to pass downstream.
- c) Wash down the gas-check Maintenance Structures.
- d) Only those lines which run directly into the chase (i.e. they do not enter the Maintenance Structure through a drop pipe) are required to be cleaned. The cost for cleaning any sewers entering the Gas-check Maintenance Structure is to be included in the UTA for Gas-check Maintenance Structure Inspection and Maintenance. The Sewer Cleaning SI form is to be used to capture the details of the sewer cleaning task in the Works Management System.
- e) For single Gas-checks, ensure the plate is replaced, where fitted.
- f) Ensure that the cover(s) are greased and seated properly prior to leaving site.
- g) To enable consistent interpretation and accurate reporting of the condition of Gas-check Maintenance Structures, the Industry Partner must report against a standard condition reporting guide which is approved by South East Water's Representative and reported by the Industry Partner within South East Water's Works Management System.
- h) Payment associated with Inspection and Maintenance of Gas-check Maintenance Structures will be made within the applicable UTA for 'Inspection and Maintenance of Gas-check Maintenance Structures' (a Schedule to the Agreement).

8.4.2 Reporting

Upon completion of the inspection and maintenance activities, the Gas-check Maintenance Structure (SI) form in the Works Management System must be completed and the task placed into the Work Complete status.

The following descriptions and requirements are to be used when reporting:

- a) Gas Levels: All gas levels (H₂S, O₂, LEL, CO) as displayed on the gas detector on asset entry must be recorded prior to venting.
- b) Indicate 'Yes' or 'No' if there has been any evidence of surcharging (i.e. high-water marks on the Maintenance Structure walls).

- c) Indicate 'Yes' or 'No' if there are tree roots present in the Maintenance Structure.
- d) Silt Build-up: The level of silt/debris build up is to be determined.
- e) Fat Build-up: The extent of fat build-up is to be established by the area of the chase in the upstream Maintenance Structure occupied by fat and/or debris, before cleaning. The appropriate asset condition will be reported in accordance with the following:
 - i. Fats 'Light': The length of the upstream chase containing Fat is between 0 and 25% of the total length of the chase.
 - ii. Fats 'Average': Upstream chase has a Fat buildup of between 25% and 50% of the length of the chase.
 - iii. Fats 'Extensive': Upstream chase has a Fat build up in excess of 50% of the length of the chase, or flow is restricted in upstream Maintenance Structure.
- f) Photos are to be taken prior to commencement of cleaning (to show build-up of fats and debris/silt) and following completion of cleaning. Photos are to be taken of defects and where any follow-up work is required. A photo is also to be taken showing the jet nozzle in the chase of the upstream Maintenance Structure of the sewer line flowing into the gas check Maintenance Structure as evidence that the line has been cleaned. All photos are to be attached to the Works Management System.
- g) Comments should be provided on any asset condition clarification or issue requiring follow-up work, with the relevant Action Request raised. Examples include but are not limited to defects, access issues, lid and cover level adjustments.

8.5 Inspection and Maintenance of Syphons and Water Seals

8.5.1 General

Due to the hydraulic nature of Syphons and Water Seals, they are a common location for the build-up of Fats, Debris, Silt, and lodgment of obstructions. The purpose of this program is to remove the build-up of Fats, Debris, Silt, Tree Roots and other obstructions that may cause Sewer Blockages and spills.

8.5.2 Description of Work

Requirements for the inspection and maintenance of Syphons and Water Seals include, but are not limited to:

- a) Inspection and recording of the upstream Maintenance Structure for the following:
 - i. Gas Levels;
 - ii. Surcharge Levels;
 - iii. Any debris or objects that need to be removed; and
 - iv. Follow-up works.
- b) Removal of all fats, debris, tree roots and built up matter from within Syphon Maintenance Structures. All built-up matter is to be removed and not allowed to pass downstream.

- c) Cleaning of all Syphon tubes.
- d) Wash down the Syphon Maintenance Structures.
- e) The next sewer(s) upstream from the Syphon must be cleaned if large build-ups of fat are found. Cleaning information for these upstream sewers should be recorded on a Sewer Clean SI form in the Works Management System.
- f) The cost for scheduled and planned cleaning of the upstream sewer line(s) will be inclusive of the UTA with relevant SI forms to be completed.
- g) To enable consistent interpretation and accurate reporting of the condition of Syphons and water seals, the Industry Partner must report against a standard condition reporting guide which is approved by South East Water's Representative and reported by the Industry Partner within South East Water's Works Management System.
- h) Payment associated with Inspection and Maintenance of Syphons and water seals will be made within the applicable UTA for 'Inspection and Maintenance of Syphons' and 'Inspection and Maintenance of Water Seals' (a Schedule to the Agreement).

8.5.3 Reporting

Upon completion of the inspection and maintenance activities, the Sewer Syphon Clean (SI) form in the Works Management System must be completed and the task placed into the Work Complete status.

The following descriptions and requirements are to be used when reporting:

- a) Gas Levels: All gas levels (H₂S, O₂, LEL, CO) as displayed on the gas detector must be recorded prior to venting.
- b) Indicate 'Yes' or 'No' if there has been any evidence of surcharging (i.e. high-water marks on the Maintenance Structure walls).
- c) Indicate 'Yes' or 'No' if there are tree roots present in the Maintenance Structure.
- d) Indicate 'Yes' or 'No' if the upstream line has been cleaned.
- e) Indicate 'Yes' or 'No' if there are Penstock valves present.
- f) Debris/Silt Build-up: The level of debris/silt build up is to be recorded. The appropriate asset condition will be reported in accordance with the following:
 - i. Debris/Silt 'Light': A "small" amount of silt/debris having little or no influence on the performance or capacity of the pipe,
 - ii. Debris/Silt 'Average': A substantial volume of silt/debris removed with no obstructions, estimated build up volume less than a third of the pipe,
 - iii. Debris/Silt 'Extensive': Large volume of silt/debris removed, estimated build up to be around half a pipe or more, or large pieces of debris removed, i.e. pipe pieces, bottles, timber, etc.
- g) Fat Build-up: The extent of fat build-up is to be established by two means, either by viewing the amount fat that passes through the downstream Maintenance Structure or to view the fat gathered in the basket upon completion of the clean. The appropriate asset condition will be reported in accordance with the following:
 - i. Fats 'Light': Little amount of fats seen passing through the downstream Maintenance Structure or found in the basket (less than 0.5kg);

- ii. Fats 'Average': Fats seen passing through the Maintenance Structure (smaller than a tennis ball) and between 0.5 to 3kg of fats found in the basket (per Syphon pipe);
 - iii. Fats 'Extensive': Large pieces of fat (bigger than a tennis ball) are seen to flow through Upstream chase or greater than 3kg of fat found in the basket upon completion of the clean (per Syphon pipe).
- h) Indicate 'Yes' or 'No' if there are any follow up works required. Details should be provided in the Comments box of the SI in the Works Management System.
- i) Photos are to be taken prior to commencement of cleaning (to show build-up of fats and debris/silt in the upstream or downstream Maintenance Structures) and following completion of cleaning. Photos are to be taken of any defects and where follow-up work is required. A photo is also to be taken showing the jet nozzle in the chase of the upstream Maintenance Structure of the Syphon as evidence that the line has been cleaned. All photos are to be attached to the Works Management System.
- j) Comments should be provided on any asset condition clarification or issue requiring follow-up work, with the relevant Action Request raised. Examples include, but are not limited to defects, access issues, lid and cover level adjustments.

8.6 Inspection and Maintenance of Wet Wells & Detention/Contingency Tanks

8.6.1 General

- a) A Wet Well is the part of a Sewer Pump Station into which raw sewage flows and is retained prior to being pumped to a gravity outlet sewer. At most Sewer Pump Station sites submersible pumps will be located within the wet well. There are some sites where they will be located in a dry well type arrangement.
- b) A Detention (or Contingency) Tank is a structure which is used to temporarily hold raw sewage flows during high flow/peak periods or wet weather events. Detention tanks can be used in conjunction with Sewer Pump Stations or can be stand-alone structures within the sewerage network.
- c) The purpose of this program is to clean the wet well, Detention/Contingency Tanks, pumps, valves, guides, floats, fittings, lifting equipment, etc., and determine the condition of these assets, prevent odours, and perform general housekeeping. Confined space entry is required at some sites to successfully carry out this program of works.
- d) Due to the variety of Sewer Pump Stations, these sites have been divided into different categories. The sites and their classifications are listed in Appendix B, with the categories detailed below:
 - i. Type A – Small site requiring wash down (wash down and clean duration between 0 and 3 hours);
 - ii. Type B – Medium site requiring wash down (wash down and clean duration between 3 and 6 hours);
 - iii. Type C – Large Site requiring wash down (wash down and clean duration greater than 6 hours);
 - iv. Other.

- e) Type C classified Sewer Pump Stations may also include a detention tank. Sites classified as 'Other' will be delivered as Quoted Works.
- f) Where a Detention/Contingency Tank cannot be cleaned on the same day as the Sewer Pump Station, payment for the cleaning of the Detention/Contingency Tank will be within the Inspection and Maintenance of 'Wet Wells – Type A' UTA.
- g) An annual program is developed to clean wet wells to optimize the operation of Sewer Pump Stations. Since the frequency at which a particular wet well is required to be cleaned can vary due to a range of factors, the wet well program is delivered on a monthly basis.
- h) The communication of the wet well sites to be cleaned in any particular month will generally be communicated to the Industry Partner during the prior month. The specific date and timing that a site will be cleaned will be determined in conjunction with the Wet Well cleaning Industry Partner.

8.6.2 Description of Work

Requirements for the inspection and maintenance of Wet Wells include, but are not limited to:

- a) Upon accessing the site and prior to commencement of services, notify South East Water's Network Control Centre that the Sewer Pump Station is being cleaned and will be in manual operation for the duration of the clean. South East Water's Network Control Centre is to be notified again upon completion of services and following the return of the Sewer Pump Station back to normal operation.
- b) Manual Operation of the Sewer Pump Station and/or the Detention/Contingency Tank.
- c) Inspection and recording of the asset details and condition for the following:
 - i. Maintenance Structure lids, step irons, ladders, walkways and platforms;
 - ii. Pump guide rails and foot stools;
 - iii. Pump and Motor units for visible damage;
 - iv. Lifting chains and eye bolts for rust and damage;
 - v. Rising mains, flanges and supports;
 - vi. Exercising of all isolation valves and penstocks;
 - vii. Operation of the ventilation systems; and
 - viii. Doors, building superstructure, down pipes, windows, condition of grounds, fencing and gates, etc.
- d) In some areas, incoming sewer lines may have penstock valves installed. These penstocks may be closed to prevent flows into the wet well while it is being cleaned. Where incoming sewer lines do not have penstocks installed then inflatable plugs may be used. During this period, upstream Maintenance Structures and any ERSs should be monitored closely to ensure a spill does not occur. Records of spill manholes and approximate holding times must be available onsite. The Industry Partner is to refer to South East Water's systems to obtain the required information for planning purposes, with costs for monitoring the system to be incorporated within the UTA for the task.

- e) Detention/contingency tanks may be used to divert and hold sewage flows whilst a wet well is being cleaned, however, once the wet well cleaning is complete, the detention/contingency tank should itself be cleaned once it has been drained.
- f) Any failures where air is drawn into the pumps will be at the Industry Partner's expense.
- g) Mechanical blowers may be used during the cleaning process to assist with ventilation.
- h) All equipment, personnel and OH&S equipment required to carry out wet well cleaning is to be included in the UTA.
- i) High-pressure water jetting is required until the pumps and wet well are completely clean and any build-up on ladders, guides, floats, chains and multi-trodes is removed.
- j) All fats and solids that have built up on the walls of the wet well are to be scraped off, bagged and removed for disposal.
- k) All Tasks require the use of an eductor (or the equivalent) capable of completing the Task. All vehicles used for the Task must be capable and sized correctly to access the wet well, contingency tank, etc., and capable of storing required flows/waste with adequate vacuum to lift the sewage/fats from the bottom of the wet wells. These vehicles are included within the UTA. Any failure/inadequate vehicles or equipment resulting in abandonment of the wet well clean will be incurred at the Industry Partner's cost.
- l) Any sewage removed from the wet well clean must be disposed through decanting the liquid waste back into an approved Maintenance Structure as directed by South East Water. All solids/fats waste from the wet well cleans must be disposed of at an approved EPA waste disposal site. Waste transport is included under the relevant Inspection and Maintenance of Wet Well UTA.
- m) South East Water's flow management and isolation procedures are to be followed at all times (refer Section 4.) and are considered to be within the scope of the relevant UTA. The Industry Partner is expected to be able to have the relevant competencies and resources available to monitor flows on site in adherence to these requirements.
- n) The Industry Partner is responsible for arranging a South East Water operator at all critical sites. A minimum of one week's notice is required for the operator to be arranged. Additional South East Water supervision will be required and provided for critical sites only.
- o) When the wet well is clean, visually check all the pumps, fittings, structural condition of the wet well, fasteners and restraining bolts and pedestals for damage, wear, etc. and provide photographic evidence of their condition.
- p) The Industry Partner is required to undertake a general clean around the Sewer Pump Station. For kerbside Sewer Pump Stations, a basic clean and removal of rubbish and debris is required. Where applicable, clean and disinfect the Sewer Pump Station floor, passages, toilets, hand basins, entrances, steps and ladders. Toilet roll holders and paper towel dispensers must be replenished if required.
- q) Return the Sewer Pump Station, impacted assets (e.g. closed penstocks) and site conditions back to normal operation, and confirm the Sewer Pump Station is operating normally prior to leaving site. Confirmation that the station is operating normally will require observation of one full pump cycle (i.e. from pump run to pump stop to pump run again). Due to low inflows, waiting for one full pump cycle

may sometimes be impractical, in this case, South East Water's Network Control Centre is to be notified of this prior to leaving site.

- r) To enable consistent interpretation and accurate reporting of the condition of wet wells, the Industry Partner must report against a standard condition reporting guide which is approved by South East Water's Representative and reported by the Industry Partner within South East Water's Works Management System.
- s) Payment associated with Scheduled Inspection and Maintenance of Wet Wells will be made within the applicable UTA for 'Inspection and Maintenance of Wet Wells (a Schedule to the Agreement for 'Type A', 'Type B', and 'Type C'), except for Inspection and Maintenance of Wet Wells within the category "Other" which will be paid on a reimbursable basis.

8.6.3 Reporting

Requirements for ensuring consistent interpretation and accurate reporting of the condition of Wet Wells include, but are not limited to, the following items:

- a) Upon completion of the inspection and maintenance activities, the Wet Well Inspection (SI) form in the Works Management System must be completed and the task placed into the Work Complete status.
- b) Complete the onsite Logbook by filling in the time of arrival, activity completion time, pump hour details and sign the book.
- c) The following descriptions and requirements are to be used when reporting:
 - i. Gas Levels: All gas levels (H₂S, O₂, LEL, CO) as displayed on the gas detector must be recorded prior to venting.
 - ii. Type of Sludge Removed: Select one of the following types of debris found during the cleaning process: Sand, Rubble, Aggregate, Rags, Clay, Other.
 - iii. Cleaning Results.
 - iv. Odour Present: Any odours that are present at the site of the Pump Station or Detention Tank (i.e. sewer odours can be smelt by the operator before removing any Maintenance Structures or opening doors) that appear to be emitted from the Sewer Pump Station, must be reported as having a Sewer Pump Station Site Odour present. If odours are present the severity and possible works required to minimise these odours must be noted in the Comments section of the SI form in the Works Management System.
 - v. Visual Checks: Valves, Penstocks, Ladders & Stairs, Lifting Chains, Covers, Ventilation, Rising Main, Pump Mounts & Rails.
 - vi. Valve/Penstock Condition: During the inspection the presence and condition of penstock/valves, must be confirmed.
 - vii. Ladders and Stairs: All ladders and stairs (including railings) are to be checked for their condition. The condition can be determined by visual inspection for flaking and rust on ladders or checking for evidence of concrete cancer.
 - viii. Cover Condition: Assign an overall ranking to the cover.
 - ix. Ventilation: This can follow on from Odours. At some stations mechanical ventilation can be installed.

- x. Rising Main: The portion of the rising main that is visible inside the wet well must be examined and reported on.
- xi. Lifting Chains/ Pump Mounts & Rails
- xii. Detention Tanks: Covers, Penstocks, Ladders are to be reported on as per the condition assessment guides for wet wells.
- xiii. Washers
- xiv. Other Information: House Keeping Done, Sewer Pump Station Operation, Covers Greased, Penstocks Opened.
- xv. Photos of the wet well before and after the cleaning process are to be taken and attached to the task in the works management system, including photos of any other condition checks and relevant items as per the Wet Well clean SI form.
- xvi. Comments should be provided on any asset condition clarification or issue requiring follow-up work, with the relevant Action Request raised. Situations include, but are not limited to, examples such as defects, access issues, odour issues, lid and cover level adjustments. If the wet well or detention tank is in poor condition or in better than expected condition, a comment to adjust the cleaning frequency should be provided.

8.7 Inspection and Maintenance of Emergency Relief Structures

8.7.1 General

- a) An Emergency Relief Structure (ERS) is an asset specifically built to allow a sewer to overflow in a controlled manner into an adjacent drain or watercourse should its hydraulic capacity be exceeded. The purpose of this program is to determine the condition of ERS's and determine if the ERS will operate as designed, if required to do so.
- b) ERS configuration can vary substantially from site to site and access to various ERS components may be limited. Requirements for the inspection and maintenance of Emergency Relief Structures include items that can either be delivered via an inspection, and/or maintenance activity.

8.7.2 Description of Work

An inspection and maintenance of an ERS includes, but is not limited to, the following items:

- a) Inspection and recording of the asset details and condition for the following:
 - i. ERS Flap Gate;
 - ii. Hinge Operation;
 - iii. Penstocks;
 - iv. Signs of Surge (Has the ERS Operated);
 - v. Any debris or objects that need to be removed;
 - vi. Odours; and
 - vii. Follow-up works.

b) Checking:

- i. The operation of hinges and greasing (where accessible without confined space entry)
 - ii. The operation and structural condition of the Flap gate (where accessible without confined space entry).
 - iii. For and removing any obstructions on the ERS outlet (i.e. where the pipe discharges to a creek or open drain).
 - iv. For signs of inflow, infiltration and possible surcharge events.
 - v. The access and condition of the Maintenance Structure covers on both the sewer and overflow Maintenance Structures.
 - vi. Condition of and cleaning out of the overflow Maintenance Structure.
- c) Care should be exercised in conducting inspection and maintenance of Emergency Relief Structures to ensure that any recording equipment installed in the ERS Maintenance Structure is not damaged.
- d) To enable consistent interpretation and accurate reporting of the condition of ERSs, the Industry Partner must report against a standard condition reporting guide which is approved by South East Water's Representative and reported by the Industry Partner within South East Water's Works Management System.
- e) Payment associated with Inspection and Maintenance of ERS will be made within the applicable UTA for 'Inspection and Maintenance of ERS (a Schedule to the Agreement).

8.7.3 Reporting

Upon completion of the inspection and maintenance activities, the Sewer ERS Inspection (SI) form in the Works Management System must be completed and the task placed into the Work Complete status.

The following descriptions and requirements are to be used when reporting:

- a) ERS Flap Gate Type: The type of flap gate on the ERS discharge pipe is to be confirmed:
- i. PVC Round,
 - ii. Red gum block,
 - iii. Other – If the gate is not one listed above indicate what type of gate is used (including material) in the comments section of the SI form in the Works Management System.
- b) ERS Flap Gate condition: The condition of the gate is to be determined upon inspecting (Good, Fair, Works Required, Not Applicable)
- c) ERS Flap Gate Hinges: The condition of the hinges is to be determined by manually operating the gate (Good, Fair, Works Required) – leave blank if no gate is attached to discharge pipe.
- d) Gate Angle: The angle of the gate must be determined upon inspection:
- iv. Zero degrees (vertical): The gate is angled vertically.
 - v. Above zero degrees (angled): The gate is angled, such that the weight of the gate aids in closing the gate.

- vi. No Gate: No gate on discharge pipe, or ERS is operated by a penstock, etc.
 - e) Penstock Condition: During the course of the inspection the presence and condition of penstock/valves, must be confirmed. The condition of the penstock is to be determined by manually operating the valve (Good, Fair, Works Required) – leave blank if no there is no penstock.
 - f) Infiltration: The extent of infiltration is to be determined. The appropriate asset condition will be reported in accordance with the following:
 - i. Infiltration 'No': Where no infiltration is observed or where there is no evidence of recent infiltration.
 - ii. Infiltration present: Where there is visible evidence that infiltration is entering the overflow Maintenance Structure.
 - g) Surcharging: Comment is to be provided on observations made to determine if the ERS has operated recently. This is to be established by observing whether previous surcharge levels are above the inlet sill of the ERS in the upstream sewer Maintenance Structure or wet well. It should be reported where surcharge levels have been identified above the outlet sill level. A comment should be recorded regarding the level reached (in mm from the bottom of the sill of the inlet pipe) and whether it appears to have spilt through the ERS (i.e. did flap gate operate?). It should be reported where surcharge levels have been identified as being below the outlet sill level.
 - h) Obstructions: Indicate and comment on any Obstructions/Debris, etc., that may have been deposited in the ERS Maintenance Structure that may cause the ERS Flap gate to not operate properly. Explain what the obstruction was, why the obstruction may have occurred. Remove any obstructions that can be removed from the surface (e.g. by using poles/hooks/baskets).
 - i) Odours: Presence of Odour associated with the ERS structure are to be reported:
 - i. ERS Site Odour present: Any odours that are present at the site of the ERS (i.e. sewer odours can be smelt by the operator before removing any Maintenance Structures) that appear to be emitted from the ERS (not the odours from the wet well of a Sewer Pump Station), must be reported as having an ERS Site Odour present. If odours are present the severity and possible works required to minimise these odours must be noted.
 - ii. ERS Gate Odour present: Any odours that are detected from the ERS gate (i.e. odours are present as the ERS flap gate hasn't got an airtight seal), must be noted reported as having an ERS Gate Odour present. If odours are present the severity and possible works required to minimise these odours must be noted.
 - iii. No Odour: No Odour is present.
 - j) Photos are to be taken and attached to the Works Management System of the following:
 - i. General Site: Overview of site showing all facilities (approximately 10m from the ERS Maintenance Structure).
 - ii. ERS Outlet: This must illustrate the general condition of the outlet.
- ERS Gate: This must illustrate the general condition of the flap gate in the ERS Maintenance Structure (where no flap gate is present a photo is required of the end of the discharge pipe where the flap gate should be located);

- iii. Maintenance Structure Covers: This photo must show the condition of the Maintenance Structure covers;
 - iv. Before and after works photo to demonstrate maintenance works have been carried out;
 - v. Defect or follow-up work required.
- k) Comments should be provided in the SI form in the Works Management System on any asset condition clarification or issue requiring follow-up work, with the relevant Action Request raised. This includes, but is not limited to, defects, access issues, lid and cover level adjustments.

8.8 Inspection of Sewerage Maintenance Structures

8.8.1 General

- a) Inspections of Sewerage Maintenance Structures can be carried out as part of a program or on an ad-hoc reactive basis. It can involve a visual inspection from the surface, visual inspection in conjunction with a confined space entry, or inspection with the aid of a CCTV camera (panorama / fisheye type preferred).
- b) Where a CCTV inspection is requested it must be carried out in alignment with the current version of the Conduit Inspection Reporting Code of Australia.
- c) CCTV inspection and reporting must be coded and presented in a format for direct downloading into South East Water's master CCTV Inspection Database using WinCan software.
- d) South East Water will provide digital copies of a suitable WinCan template and catalogue files which must be used when coding CCTV inspections of Maintenance Structures. From time to time, updated versions of these files will be supplied to the Industry Partner. The Industry Partner is expected to have the latest versions of these files in use at all times.

8.8.2 Description of Work

- a) Requirements for Maintenance Structure inspections include, but are not limited to, the inspection and recording of asset details and condition for the following:
 - i. Confirmation of the cover and Maintenance Structure type.
 - ii. Confirmation of the Maintenance Structure material and any pertinent features such as: internal/external drops, penstocks, flow monitoring equipment, landings etc.
 - iii. The cover and its surround have been set at the correct level.
 - iv. Any Dead Plates (where required) are in place and are sound.
 - v. The Maintenance Structure is accessible for sewer clearing equipment.
 - vi. Landings are in sound structural condition.
 - vii. The Maintenance Structure cover is not damaged and can be easily removed.
 - viii. The lifting hooks or lugs are not damaged.
 - ix. The step irons or ladders are sound.
 - x. Internal drop pipes are secure, not obstructed and structurally sound.
 - xi. The chase is properly formed.

- xii. The flow through the Maintenance Structure is regular with no sign of surcharging.
 - xiii. There is no significant infiltration of surface or ground water.
 - xiv. There is no tree root intrusion.
 - xv. There is no subsidence around the Maintenance Structure.
 - xvi. The structural condition of the Maintenance Structure is sound (i.e.: no cracks, etc.).
- b) Any obstructions or intrusions identified in the inspection (e.g. roots) are to be removed as part of the UTA.
 - c) The Maintenance Structures is required to have the covers/rims scraped to remove excess rust/dirt/grime build-up and greased prior to the cover being repositioned. Where keyhole plugs exist, these are to be replaced.
 - d) If following the scraping and greasing of a manhole cover, it cannot be re-seated within the surround to within an acceptable tolerance of the surrounding natural surface level, the Industry Partner will grind any irregular edges of the cover and re-grease to ensure safe re-seating of the cover within the surround.
 - e) Confined space entry may be required for some Maintenance Structures to perform the inspection (e.g. walk-in Maintenance Structures, structural inspections). Payment for confined space entry inspections will be delivered under the applicable UTA if required.
 - f) Photos are to be taken of any defects and where any follow-up work is required. All photos are to be attached to the Works Management System and must include the following images:
 - i. Photo of the Maintenance Structure unopened;
 - ii. Maintenance cover opened;
 - iii. Internal of neck and chase (including any drop pipes); and
 - iv. Sufficient lighting is required to ensure clarity of photos.
 - g) To enable consistent interpretation and accurate reporting of the condition of the Maintenance Structure, the Industry Partner must report against a standard condition reporting guide which is approved by South East Water's Representative and reported by the Industry Partner within South East Water's Works Management System.
 - h) Payment associated with Maintenance Structure Inspections will be made within the applicable UTA for 'Maintenance Structure Inspections' relevant to the type of inspection, including:
 - i. Visual (from the top inspection);
 - ii. Confined Space (structural inspection); and
 - iii. CCTV assessment

8.8.3 Reporting

Upon completion of the inspection and maintenance activities, the Sewer Maintenance Structure Inspection (SI) form in the Company's Works Management System must be completed and the task placed into the Work Complete status.

The following descriptions and requirements are to be used when reporting:

- a) Gas Levels: All gas levels (H₂S, O₂, LEL, CO) as displayed on the gas detector must be recorded prior to venting.
- b) Location: Where is the Maintenance Structure located? Select options from Road Pavement, Nature Strip, Private Property, Park or other.
- c) Cover Accessible: Is Sewer Maintenance Structure accessible? An assessment is required on the accessibility to the Maintenance Structure with respect to plant (including but not limited to Jet & Eduction Trucks, and CCTV Units) and equipment to conduct all maintenance and reactive works (Yes / No).
- d) Cover Level: Check to ensure Maintenance Structure is at correct level compared to surrounding ground / surface level. Also check if cover is sealed properly and not sitting up above the level of the Maintenance Structure surround (Correct, High, Low, Needs to be raised).
- e) Cover Type: Determine cover type (i.e. gatic, concrete, etc.);
- f) Cover Condition: Assign an overall ranking to the cover. The following should be used in assigning the condition of the cover (Poor, Fair, Good, Replace).
- g) Manhole Type: The configuration of the Maintenance Structure is to be determined. The configuration of a Maintenance Structure can be defined as Conical, Pre-Case, Flattop, Walk in, and Gas Check.
- h) Manhole Material: What has the Maintenance Structure been built out of (Concrete in-situ, Concrete pre-cast, Brick, Epoxy Lined)
- i) Manhole Features: what sort of features does the Maintenance Structure contain
- j) Concrete Corrosion - the condition can be determined by striking with a hammer or scraper (when Maintenance Structure entered) or through visual inspection (when not entered). The following is a guide that should be used in assigning the condition of the neck, taper and walls (Severe, Extensive, Minor).
- k) Step Irons/Ladders: The means of access into the Maintenance Structure is to be recorded i.e. step irons, ladders or nothing. In addition, if any landings are present, they also should be recorded, by ticking the box provided. All step irons, ladders, etc are to be tested for their condition. The condition can be determined by striking each step iron a number of times with a hammer until all flaking and rust is removed. Then the following descriptions must be applied, but are not limited to, the association of the corresponding condition (Poor, Fair, Good).
- l) Drop Pipes (Clear, Blocked, Needs work, etc) - internal and external
- m) Flow: The inspection is required to determine what the flow characteristics within the Maintenance Structure is like (Obstructed, Surcharges, Clear).
- n) Tree Roots/Fats.
- o) Comments should be provided on any asset condition clarification or issue requiring follow-up work such as but not limited to defects, access issues, lid and cover level adjustments.
- p) Photos are to be provided as per items outlined in the SI form, including photos of any works undertaken.

8.9 Inspection of Sewer Creek Crossings

8.9.1 General

- a) Due to terrain restrictions it is sometimes necessary to construct sewers that are suspended across water ways (collectively called 'creeks' in this program). Due to the risk associated with the potential failure of these sewers they are visually inspected on a regular basis.
- b) On occasion, a CCTV inspection and/or cleaning of these sewers will also be requested. CCTV and cleaning of sewers associated with creek crossings are to be paid under the Scheduled Sewer Tasks 'Cleaning of Reticulation Sewers and 'Cleaning of Branch Main Sewers' (a Schedule to the Agreement).
- c) Measurement for payment of scheduled CCTV of sewer lines will be based on the number of metres of sewer line inspected by CCTV as reported on the Sewer CCTV SI in the Works Management System. The total number of meters reported will then be used to determine the 'Derived' value of the UTA based upon the rate applicable to Scheduled 'CCTV of Reticulation Sewers' and 'CCTV of Branch Main Sewers' (a Schedule to the Agreement).
- d) South East Water reserves the right to internally deliver these services as required.

8.9.2 Description of Work

On attendance at the site, all Maintenance Structure to which access will be required must be located. Inspection of sewer creek crossings must include, but are not limited to, the following:

- a) Checking the location and accessibility of the Maintenance Structures, where applicable for gravity sewers.
- b) Checking the location and accessibility of any pipe work, footings, etc.
- c) Checking for any signs of vandalism and the general condition of visible pipe work, with particular attention to metal pipes and fittings at ground entry and support point.
- d) Undertaking a visual inspection of the footings, checking for signs of movement or erosion around the base, including checking the pipe for horizontal and vertical alignment.
- e) Inspecting for any further works requirements such as rehabilitation or cleaning works.
- f) Removing/cutting back vegetation, which is overgrowing or leaning on any creek crossing.
- g) Photos of the creek crossing points of interest. All photos must be attached to the Works Management System task allocated for the inspection).
- h) To enable consistent interpretation and accurate reporting of the condition of Sewer Creek Crossings, the Industry Partner must report against a standard condition reporting guide which is approved by South East Water's Representative and reported by the Industry Partner within South East Water's Works Management System.
- i) Payment associated with Inspection of Sewer Creek Crossings will be made within the applicable UTA for 'Inspection of Sewer Creek Crossings' (a Schedule to the Agreement).

8.9.3 Reporting

Upon completion of the inspection and maintenance activities, the Sewer Creek Crossing (SI) form in the Company's Works Management System must be completed and the task placed into the Work Complete status.

The following descriptions and requirements are to be used when reporting:

- a) Intermediate Supports refers to any support used to hold up the pipe between where the pipe enters/exits the ground. Record whether the number of supports and the material.
- b) Tick 'Yes' if the Creek Crossing has a continuous beam supporting it.
- c) Tick 'Yes' if there are headwalls (or retaining walls) present where the sewer leaves and re-enters the ground at either end of the Creek Crossing.
- d) Vegetation – is the site clear, or overgrown? Does it require clearing at a later date?
- e) Pipe Condition:
- f) Joint type – is it flanged or clamped?
- g) Joint condition – is it good, rusted or leaking?
- h) Piers and Supports: These are critical elements of a creek crossing and the following options are to be selected where found (Good, Cracked, Rusted, Leaning, Support Undermined, Requires Painting)
- i) Comments including work required should be reported on any asset condition clarification or issue requiring follow-up work such as but not limited to defects, physical damage, access issues, lid and cover level adjustments etc.
- j) Photos are important to be able to determine the characteristics of the site and to illustrate all issues that could be of concern. Photos are required of:
 - i. General Site – Overview of site showing all facilities (more than one photo may be required for larger sewer creek crossings);
 - ii. Typical Pipe Surface – This must illustrate the general condition of the exposed sewer main;
 - iii. Maintenance Structures U/S & D/S – Upon lifting the lid this photo is required to illustrate the condition inside the Maintenance Structure;
 - iv. Sewer-Ground Entry Point (U/S & D/S) – This photo must show the condition of the pipe under the soil surface 0.5m from the point where the pipe re-enters the ground (soil must be removed up to 0.5m from the point where the main enters the ground to enable the photo to be taken, the soil will be replaced after the photo is taken); and
 - v. All Pipe Joints and Connections – a photo must be taken to illustrate the condition of each joint and connection, between the Maintenance Structures that make up the sewer creek crossing
- k) Where relevant, photos must be provided of the following items:
 - i. Support Structure(s) – A photo of each support structure (footing, pier, etc.) must be taken to illustrate the condition of each support structure;
 - ii. Support Structure Footing(s) – A photo of the footing of each support structure must be taken to illustrate the condition of each footing;

- iii. Support Structure Connections – A photo must be taken to illustrate the condition of the connections between the sewer pipe and the support structure;
 - iv. Damage/Vandalism - A photo must be taken to illustrate the condition of the pipe or support structure where any damage or vandalism has occurred;
 - v. Corrosion - A photo must be taken to illustrate the condition of the pipe or support structure where any corrosion has occurred;
 - vi. Leaks - A photo must be taken to illustrate the condition of the pipe where leaks are evident;
 - vii. Access Problems - A photo must be taken to illustrate any access problem that may be incurred during maintenance or reactive works;
 - viii. Facilities Affecting Pipe - A photo must be taken to illustrate any other structure, tree, etc., that is/may cause the pipe to be damaged as a result of their proximity.
 - ix. Any additional photos as per items outlined in the SI form.
- l) Where there are more than 4 support structures, corrosion locations, connections, etc. photos will not be required for every location but should show the best, worse and typical cases seen (4-5 photos maximum).

8.10 Inspection of Sewer Vents

8.10.1 Description of Work

Vent stacks are constructed to allow ingress and egress of air through the sewerage system and reduce the build-up of sewer gasses. They can range in height from 6m to 12m and at times may have electrical or telecommunication cables attached.

The inspection of sewer vents includes, but is not limited to:

- a) Structural surveillance and reporting on the base, tube and base/tube joint,
- b) Detect and note if rust removal is required.
- c) Coating Inspection (if required).
- d) Checking the access and condition of the Maintenance Structure and cover from which the vent is connected.
- e) Checking for interference to the vent by nearby tree growth, any attached wiring that may look suspicious/illegal, etc.
- f) Photos are to be taken of any defects and where any follow-up work is required. All photos are to be attached to the Works Management System.
- g) To enable consistent interpretation and accurate reporting of the condition of Sewer Vents, the Industry Partner must report against a standard condition reporting guide which is approved by South East Water's Representative and reported by the Industry Partner within South East Water's Works Management System.
- h) Payment associated with Inspection of Sewer Vents will be made within the applicable UTA for 'Inspection of Sewer Vents' (a Schedule to the Agreement).

8.10.2 Reporting

Requirements for ensuring consistent interpretation and accurate reporting of the condition of Sewer Vents includes, but is not limited to, the following items:

- a) Upon completion of the inspection and maintenance activities, the Sewer Vent (SI) form in the Company's Works Management System must be completed and the task placed into the Work Complete status.
- b) Sewer Vents comprise three main parts: the base, the tube (flue or stack), and the airline to the sewer. The following descriptions and requirements are to be used in relation to these components when reporting:
- c) General Information, this addresses the Vent as a whole:
 - i. Access: Indicate if the Vent is located in private property or by the roadside (or laneway).
 - ii. Requires Painting? Select from 'yes' or 'no'.
 - iii. Do trees need cutting back or pruning? Select from 'yes' or 'no'.
 - iv. Are there Services/Cables attached. Select from 'yes' or 'no'.
 - v. Is the Vent plotted correctly? Select from 'yes' or 'no'.
 - vi. Is the name plate present? Select from 'yes' or 'no'.
 - vii. Could the Vent fall on power or tram lines? Select from 'yes' or 'no'.
- d) Base:
 - i. Condition: This can generally be assessed upon approach to the Vent Stack for closer inspection (Good, Fair, Poor).
 - ii. Physical Damage: Select 'yes' or 'no' if there is evidence of any damage. This will most likely be caused by vehicles colliding with the vent.
 - iii. Rust (No, Slight, Moderate, Severe)
 - iv. Leaning (No, Slight, Moderate, Severe, Material)
- e) Tube: Use the same descriptions as outlined in d) above, except for the following: No, Slight, Moderate, and Severe.
- f) Base/Tube Joint:
 - i. Condition (Good, Fair, Poor)
 - ii. Loose: Does the tube move within the base, select 'yes' or 'no'.
 - iii. Rust (as per 8.10.2 d) iii above).
- g) Cowl. This is the very top of the vent stack which generally has either a concave cover to prevent birds nesting or entering the vent, or a rotating extractor to exhaust gasses:
 - i. Cowl present: Select 'yes' or 'no' to indicate if there is a cowl present
 - ii. Condition: Good, fair or poor. This may be difficult to assess from the ground due to height of the stack.
- h) Comments: Comments should be provided on any asset condition clarification or issue requiring follow-up work such as but not limited to defects, access issues etc.
- i) Any additional photos as per items outlined in the SI form.

8.11 Root Foaming

- a) When 'Root Foaming' of the sewer lines is requested, the following will apply:
 - i. The entire length is to be jet washed down and root foamed from Maintenance Structure to Maintenance Structure.
 - ii. Jetting pressures must be used in conjunction with the Industry Partner's approved work procedures.
 - iii. The jet wash down process is required to clean and remove the build-up of fats and debris within the pipe and surface of any tree roots but must not result in cutting of any tree roots.
 - iv. Where tree roots have been cut, a waiting period of 6-8 weeks is required before root foaming can be applied.
- b) The product's manufacturer's recommendations for mixing and applying the root foaming are to be followed including, but not limited to, the following:
 - i. A 1:1 mix of the RootOut active and RootOut foaming agent is to be mixed as a 1% aqueous solution. That can either be by mixing 5L active + 5L foam and made up to 500L solution with water, or the same equivalent if the foaming equipment uses a venturi system.
 - ii. From that mix, the foaming equipment (air compressor) is to generate a foam with an expansion ratio of 20:1 (i.e. for every 1-litre solution, 20L of foam should be generated). This will create a foam with the desired level of active ingredient, but also create a foam with the right density (which is important for not only effectiveness for coating the roots but also the right 'hold' so the foam doesn't collapse inside the pipe too quickly).
 - iii. A 500L solution should treat approx. 500m of 150mm diameter pipe.
 - iv. The hose is not to be extracted in excess of 6 metres/minute as this may result in a failure of the chemical process of root foaming (or 2 metres/minute if nozzle or cutter is attached to hose).
 - v. It is important that the nozzle does not appear out of the line before a slug of foam is observed. If the nozzle does appear before the foam, then the retrieval rate was too fast and the line will not have been filled, but it would also be unlikely that any foam entered the property connection branches.
- c) The Industry Partner must notify South East Water's Representative of the dates and sewers to be treated, 3 days prior to any work commencing so that South East Water's Representative can notify our Treatment Plants team.
- d) Measurement for payment of scheduled root foaming of sewer lines will be based on the number of metres of sewer line 'Foamed' as reported on the Sewer Cleaning SI in the Works Management System.
- e) The total number of metres reported will then be used to determine the 'Derived' value of the 'UTA' based upon the rate applicable to Scheduled Root foaming (a Schedule to the Agreement). Payment will then be made within the Derived UTA.
- f) Transportation for the disposal of the waste from the cleaning works described is considered to be within scope of the specified UTA rate.
- g) The Industry Partner must provide information on the root foaming activity for each sewer, in accordance with South East Water's Representative's requirements. This includes, but is not limited to, the following:

- i. Pipe ID, diameter and length, estimated flow level (%), number of property connection branches.
- ii. Mix volume of RootOut active (L), RootOut foaming agent (L), and water (L), and dilution ratio achieved.
- iii. The total volume of solution injected in sewer (L).

9. Pressure Sewer System Maintenance

9.1 General

- a) Sewer Civil Maintenance Services/Activities for the Pressure Sewer Industry Partner include but are not limited to:
 - i. Excavations to install, repair or replace failed or damaged Pressure Sewer pipes, joints, fittings, valves, pods and tanks;
 - ii. Flow control under the direction by sewer operations
 - iii. Assistance with education services including Sewer Blockage clearing;
 - iv. Investigation and rectification of subsidence's;
 - v. Network Support and Sewage Spills containment and clean-up.
- b) Photographic evidence of site conditions prior to the provision of services shall be taken and will include, but not be limited to; any pre-existing damage or general deterioration of existing buildings, fences and/or other structures (i.e. cracks or defects in walls/brickwork, concrete paths, driveways/crossings etc.) which existed prior to any works, in and about where any of the works are proposed to commence including thoroughfares for vehicle and/or plant access etc. These photographs shall be attached to the Job/Task in South East Water's Works Management System or by other means as approved by South East Water's Representative.
- c) Photographs are to be taken during various stages of a Task (e.g. a connection, broken pipe, completed task, reinstatement works, defects, use of material) and attached to the Task in South East Water's Works Management System or by other means as approved by South East Water's Representative.
- d) In accordance with Section 1.7, the Industry Partner is required to check the accuracy of South East Water's asset plans and records when undertaking a Task, and in the event of any discrepancy to provide 'as-constructed' Field Sketches before the Task will be regarded as having achieved completion.
- e) The Industry Partner is responsible for gaining prior approval to dispose, and for disposal at an approved waste disposal facility such as Western STP.
- f) The Industry Partner is required to meet the response and rectification times for each Task, in accordance with the Priority Level assigned.
- g) South East Water may instruct an Industry Partner to stop working on any awarded Task. Where an Industry Partner has commenced work on a Task, then South East Water will reimburse the Industry Partner all reasonable costs incurred by the Industry Partner.
- h) South East Water may also vary the priority level of an awarded Task, regardless of whether the Task has commenced

- i) South East Water will engage with the Industry Partner to establish relevant Hourly Rates for any civil works of a reactive nature. Planned Maintenance works will be managed as Quoted Works.
- j) The failure or damage of Pressure Sewer may lead to sewage spills. If a spill occurs, containment and clean-up of sewage spills must be undertaken by the Industry Partner as per all clauses within Section 5.

9.2 Pressure Sewer System Repairs and Excavation

- a) In some circumstances an excavation may be required to install, repair or replace failed or damaged Pressure Sewer pipes, joints, fittings, valves, pods and tanks. It may include responsibility for and controlling the flow of the Pressure Sewer system under the direction of a South East Water Representative.
- b) Once an excavation on the Pressure Sewer system has commenced, work is to continue without interruption until complete. It can be a reactive or planned activity and can either be 'on property Pressure Sewer' (pod, tank and Pressure Sewer connection), reticulation Pressure Sewer or a transfer Pressure Sewer main.
- c) The Industry Partner will be set a priority as set out in the Standard of Retail Service (a Schedule to the Agreement). Start work is achieved when the Industry Partner has arrived on site and sewer network flow control requirements determined. Upon completion of the excavation, the depth of the shaft and the offset from the nearest side boundary must be provided on the Field Sketch which should detail the extent of the repair.
- d) Where control is present, South East Water's Operations will manage required isolation. Where no control is present, the Industry Partner will need to physically isolate the site in order to facilitate the repair.
- e) Upon completion of the Excavation Repair, the depth of the shaft and the offset from the nearest side boundary must be provided on the Field Sketch which should detail the extent of the repair.
- f) Photographs before, during and after the works shall be provided on all dig outs. Photographs should include but not be limited to:
 - i. Site conditions prior to the provision of services including but not be limited to any pre-existing damage or general deterioration of existing buildings, fences and/or other structures (e.g. cracks or defects in walls/brickwork, concrete paths, driveways/crossings) which existed prior to any works, in and about where any of the works are proposed to commence including thoroughfares for vehicle and/or plant access.
 - ii. Various stages of a Job/Task (e.g. A connection, broken pipe, completed task)
 - iii. Reinstatement of area
 - iv. Cause/type of asset failure
 - v. In-place fittings used
 - vi. Scope of excavation
- g) All photographs shall be attached to the Job/Task in the Works Management System or by other means as approved by South East Water's Representative.
- h) A Task will not be regarded as having achieved Completion until the network has been restored to its state prior to starting the Task (including but not limited to

settings of valves and switches), except to the extent that the purpose of the Task required the state to be altered permanently. If the Industry Partner believes the resultant settings are inconsistent with South East Water asset information (e.g. GT viewer, Montage, or SCADA), it should escalate the matter immediately to South East Water's Representative for direction as to the status in which the valve, switch or similar is to be left on completion of the Task.

- i) For burst or leaking rising mains, repairs will be carried out under the direction of South East Water's Representative and will be paid at 'Hourly Rates' (a Schedule to the Agreement).
- j) As property discharge lines can be isolated at the pump and at the Boundary Kit, these may be repaired at Hourly Rates or by Quoted Works at South East Water's Representative's discretion.
- k) Pressure sewer reticulation and transfer main rising main repairs generally require an immediate response, and repair work is required to continue uninterrupted until the works are completed and the Sewer rising main is returned to normal operations. Thus, an after-hours response capability is necessary on a 24/7/365 basis, complete with access to the full range of resource requirements.

9.3 Pressure Sewer System Blockages

- a) Sewer Blockages in the Pressure Sewer system can occur due to a build up of debris associated with poor flushing velocity, air pockets, non-macerated sewage entering the system, large debris i.e. swarf, fats and other illegal discharges, etc.
- b) Where a Sewer Blockage has been identified in the Pressure Sewer system by South East Water, the Industry Partner must attend to clear the Sewer Blockage usually under the direction and support of South East Water Operations representatives.
- c) Clearing Sewer Blockages from the Pressure Sewer system requires isolation of a section of network where the Sewer Blockage is located, setting up of an eductor at a flushing point within the blocked section and flushing using the Pressure Sewer pumps within the isolated section.
- d) For Sewer Blockages on the Pressure Sewer connection (between the Boundary Kit and the Pressure Sewer tank), an eductor will be required to connect to the flushing point in the Boundary Kit to attempt to clear the Sewer Blockage.
- e) Where Sewer Blockages are unable to be cleared, excavation may be required in the isolated section attempt to locate the point of the Sewer Blockage and then jetting, rodding or pipe replacement.
- f) Blockages on the PCD (upstream of, and including, the boundary trap/inspection shaft) are the customer's responsibility. Any faults initially reported as being on the PCB and found to be on the PCD are to be escalated to South East Water's Representative for further direction.

9.4 Pressure Sewer Tank Cleaning Program

Larger Pressure sewer tanks or wet wells in the network require proactive cleaning and inspections undertaken at various frequencies. Where required, this activity will be undertaken in accordance with the Section 8.6.

9.5 Pressure Sewer System Eduction

- a) The Industry Partner is required to meet the response and rectification times for each Task, in accordance with the Priority Level assigned.
- b) Eduction from Pressure Sewer pipelines will be via flushing points and scour points. These fittings and other utilised on the Pressure Sewer network are detailed within the WSAA Pressure Sewer Code, which is available from <http://mrwa.com.au/Pages/Standards.aspx>
- c) In the event of an extend power outage, where requested, eduction services will be required to educt effluent from multiple impacted properties within the Pressure Sewer network. South East Water will provide the Industry Partner with addresses of properties requiring eduction, and the location for educted effluent to be discharge to. If the Industry Partner identifies that these eduction or disposal locations are not possible or are not accessible, they are to immediately seek direction from South East Water on what alternative arrangements should be undertaken.
- d) Generally, Eduction services will be conducted in the presence of a South East Water Representative or other authorised maintenance Industry Partners. The South East Water Representative or other authorised maintenance partners will be responsible for the opening and closing tank lids, valves and other South East Water assets. South East Water's Representative will advise of situations in advance when the Eduction Services Industry Partner will undertake this responsibility. Appropriate training will be provided in this instance.
- e) Photographs must to be taken during various stages of a Task (e.g. To capture spill impact, clean-up extent, effluent level within Maintenance hole on arrival, effluent level within the Maintenance Hole on completion of Task, status of Task at start and completion of a Task, confirmation of Traffic Management set-out, to capture any damage caused by the Industry Partner, and outcome of corrective action taken to restore back to condition prior to damage). These are to be attached to the Task in South East Water's Works Management System or by other means as approved by South East Water's Representative. Provision of photographs are included within the relevant Task rate.
- f) All Industry Partner owned Eductor vehicles which service this contract must have a vehicle tracking device installed which can be monitored via South East Water's vehicle tracking system. South East Water will provide the Contactor an extract of our Motor Vehicle Fleet Policy as it relates to Vehicle tracking. All Eductor Vehicles which do not have a tracking device installed that can be monitored by South East Water's vehicle tracking system must use South East Water's 'mobile field terminal' version of the Works Management System to provide real-time minimum information requirements.
- g) Eduction Services Tasks supporting the Pressure Sewer system network operation will be provided at the relevant Hourly Rate.
- h) The Hourly Rates are the Industry Partner's sole entitlement to payment in respect of a Task and except as expressly provided under this Agreement or in a Quoted Works response, the Industry Partner has no other entitlement to payment in respect of its costs of performing a Task and its other obligations under this Agreement.
- i) All disposal of educted waste shall be in accordance with Section 6.7.
- j) Subsidence upstream of the Boundary Kit will be the responsibility of the Industry Partner. Subsidence treatment must comply with all clauses within Section 7.5.

9.6 Pressure Sewer Asset Relocations

Request to South East Water by customers to relocate components of the on-property Pressure Sewer including tanks, controllers, Pressure Sewer connections and Boundary Kits. Where required, South East Water will seek works to be completed by the Industry Partner under a quoted works arrangement.

Attachment 1 - Location of grease interceptors

South East Water has grease interceptors located at 101 Wells Street and Playne Street, Frankston, South East Water.

The attached hydraulic drawing (Figure 1) shows four food and oil interceptors (grease traps) and two in ground Sewer Pump Stations.

The waste transporter pumping out the food and oil interceptors (not the Sewer Pump Stations) are as follows:

- FOI-1, W/L#410649, 2984L (Below ground tank - Located next to car park 301A on the Payne St side of the building)
- FOI-2, W/L#410656, 2984L (Below ground tank - Located in car park 301B on the Payne St side of the building)
- FOI-3, W/L#410663, 3000L (Above ground tank - Located in the utility room on the Wells St side of the building)
- FOI-4, W/L#410670, 4950L (Above ground tank - Located in the utility room on the Wells St side of the building)

Architectural Floor Plan

South East Water Head Office

Room Schedule:

Room No.	Room Name	Area (sqm)
001	Reception	120
002	Office	150
003	Office	150
004	Office	150
005	Office	150
006	Office	150
007	Office	150
008	Office	150
009	Office	150
010	Office	150
011	Office	150
012	Office	150
013	Office	150
014	Office	150
015	Office	150
016	Office	150
017	Office	150
018	Office	150
019	Office	150
020	Office	150
021	Office	150
022	Office	150
023	Office	150
024	Office	150
025	Office	150
026	Office	150
027	Office	150
028	Office	150
029	Office	150
030	Office	150
031	Office	150
032	Office	150
033	Office	150
034	Office	150
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Notes:

1. All rooms are to be finished to the standard of the South East Water Head Office.
2. All rooms are to be finished to the standard of the South East Water Head Office.
3. All rooms are to be finished to the standard of the South East Water Head Office.
4. All rooms are to be finished to the standard of the South East Water Head Office.
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10. All rooms are to be finished to the standard of the South East Water Head Office.

Legend:

- 1. Reception
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Attachment 2 – Wet Well Classifications

SPS NUMBER	SPS NAME	SUBURB	REVISED CLEAN TYPE (Date Revised: 16/02/2017)
DT001	SHOREHAM HIGH LEVEL DETENTION TANK	SHOREHAM	B
SP002	BEAUMARIS	BEAUMARIS	C
SP003	BLACK ROCK	BLACK ROCK	B
SP007	SALMON ST	PORT MELBOURNE	A
SP010	SHANDFORD AV	BRIGHTON	B
SP012	VERDANT AV	TOORAK	A
SP018	ROWANS RD	MOORABBIN	B
SP026	NEWINGTON PARADE	CHELSEA	B
SP027	THE GLADE	BONBEACH	A
SP028	MERENDA AV	BONBEACH	A
SP029	SCOTCH PARADE	CHELSEA	B
SP030	SHERWOOD AV	CHELSEA	A
SP033	CENTURY DR	BRAESIDE	A
SP037	DOWNARD ST	BRAESIDE	C
SP039	THAMES PROMENADE	CHELSEA	B
SP042	LEVANSWELL RD	MOORABBIN	B
SP046	FOY AV	CHELSEA	A
SP049	FERNY CREEK NO 2	KNOXFIELD	A
SP058	WELLS RD	PATTERSON LAKES	C
SP067	EDITHVALE RD	EDITHVALE	A
SP070	CORIO DR	SPRINGVALE SOUTH	B
SP075	GLADESVILLE BVD	PATTERSON LAKES	A
SP084	ALEXANDRA ST	ASPENDALE	B
SP090	VALETTA ST	CARRUM	B
SP092	RIGBY STREET	CARRUM	A
SP098	NIRRINGA AV	ASPENDALE	A
SP147	FOURTH AV	CHELSEA HEIGHTS	B
SP149	GOVERNOR RD	BRAESIDE	B
SP151	DOLPHIN ST	ASPENDALE	A
SP167	CHELSEA PARK DR	CHELSEA HEIGHTS	B
SP168	THELMA ST	CARRUM	A
SP169	MCLEOD RD	PATTERSON LAKES	B
SP171	KOORNANG RD	SCORESBY	A
SP176	ADAMSON RD	BEACONSFIELD	B

SP183	MANUKA RD	BERWICK	B
SP185	PROGRESS AV	CARRUM	A
SP186	SPRAY AV	MORDIALLOC	A
SP191	WATKINS ST	ASPENDALE	B
SP198	GUY ST	UPWEY	B
SP200	GLADSTONE AV	ASPENDALE	A
SP249	AMOTT CT	BRAESIDE	B
SP261	CATHIES LANE NORTH	WANTIRNA SOUTH	B
SP278	BRANAGAN DR	ASPENDALE	A
SP279	BASIN-OLINDA RD	THE BASIN	B
SP280	HALLAM RD	HAMPTON PARK	B
SP295	WADSLEY RD	PATTERSON LAKES	B
SP310	OLD MONBULK RD	BELGRAVE	B
SP315	GASKETT COURT	NARRE WARREN	B
SP329	WARD RD No.1 (WEST)	BERWICK	A
SP336	HARTSMERE DR	BEACONSFIELD	B
SP337	BROOKVALE CL	BEACONSFIELD	A
SP341	BERWICK TAFE	BERWICK	A
SP346	GREENS RD	DANDENONG SOUTH	B
SP348	CHANDLER RD	KEYSBOROUGH	B
SP351	TEMPLETON CRES	PAKENHAM	A
SP353	TOOMUC CK	PAKENHAM	B
SP355	KIRKWOOD AV	SEAFORD	C
SP356	FORTESCUE AV	SEAFORD	B
SP357	BOONONG AV	SEAFORD	B
SP358	ALLAWAH AV	FRANKSTON	A
SP359	FIOCCHI AV	FRANKSTON	B
SP361	PLAYNE ST FORESHORE	FRANKSTON	A
SP362	NEPEAN HWY FRANKSTON	FRANKSTON	B
SP363	PASCAL RD	SEAFORD	B
SP364	BELVEDERE RD	SEAFORD	C
SP365	WISE AV	SEAFORD	B
SP366	MCKENZIE ST	SEAFORD	C
SP367	NEPEAN HWY SEAFORD	SEAFORD	C
SP368	SEAFORD OVAL	SEAFORD	A
SP369	BEACH GR	SEAFORD	A
SP370	RIVIERA ST	SEAFORD	A
SP371	COOLIBAR AV	SEAFORD	A
SP372	PARK ST	SEAFORD	B

SP373	MANORWOODS DR	FRANKSTON	B
SP375	GULLS WAY	FRANKSTON SOUTH	A
SP376	OLD MORNINGTON RD	MT ELIZA	B
SP377	FREEMANS RD	MT ELIZA	C
SP378	LANENA CT	FRANKSTON NORTH	A
SP379	BADEN POWELL DR - FRANKSTON	FRANKSTON	A
SP380	CANADIAN BAY RD	MT ELIZA	A
SP381	NEW ST	FRANKSTON	C
SP382	HALLIFAX ST	SEAFORD	A
SP383	MT ELIZA	MT ELIZA	A
SP384	OLIPHANT WAY	SEAFORD	A
SP385	GREAVES CT	SEAFORD	B
SP386	WEDGE CT	SEAFORD	A
SP387	POPLAR GR	LANGWARRIN	A
SP388	MCCLELLAND DR	LANGWARRIN	B
SP389	BERWICK-CRANBOURNE RD	CRANBOURNE	A
SP390	ANCHORAGE DR	BLIND BIGHT	B
SP391	CHARLES ST (KOO WEE RUP)	KOO WEE RUP	B
SP392	JOHN ST	KOO WEE RUP	A
SP393	STATION ST KOO WEE RUP	KOO WEE RUP	A
SP394	MOODY ST	KOO WEE RUP	B
SP395	JUNCTION CL	JUNCTION VILLAGE	A
SP397	VEDA AV	MT MARTHA	A
SP398	ASQUITH AV	MT MARTHA	A
SP399	CLARENDON DR	SOMERVILLE	B
SP400	WEBB ST	MORNINGTON	C
SP401	COOK ST	MORNINGTON	B
SP402	MIRANG AV	MT MARTHA	B
SP403	TWO BAYS CRES	MT MARTHA	A
SP404	WARRAIN AV	MORNINGTON	A
SP405	KALIMNA DR	MORNINGTON	A
SP406	PINE AV	MORNINGTON	C
SP407	MOTHERS BEACH	MORNINGTON	A
SP408	PENTECOST RD	MORNINGTON	C
SP410	URALLA RD	MT MARTHA	B
SP411	AUGUSTA ST	MT MARTHA	B
SP412	KUNYUNG RD	MT ELIZA	C
SP413	RANELAGH BEACH	MT ELIZA	A
SP414	BELUGA ST	MT ELIZA	C

SP415	SUNNYSIDE BEACH	MT ELIZA	A
SP416	BALCOMBE BRIDGE	MT MARTHA	A
SP417	HEARN RD	MT MARTHA	A
SP419	MOOROODUC RD	MT ELIZA	C
SP420	BAXTER-TOORADIN RD	BAXTER	A
SP421	GRANT RD	SOMERVILLE	B
SP422	HASTINGS ST	PEARCE DALE	A
SP423	STATION ST (MOOROODUC)	MT ELIZA	A
SP424	RAILWAY RD	BAXTER	A
SP425	AUSTRAL CR	BAXTER	C
SP426	GUELPH ST	SOMERVILLE	B
SP428	SPEEDWELL ST	SOMERVILLE	A
SP431	BURDOO WAY	MT MARTHA	B
SP432	IAN RD	MT MARTHA	B
SP433	REID PDE	HASTINGS	C
SP434	ROBERTSON ST	HASTINGS	A
SP436	FRANKSTON-FLINDERS RD	HASTINGS	A
SP437	CRESWELL ST	CRIB POINT	B
SP438	CAMPBELL ST	CRIB POINT	A
SP439	POINT RD	CRIB POINT	A
SP440	TRAFALGAR ST	BITTERN	B
SP442	TRITON AVE	CRIB POINT	A
SP443	SUDHOLZ ST	BITTERN	B
SP444	KINGS CK	HASTINGS	B
SP447	LOMICA DR	HASTINGS	B
SP449	SIXTH AV	ROSEBUD	C
SP450	BEACH ST	DROMANA	C
SP451	CHARLES ST, DROMANA	DROMANA	B
SP452	MASON AV	SAFETY BEACH	B
SP453	VICTORIA ST	SAFETY BEACH	B
SP454	FOORD LA	DROMANA	A
SP455	BRASSER AV	DROMANA	B
SP458	EASTBOURNE RD	ROSEBUD WEST	C
SP459	VIOLET ST	ROSEBUD WEST	A
SP461	SWANS WAY	ROSEBUD WEST	A
SP463	BROWNS RD	ROSEBUD WEST	A
SP464	HENRY WILSON DR	ROSEBUD WEST	B
SP468	SHEOAK GVE	MT MARTHA	B
SP475	ERAMOS RD WEST	SOMERVILLE	A

SP492	COLLETT ST (LONGWARRY)	LONGWARRY	C
SP493	CHURCH ST (LONGWARRY)	LONGWARRY	A
SP506	THIRTEEN MILE RD	GARFIELD	B
SP507	JEFFERSON RD	GARFIELD	A
SP508	WATTLETREE RD	BUNYIP	A
SP509	MODELLA RD	BUNYIP	B
SP510	RAILWAY AV	BUNYIP	A
SP521	ELIZA ST	ROSEBUD WEST	B
SP527	BURDETT ST	TOOTGAROOK	A
SP539	COLCHESTER ROAD	ROSEBUD WEST	A
SP545	MELVILLE ST	TOOTGAROOK	A
SP547	NELLIE ST	LANG LANG	B
SP548	JAMES ST	LANG LANG	A
SP549	TRESIZE CT	LANG LANG	A
SP558	CAIRNS AVE	ROSEBUD WEST	A
SP560	MARSHALL ST	RYE	A
SP566	TRUEMANS RD	ROSEBUD WEST	B
SP800	NEW HOLLAND DR	CRANBOURNE EAST	A
SP804	TUCKER RD	BENTLEIGH	B
SP806	CASINO	SOUTHBANK	B
SP807	ELIZABETH AVE	ROSEBUD WEST	B
SP808	NATHAN ROAD	DANDENONG SOUTH	A
SP810	MUNRO AVE DETENTION TANK	CARNEGIE	C
SP812	MORWELL PDE WET WEATHER DETENTION STN	SPRINGVALE	C
SP813	LIBRARY ROAD	BALNARRING BEACH	B
SP814	CIVIC COURT	BALNARRING BEACH	A
SP815	MT BARRON ST	BALNARRING	A
SP816	SEAWIND ROAD	BALNARRING BEACH	A
SP817	WARRAWEE RD	BALNARRING	A
SP818	BALNARRING NORTH	BALNARRING	A
SP819	BALNARRING OUTFALL	BALNARRING	C
SP820	CASSANDRA CLOSE	SOMERVILLE	A
SP821	CRAIGIE RD	MT MARTHA	C
SP824	BIMBLE ST	RYE	A
SP827	POTTS RD	LANGWARRIN	B
SP828	MACFARLAN RESERVE	SORRENTO	A
SP829	SORRENTO ESPLANADE	SORRENTO	C
SP830	FRANKLIN RD	PORTSEA	B
SP831	FITZJOHNS CT	PORTSEA	A

SP832	WILSON RD	BLAIRGOWRIE	B
SP833	RAILWAY RD DETENTION TANKS	TYABB	C
SP834	DELGANY AVE	PORTSEA	A
SP835	BRUNT ROAD	OFFICER	B
SP837	CHELSEA HEIGHTS HOTEL	CHELSEA HEIGHTS	A
SP839	CRANBOURNE EAST	CRANBOURNE EAST	B
SP840	JENKINS ST	MORDIALLOC	B
SP842	LAKE KING CIRCLE	BRAESIDE	B
SP845	LAHINCH DRIVE	FINGAL	A
SP846	OLD TOM MORRIS LANE	FINGAL	A
SP847	CLUB HOUSE	FINGAL	A
SP848	LIMESTONE ROAD	FINGAL	A
SP850	SANDY POINT RD	SOMERS	A
SP851	SOUTH SEA RD	SOMERS	B
SP852	CAMPSIE CT	SOMERS	A
SP853	KELBURN CT	SOMERS	A
SP855	CRAIGIE ROAD WEST	MT MARTHA	B
SP856	APPLE BERRY AVE	LANGWARRIN	A
SP857	THE RIDGE ROAD	FINGAL	A
SP858	MUIRFIELD LANE	FINGAL	B
SP859	LAKEWOOD BOULEVARD	CARRUM DOWNS	A
SP860	SANDHURST BOULEVARD	SKYE	B
SP868	CLIPPER QUAY	SAFETY BEACH	A
SP870	LA PEROUSE	BONBEACH	B
SP871	MELBOURNE ROAD	SORRENTO	A
SP872	BLACK WALLABY DRIVE	LANGWARRIN	B
SP879	MARY STREET	OFFICER	B
SP883	PINEWOOD AVE	DANDENONG NORTH	B
SP884	PEARCEDALE ROAD	CRANBOURNE SOUTH	B
SP885	BROWNS ROAD-BOTANIC RIDGE	CRANBOURNE SOUTH	A
SP886	BANJO CIRCUIT	BONBEACH	A
SP887	SHIRLOW AVENUE	RYE	A
SP889	AQUEDUCT ROAD	LANGWARRIN	A
SP890	CLIPPER QUAY EAST	SAFETY BEACH	B
SP891	SYBELLA AVENUE	KOOWEERUP	A
SP893	Pakenham South Transfer	PAKENHAM	A
SP894	WILD SCOTCHMAN WAY	CRANBOURNE	C
SP895	BOLAND DRIVE	LYNDHURST	B
SP896	BATE CLOSE	PAKENHAM	B

SP898	GATEWAY DRIVE	CARRUM DOWNS	B
SP899	BRAY BOULEVARD	CRANBOURNE NORTH	A
SP900	BERWICK CRANBOURNE ROAD SOUTH	CLYDE NORTH	B
SP901	VALLEY ROAD	SKYE	A
SP902	HAYNES CLOSE	BUNYIP	A
SP903	PERRY ROAD	KEYSBOROUGH	B
SP904	BURNHAM CRESCENT	KEYSBOROUGH	C
SP906	DILLON WAY	CRANBOURNE	A
SP907	HIGGINS ROAD	BENTLEIGH	A
SP908	MORTIMORE STREET	BENTLEIGH	C
SP909	TAMARA CIRCUIT	LANGWARRIN	A
SP910	CAMPASPE STREET	CLYDE NORTH	A
SP911	BIMBERRY CIRCUIT	CLYDE	A
SP912	THORNHILL STREET NORTH	HASTINGS	B
SP914	MOODY STREET EAST	KOOWEERUP	A
SP917	SIDING AV	OFFICER	A
SP923	GRICES RD	CLYDE NORTH	C
SP927	SOLDIERS RD	BERWICK	B
SRP32	PAKENHAM INLET TP PS	PAKENHAM	C
SP427	INGHAMS	SOMERVILLE	A
SP805	MURRAY RD	ORMOND	B
SP881	OFFICER SOUTH ROAD	OFFICER	Hourly Rate
SP918	GUM SCRUB CREEK	OFFICER	A
SP920	HEART STREET WET WEATHER FLOW TRANSFER	DANDENONG	A
SP921	PERRY ROAD STH	KEYSBOROUGH	B
SP925	MELBOURNE RD STH	SORRENTO	B
SP928	KIAMA ST	OFFICER	A
SP929	PAKENHAM RACECOURSE	TYNONG	B
SP934	CLYDE CREEK PDWF	CLYDE	B
SP935	BROWNS RD PDWF	CRANBOURNE SOUTH	A
SP936	SOUTH GIPPSLAND HWY PDWF	CRANBOURNE	B
SP937	RAILWAY RD PDWF	CLYDE	A
SP939	CARDINIA RD INTERIM PDWF	OFFICER	B
SP940	WESTERN PORT HWY PDWF	CRANBOURNE	B
SP942	CUPPLES CRESCENT	BERWICK	A
SP944	BALLARTO RD INTERIM	CLYDE	B
SP945	SMITHS LANE PDWF	CLYDE NORTH	A
SP946	MCGREGOR RD	PAKENHAM	A
SP947	CILROY CRESCENT	CRANBOURNE SOUTH	A

SP948	MORISON RD	CLYDE	A
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Schedule 5

In-Field Works Costs Table

- This table applies to UTA Tasks and Reimbursable Tasks.
- This table does not apply to Quoted Works Tasks.
- This table does not apply to Tasks in the categories of Service Calls or Schedule of Rates (which are both paid as fixed amounts).

#	Type of material or other supply	Procured by	UTA Cost?	South East Water to reimburse ?	Comments and references to related provisions
A	Service Personnel, vehicles, plant and equipment, including travel	Industry Partner	Y	Y - subject to any applicable UTA	Service Personnel at Hourly Rates. See clauses 25.21 to 25.23 (Hourly Rates for vehicles, plant and equipment). See clauses 25.14 to 25.20 (Travel Costs).
B	Standard Pipes and Fittings These are, by definition, materials that are included on the 'South East Water Inventory List', excluding Critical Spares and Rotable Spares.	South East Water	N	Y - on producing evidence of usage	South East Water provides these items on the "quasi-free issue" basis. See clauses 18.2 to 18.6 (Quasi-Free Issue process)
C	Critical Spares These include critical spares such as modems and telemetry unit spares, treatment plant spares, long lead items, and pipes over 300mm dia.) These are included in the 'South East Water Inventory List'.	South East Water	N	n/a	South East Water provides these materials on the following "free issue" basis: The items are issued to the Industry Partner for use in relation to a particular Task. The Industry Partner is <u>not</u> required to purchase them and subsequently seek reimbursement based on usage.
D	Rotable Spares (including certain pumps and valves).	South East Water	N	n/a	South East Water provides these materials on the following "free issue" basis:

#	Type of material or other supply	Procured by	UTA Cost?	South East Water to reimburse ?	Comments and references to related provisions
	These are included in the 'South East Water Inventory List'.				<p>The items are issued to the Industry Partner for use in relation to a particular Task. The Industry Partner is <u>not</u> required to purchase them and subsequently seek reimbursement based on usage.</p> <p>The costs for the repair of the item removed from a Job are incurred by South East Water, and charged to that same Job. Once repaired, the item is returned to the store, stocked as a 'spare'.</p>
E	Consumables Note: 'Consumables' means the materials described in, or similar to those described in, the Specifications (see General Requirements, Table 2 Consumables), and includes all necessary sundries, hand tools and tools of trade, grinding wheels, cable ties, tape, electrical certificates, and other consumables, PPE).	Industry Partner	N	N	The Industry Partner provides these items at its own expense. The items include certain items of SEW-branded (and not co-branded) uniform, in accordance with South East Water specifications.
F	Quarry products	Industry Partner	Y	Y - subject to any applicable UTA	Note: As stated in the Specifications, no additional claims for quarry products, top soil, or consequential damage to surrounding areas (e.g. removal of additional bitumen or concrete) will be considered outside of the agreed UTA costs.
G	Mandated Consumables These include: <ul style="list-style-type: none"> • Plastic Bags Clear 700x1100 • Diamond Lifter - Long Handle • Upwey Cover Lifter/Key 	South East Water	N	n/a	<p>South East Water mandates particular specifications apply for some consumables and the Industry Partner must purchase these items from South East Water 'at cost'.</p> <p>The Industry Partner will not be reimbursed for these items.</p>

#	Type of material or other supply	Procured by	UTA Cost?	South East Water to reimburse ?	Comments and references to related provisions
	<ul style="list-style-type: none"> Grass Seed Barrier Tape Black/Gold Hardwood Stakes Hardhat 'SEWL' Logo 				
H	<p>Sundry Consumables</p> <p>These include:</p> <ul style="list-style-type: none"> various customer notification cards (eg water shut-off; access to property; and “we couldn’t access our pipe”) and “red notice” books. 	South East Water	N	n/a	Some sundry items are available from South East Water at no cost to the Industry Partner.
I	<p>Reimbursable Materials</p> <p><u>Civil</u>: sacrificial timber, concrete for large thrust blocks, relays, seals, shackles, eye bolts.</p> <p><u>Mech & Elec</u>: various electrical spares (including for example lighting, relays, conduit, cable, timers, phase fail relays, motor starters, instrument sensors and operator interfaces), and mechanical spares (including for example gaskets, guide rails, brackets, seals, non-return valve balls, shackles, eyebolts and fittings/ piping).</p>	Industry Partner	N	Y	<p>Reimbursement will be made at cost (without any mark-up, handling fee or other adjustment) provided that:</p> <ul style="list-style-type: none"> South East Water has, where it has advised that it requires to do so, pre-approved the proposed supplier; the materials conform to Legislative Requirements and standards (and the Industry Partner must be able to demonstrate this); the materials are not available through South East Water’s stores (otherwise reimbursement will be limited to the price at which the materials are available from South East Water’s stores); must not be Consumables. <p>Claims for Reimbursable Materials must be made through the Works Management System with supporting receipts (together with photos and written information evidencing the need for, and use of, the materials) attached to the relevant Task.</p>

#	Type of material or other supply	Procured by	UTA Cost?	South East Water to reimburse ?	Comments and references to related provisions
J	<p>Support Services (a defined term)</p> <p>Includes electricity pole holders; fencing contractors; condition assessment specialists; divers; carpenters; and glaziers. South East Water may define further Support Services.</p> <p>.</p>	Industry Partner	N	Y	<p>Reimbursement is based on supplier invoices provided by the Industry Partner, and is made at cost (without any mark-up, handling fee or other adjustment).</p> <p>See clause 8.8 to 8.10.</p> <p>Claims for reimbursement are to be made through the Works Management System with supporting receipts (together with photos and written information) attached to the relevant Task.</p>
K	Basic Traffic Management (a defined term in the Specifications)	Industry Partner	Y	Y - subject to any applicable UTA	
L	Transport and disposal of spoil and contaminated material	Industry Partner	<p>Y (transport)</p> <p>N (disposal)</p>	<p>Y (transport - subject to any applicable UTA)</p> <p>Y (disposal)</p>	See clause 20 Spoil and Contaminated Material Disposal.
M	Specialist Services (a defined term)	South East Water	N	n/a	Specialist Services are specialist maintenance services which do not form part of the Services. They are to be procured independently by South East Water, as may be required for works associated with a Task awarded to the Industry Provider.

Schedule 6**Key Personnel**

Role	Name	PS1	PS2	Period of Commitment
Contract Manager	Peter Hogan	Y	Y	Not less than five years
Project Accountant	Buddhika Jayasinghe	Y	Y	Not less than five years
Operation Manager - Sewer	t.b.a.	Y		Not less than 12 months
Supervisor - Sewer	Frank Mastroianni	Y		Not less than 12 months
Supervisor - Sewer	Nick Braham	Y		Not less than 12 months
Program & Reactive Sewer Clearance Supervisor	Jason Griffith	Y		Not less than 12 months
Operation Manager - Water	Michael Spicer	Y		Not less than 12 months
Dispatch Resource Coordinator	Mark Lillie	Y		Not less than 12 months
Supervisor - Water	Stephen Pegg	Y		Not less than 12 months
Supervisor - Water	Scott Easton	Y		Not less than 12 months
Supervisor - Water	Yahia Jammoul	Y		Not less than 12 months
Planned Works Supervisor - Water	Scott James	Y		Not less than 12 months
HSEQ & Sustainability Manager	t.b.a. (replacing Jodi Beckwith)	Y	Y	t.b.a.

Schedule 7

Parent Company Guarantee

Parties

South East Water Corporation (ABN 89 066 902 547) (***South East Water***)

Service Stream Maintenance Pty Ltd (ACN 081 540 847) of Level 4, 357 Collins Street, Melbourne VIC 3000 (***Industry Partner***)

Service Stream Holdings Pty Ltd ACN 008 027 978 of Level 4, 357 Collins Street, Melbourne VIC 3000 (***Guarantor***)

Background

- A. The Industry Partner has been engaged to undertake or arrange the undertaking of maintenance services in accordance with the Contract for South East Water.
- B. At the request of and in consideration of South East Water agreeing to enter into the Contract, the Guarantor has agreed to guarantee and indemnify the performance of the Industry Partner under the Contract subject to the terms of this Deed.

Operative provisions

1. Definitions and interpretation

1.1 Definitions

Unless the contrary intention appears:

Business Day means any day on which banks are open for business in Perth excluding Saturdays and Sundays;

Contract means the agreement entitled 'Maintenance Services Agreement - Program Stream 1: Water Civil, Sewer Civil, and Sewer Cleaning' dated on or about the date of this Deed made between South East Water and the Industry Partner;

Dispute means any mediation, arbitration or legal procedure which is conducted for purposes connected to settling or resolving (or attempting to settle or resolve) any dispute arising under or in connection with the Contract;

Governmental Agency means any government, or any government or semi-government entity, administrative, fiscal or judicial body, authority or agency, body politic (but excluding any political party), government department, local government council or statutory authority and includes the State of Victoria and the Commonwealth;

Guaranteed Obligations means all of the obligations, liabilities and covenants of the Industry Partner in favour of, or for the benefit of, South East Water (whether liquidated or not, whether contingent or presently accrued, whether relating to the payment of money or the performance or omission of any act or thing, whether arising from variations to the Contract, and whether or not made with the approval or knowledge of the Guarantor) that are now in existence, or may hereafter come into existence, under or in connection with the Contract;

Insolvency Event means the occurrence of any of the following events:

- (a) the Guarantor or the Industry Partner informs South East Water in writing or creditors generally that the Guarantor or the Industry Partner is insolvent;
- (b) a meeting of creditors of the Guarantor or the Industry Partner is called with a view to:
- (c) entering a scheme of arrangement or composition with creditors; or
- (d) placing the Guarantor or the Industry Partner under official management;
- (e) the Guarantor or the Industry Partner enters a scheme of arrangement or composition with creditors;
- (f) a resolution is passed at a meeting of creditors to place the Guarantor or the Industry Partner under official management;
- (g) the Guarantor or the Industry Partner are placed under official management;
- (h) a liquidator, receiver or receiver and manager of the property or part of the property of the Guarantor or the Industry Partner is appointed;
- (i) an application is made to a court for the winding up of the Guarantor or the Industry Partner and not stayed within seven days;
- (j) a winding up order is made in respect of the Guarantor or the Industry Partner;
- (k) a resolution is passed for the winding up or dissolution of the Guarantor or the Industry Partner or for the appointment of an official manager or administrator to the Guarantor or the Industry Partner;
- (l) the Guarantor or the Industry Partner takes any step to obtain protection from its creditors under any applicable laws or an administrator is appointed to the Guarantor or the Industry Partner;
- (m) the Guarantor or the Industry Partner become insolvent under administration as defined in section 9 of the Corporations Act 2001 (Cth) or action is taken which could result in that event;
- (n) an execution or any other process of any court or authority is issued or levied against the Guarantor or the Industry Partner or upon any property of the Guarantor or the Industry Partner and that execution or other process is not satisfied, stayed, discontinued or withdrawn within seven days;
- (o) the Guarantor or the Industry Partner suspends payment generally or ceases or threatens to cease to carry on business or is, or states that it is, unable to

pay its debts as they fall due or is taken to fail to comply with a statutory demand in accordance with section 459F of the Corporations Act 2001;

- (p) there is any material change in the operation, business, assets, management, ownership or control of the Guarantor or the Industry Partner, or any other event or circumstance occurs or comes into existence which, in the opinion of South East Water, would have a material adverse effect on the ability or willingness of the Guarantor or the Industry Partner to perform its obligations under the Contract;
- (q) the Guarantor or the Industry Partner is, or make a statement from which it may be reasonably deduced that the Guarantor or the Industry Partner is, the subject of an event described in section 459C(2)(b) of the Corporations Act 2001;
- (r) under the provisions of Part 3 of the Australian Securities and Investments Commission Act 2001 (Cth) (or the corresponding provisions of any similar enactment in any place), an investigation of the affairs of the Guarantor or the Industry Partner is commenced; or
- (s) anything occurs which is analogous or has a substantially similar effect to any of the events specified above;

Law includes any statute, ordinance, regulation, rule, by-law or other statutory instrument or code of principles of law established by the decisions of courts; and

Tax means any tax, levy, charge, impost, duty or withholding which is levied or imposed by any Governmental Agency, together with interest, penalties, charges, fees and other amounts (if any) imposed or made on or in respect of the foregoing.

1.2 Interpretation

In this Deed, unless the context otherwise requires:

- (a) clause and subclause headings are for reference purposes only;
- (b) the singular includes the plural and vice versa;
- (c) words denoting any gender include all genders;
- (d) reference to a person includes any other entity recognised by law and vice versa;
- (e) where a word or phrase is defined its other grammatical forms have a corresponding meaning;
- (f) any reference to a party to this document includes its successors and permitted assigns;
- (g) any reference to any agreement or document includes that agreement or document as amended at any time;
- (h) the use of the word includes or including is not to be taken as limiting the meaning of the words preceding it;

- (i) the expression at any time includes reference to past, present and future time and the performance of any action from time to time;
- (j) an agreement, representation or warranty on the part of two or more persons binds them jointly and severally; and
- (k) an agreement, representation or warranty on the part of two or more persons is for the benefit of them jointly and severally.

2. Guarantee

- (a) The Guarantor unconditionally and irrevocably guarantees to South East Water the proper and timely performance by the Industry Partner of the Guaranteed Obligations.
- (b) If:
 - (i) the Industry Partner does not perform in a proper and timely manner the whole or any part of the Guaranteed Obligations; or
 - (ii) the Industry Partner is the subject of an Insolvency Event,then, on demand being made by South East Water, the Guarantor must perform the Guaranteed Obligations as if it was the principal obligor. South East Water may demand performance from the Guarantor at any time and from time to time and irrespective of whether the Guaranteed Obligations have been demanded from the Industry Partner.

3. Indemnity

- (a) The Guarantor (as principal indemnifier and not as a surety and as a separate and additional obligation under this Deed) unconditionally and irrevocably indemnifies South East Water against all losses, damages, costs and expenses which South East Water may suffer or incur as a result of the Industry Partner or the Guarantor or both failing to promptly perform the Guaranteed Obligations.
- (b) The Guarantor (as principal indemnifier and not as a surety and as a separate and additional obligation under this Deed) unconditionally and irrevocably indemnifies South East Water against all losses, damages, costs and expenses which South East Water may suffer or incur as a result of any one or more of:
 - (i) any of the Guaranteed Obligations being void, voidable, invalid, illegal or otherwise unenforceable for any reason, whether or not South East Water knew or ought to have known of that reason;
 - (ii) the Guarantor or the Industry Partner being the subject of an Insolvency Event;
 - (iii) any of the Guaranteed Obligations being disclaimed by a liquidator or trustee in bankruptcy, in whole or in part;

- (iv) any amount paid by the Industry Partner or the Guarantor under the Contract or this Deed being required to be repaid by South East Water under any law relating to insolvency, legal limitation, disability or incapacity; or
- (v) the liability of the Industry Partner or the Guarantor under this Deed being void, voidable, invalid, illegal or otherwise unenforceable for any reason, whether or not South East Water knew or ought to have known of that reason.
- (c) South East Water may demand payment from the Guarantor under this clause 3 at any time and from time to time irrespective of whether payment has been demanded from the Industry Partner.
- (d) If an amount payable by the Guarantor under this Deed is not expressed to be payable on a specified date or is expressed to be payable "on demand", the amount is payable within 10 Business Days following a written demand made by South East Water on the Guarantor.

4. Protection of South East Water's rights

- (a) South East Water's rights and the Guarantor's obligations under this Deed will not be affected or avoided by any act, matter or thing which would or might but for this clause 4(a) release the Guarantor from its obligations under this Deed whether in whole or in part, including, but not limited to:
 - (i) any time or indulgence granted to the Industry Partner or the Guarantor;
 - (ii) the waiver or consent of South East Water in respect of any provision of the Contract or any other document relating to the Contract;
 - (iii) any change in the status, function, control or ownership of the Industry Partner or the Guarantor;
 - (iv) any variation or modification of any provision of the Contract;
 - (v) any variation or modification of any right of South East Water in respect of the Industry Partner, the Guarantor or any other person;
 - (vi) any moratorium or other suspension of any right of South East Water against the Industry Partner, the Guarantor or any other person under the Contract or other agreement;
 - (vii) any failure to give effective notice to the Industry Partner, the Guarantor or any other person of any default under the Contract or any other agreement;
 - (viii) any amount in relation to the Guaranteed Obligations being irrecoverable for any reason;
 - (ix) any increase in the amount of the Guaranteed Obligations;

- (x) any prejudice to the Industry Partner, the Guarantor or any other person as a result of any thing done, or omitted by South East Water or other person, or any failure or neglect by South East Water or other person to recover any amount in relation to the Guaranteed Obligations or any other thing;
 - (xi) any Law or decision of any court which but for this provision may prejudice the obligations of the Guarantor under this Deed;
 - (xii) any act, omission or delay on behalf of South East Water or any other person;
 - (xiii) invalidity or irregularity in the execution of this Deed by the Guarantor or any deficiency in the powers of the Guarantor to enter into or perform its obligations under this Deed;
 - (xiv) the Guaranteed Obligations being void, voidable, invalid, illegal or otherwise unenforceable;
 - (xv) the Contract being void, voidable, invalid, illegal or otherwise unenforceable in whole or in part;
 - (xvi) the Industry Partner being the subject of an Insolvency Event;
 - (xvii) the Guarantor being the subject of an Insolvency Event;
 - (xviii) South East Water taking any collateral or other security over or in respect of the Guaranteed Obligations or any covenant in this Deed;
 - (xix) any assignment, novation, assumption or transfer of, or other dealing with, any rights or obligations under the Contract or any other agreement;
 - (xx) the release of the Industry Partner, the Guarantor or any other person from the Contract by operation of law;
 - (xxi) the termination, rescission or repudiation of the Contract by any person; and
 - (xxii) the occurrence of anything which is analogous or has a substantially similar effect to any of the events specified above.
- (b) Clause 4(a) applies irrespective of the consent or knowledge, or lack of consent or knowledge, of South East Water, the Industry Partner, the Guarantor or any other person of any event described in clause 4(a).
- (c) South East Water will be under no obligation to marshal or appropriate in favour of the Guarantor or to exercise, apply or recover any guarantee, indemnity, security interest or other encumbrance now or in the future held by it or any of the funds or assets that it may be entitled to receive or have a claim upon.
- (d) This Deed is in addition to and does not merge with, postpone, lessen or otherwise prejudicially affect any other guarantee, indemnity, security interest

or other encumbrance, or any other right or remedy to which South East Water is entitled.

- (e) South East Water will hold any judgement or order obtained by it against any person in respect of the Guaranteed Obligations collaterally with this Deed which will not merge in that judgement or order.

5. Representations, warranties and undertakings

The Guarantor represents, warrant and undertakes to South East Water that at all times:

- (a) the Guarantor benefits from entering into this Deed;
- (b) the Guarantor is duly incorporated and has sufficient capacity to enter into and perform its obligations under this Deed and to carry out the transactions contemplated by this Deed;
- (c) the Guarantor's obligations under this Deed will not contravene any Law affecting the Guarantor, its memorandum and constitution or other constituent documents, or any encumbrance or agreement which is binding upon it or any of its assets;
- (d) the Guarantor has in full force and effect the authorisations necessary to enter into this Deed, observe its obligations under this Deed and allow this Deed to be enforced;
- (e) neither the Guarantor or the Industry Partner are the subject of an Insolvency Event or will become the subject of an Insolvency Event by entering into or performing their obligations under this Deed;
- (f) the Industry Partner has (and the Guarantor must continue to ensure that the Industry Partner has) adequate and sufficient resources of whatever nature (and whether financial, managerial or otherwise) to undertake the Guaranteed Obligations in accordance with the terms of the Contract;
- (g) the Guarantor has sufficient financial resources to undertake the Guaranteed Obligations in accordance with the terms of the Contract;
- (h) the Guarantor's obligations under this Deed are valid and binding and enforceable against the Guarantor in accordance with their terms;
- (i) the Guarantor does not, nor do any its assets, enjoy immunity from suit or execution;
- (j) the Guarantor enters into this Deed in its own right and not as a trustee of a trust;
- (k) the Guarantor has not entered into this Deed on reliance on any representation or warranty of South East Water; and
- (l) the Guarantor's obligations under this Deed rank at least equally and rateably with all its other unsecured obligations except for obligations mandatorily preferred by law or arising in equity.

6. Suspension of Guarantor's rights

Until:

- (a) all of the Guaranteed Obligations and all moneys owing by the Guarantor (contingently or otherwise) have been irrevocably paid or discharged in full; and
- (b) all provisions of this Deed have been fulfilled to the reasonable satisfaction of South East Water,
- (c) the Guarantor is not entitled to and must not attempt to (without the prior written consent of South East Water):
- (d) claim a set off or counterclaim, either on the Guarantor's behalf or on the Industry Partner's behalf, against South East Water;
- (e) make a claim against the Industry Partner or any subsidiary, co-surety or co-indemnifier of the Industry Partner;
- (f) claim the benefit of or participate in any collateral security held by South East Water at any time in respect of the Guaranteed Obligations (and the Guarantor acknowledges that South East Water is entitled to enforce or release any collateral security as it sees fit and South East Water is not obliged to account to the Guarantor for any loss suffered by the Guarantor as a result of South East Water releasing or enforcing any collateral security in any particular manner);
- (g) acquire or permit to exist in its favour any mortgage, charge or guarantee from the Industry Partner other than those to which South East Water has expressly consented in writing or which arise by operation of law or equity; or
- (h) if an Insolvency Event occurs in respect of the Industry Partner, prove for or claim a debt in competition with South East Water to the extent that it may diminish any payment which South East Water may be entitled to receive as a result of the Insolvency Event.

This clause 6 survives any termination, completion or expiration of this Deed.

7. Payments

- (a) Any money received by South East Water in satisfaction of the Guaranteed Obligations must be a payment in gross and will be applied to reduce the Guaranteed Obligations as and when South East Water sees fit to do so.
- (b) Any amount which the Guarantor is liable to pay a third party as a result of any failure by the Industry Partner to perform the Guaranteed Obligations will not be regarded as being part of the payment for the Guaranteed Obligations.
- (c) Any payment under this Deed must be without set off or counterclaim or any deduction or withholding for Tax or any other amount.
- (d) If any payment is subsequently avoided, conceded to be compromised as being void under an Insolvency Event, or repaid or repayable under any law relating to insolvency or the protection of creditors:

- (i) the payment is deemed not to have discharged the Guarantor's liability to make payment under this Deed; and
 - (ii) the Guarantor will as soon as reasonably practicable do all things (including the signing of documents) reasonably required by South East Water to restore South East Water the full benefit of this Deed to which it was entitled immediately prior to such payment.
- (e) Any payment under this Deed must be in immediately available funds in Australian currency and made in the manner notified by South East Water to the Guarantor.

8. Continuing security

Each guarantee and indemnity contained in this Deed constitutes a continuing obligation of the Guarantor regardless of any settlement of account, intervening payment, express or implied revocation or any other matter or thing until the Guaranteed Obligations have been irrevocably discharged in full, and the Industry Partner does not have (or in the future could have) any actual or contingent liability to South East Water arising out of the Guaranteed Obligations not being performed, observed or fulfilled.

9. Proof of outstanding guaranteed amounts

A certificate signed by South East Water, its solicitors, any director, secretary of other authorised officer or agent of South East Water:

- (a) stating that a specified amount is owing under this Deed; or
- (b) containing a statement relevant to any of the rights of South East Water under this Deed, is prima facie evidence of the amount or statement in that certificate and is admissible by South East Water in any proceedings.

10. Discharge

- (a) Any discharge or release of the Guarantor's obligations under this Deed is only effective if it is in writing and executed by South East Water.
- (b) Any discharge given under clause 10(a) is subject to clause 7(d).

11. Interest

The Guarantor must pay interest to South East Water on any amount payable by the Guarantor to South East Water under this Deed from the time that amount is payable until the date that amount is paid to South East Water at the rate payable under the Contract.

12. Assignment and benefit

- (a) The Guarantor must not assign, novate or otherwise deal with its rights and obligations under this Deed without the written consent of South East Water.
- (b) South East Water must not transfer or assign this Deed or any right or benefit under this Deed without the prior written consent of the Guarantor or the Industry Partner.

13. Disputes

The Guarantor hereby consents to being joined in any Dispute between South East Water and the Industry Partner and agrees that it will be bound by the settlement or resolution of any such Dispute to which it is joined.

14. Information

The Guarantor must provide to South East Water upon reasonable request any information in the possession or under the control of the Guarantor which is relevant to this Deed, including any information relating to the business, property or financial position of the Industry Partner.

15. Notices

- (a) Without prejudice to any other means of giving notice, any notice or other communication under or arising from this Deed must be in writing and:
- (i) sent by pre-paid mail to the address of the Guarantor or South East Water specified in this Deed;
 - (ii) delivered by hand to the address of the Guarantor or South East Water specified in this Deed or
 - (iii) sent by email to the email address of the Guarantor or South East Water specified in this Deed.

Principal:

Attention: Glenn Goldsmith
101 Wells Street, Frankston VIC 3199
Email: glenn.goldsmith@sew.com.au

Industry Partner:

Attention: Paula McKnight
Level 4, 357 Collins Street, Melbourne
VIC 3000
Email: Paula.McKnight@servicestream.com.au

Guarantor:

Attention: Chris Chapman
Level 4, 357 Collins Street, Melbourne
VIC 3000
Email: chris.chapman@servicestream.com.au

- (b) If the Guarantor or South East Water notifies a party of another address or email address, that address or email address applies for the purpose of clause 15(a).

- (c) A notice will be deemed to be duly received:
 - (i) if sent by pre-paid post, three days (if posted within Australia to an address in Australia) or seven days (if posted from one country to another) after the date of posting;
 - (ii) if sent by hand, when left at the address of the recipient; or
 - (iii) if sent by email, when the sender receives an automated message confirming delivery or four hours after the email is sent (as recorded on the device from which the sender sent the email), unless the sender receives an automated message within 4 hours of sending the email that the email has not been delivered.

16. Remedies not exclusive

The remedies, powers and rights created under this Deed are cumulative with and are not exclusive of remedies, powers and rights created by law independently of this Deed.

17. Moratorium legislation

A moratorium does not apply to this Deed or the recovery of any amount in relation to or the performance of the Guaranteed Obligations except if:

- (a) South East Water agrees in writing that it does; or
- (b) it cannot be excluded.

18. Costs

The Guarantor must reimburse South East Water and keep South East Water indemnified against all reasonable expenses (including legal costs and expenses and any professional consultant's fees) incurred by South East Water in connection with the enforcement or preservation of any rights under this Deed.

19. Stamp duty

Any stamp duty or similar documentary tax payable in respect of this Deed must be paid by the Guarantor.

20. Variation and waiver

Any variation or amendment to any term of this Deed will only be effective if it is made in writing and signed by each party. Any waiver, consent or approval given in relation to any term of this Deed will only be effective if it is given in writing.

21. Severability of provisions

Any provision of this Deed which is illegal, void or unenforceable will be ineffective to the extent only of the illegality, voidness or unenforceability without invalidating the remaining provisions of this Deed.

22. Limitation of liability

- (a) Subject to clause 22(b) below, but notwithstanding any other provision of this Deed the liability of the Guarantor to South East Water under or in connection with this Deed (whether that liability arises under a specific provision of this Deed, for breach of contract, negligence or otherwise) is no greater than the liability of the Industry Partner to South East Water under or in connection with the Contract.

- (b) The limitation of the Guarantor under clause 22(a) does not apply to liability incurred by the Guarantor under clause 18 (Costs) of this Deed.

23. Successors and permitted assigns

References in this Deed to South East Water, Industry Partner and Guarantor are taken to include their respective successors and permitted (in accordance with the terms of the Contract) assigns.

24. Counterparts

This Deed may be executed in a number of counterparts, all of which taken together will be deemed to constitute one and the same document.

25. Attorneys

Each attorney executing this Deed states that the attorney has no notice of the revocation of that attorney's power of attorney.

26. Governing law

This Deed is governed by the Law in force in the State of Victoria. The Guarantor submits to the jurisdiction of the courts of the State of Victoria and all competent courts hearing appeals from them.

Signing page

Executed as a Deed.
Dated

Executed by
South East Water Corporation (ABN 89 066 902 547)
by being signed sealed and delivered in Victoria by its Attorney **LARA OLSEN** who holds the position of **MANAGING DIRECTOR** under the Power of Attorney dated 03/08/2018
in the presence of:

Signature of witness

Signature of attorney

Name of witness (please print)

Name of attorney (please print)

Signed by
Service Stream Maintenance Pty Ltd
ACN 081 540 847
in accordance with section 127 of the *Corporations Act 2001* by a director and secretary/director:

Signature of director

Signature of director/secretary

Name of director (please print)

Name of director/secretary (please print)

Signed by
Service Stream Holdings Pty Ltd ACN 008 027 978
in accordance with section 127 of the *Corporations Act 2001* by a director and secretary/director:

Signature of director

Signature of director/secretary

Name of director (please print)

Name of director/secretary (please print)

Schedule 8

Standards of Retail Service - Priorities and KPIs

Standards of Retail Service – Priorities and KPIs – Water and Sewer Services

Sewer Maintenance Services						
Priority Definition						
Possible fault or issue	Potential Consequences	Start work within:	Sewage Spill Containment within:	Rectification, restoration of flows within:	Compliance required:	Comments
Priority 1: A complete failure to contain sewage within the sewer system or any problem affecting many users resulting in one or more of the effects listed.						
Break, collapse, blockage or overloading of the sewerage system; failure of a pumping station.	<input type="checkbox"/> Personal injury or significant risk to health <input type="checkbox"/> Surcharge or overflow in dry/wet weather <input type="checkbox"/> Spill inside/outside a building <input type="checkbox"/> Property damage, eg subsidence of critical asset such as roadways, buildings or railways <input type="checkbox"/> Environmental impact, eg trade waste spill <input type="checkbox"/> Missing Maintenance Hole lid.	1 hr	3 hrs	Work to continue without interruption during normal working hours till complete	95% within priority (*) Compliance also relates to the additional listed KPIs.	For compliance: - Rectification must start and workers must be on site. Waiting for plant is not considered as commencing work. (e.g. For a confirmed reticulation blockage a Jet truck must be on site as per the priority “start work within” time) - Clean-up to be completed prior to leaving site. * Avg Time to Attend Sewer Spills & Blockages (mins) target still applies. * Avg Time Taken to Rectify Blockage (mins) target still applies. * Sewer Spills Contained Within Five Hours (%) target still applies. * Sewer Supply Customer Interruptions Restored Within 4 Hours (%) target still applies. * Sewer Spills Within a House not contained within an Hour (%) target still applies
Priority 2: A minor failure of the sewer system or any problem affecting a customer resulting in one or more of the effects listed.						
Break, blockage or overloading of the sewerage system; PCB blockage.	<input type="checkbox"/> Blockage inside/outside a building <input type="checkbox"/> Minor property damage <input type="checkbox"/> Minor environmental impact	2 hrs		Work to continue without interruption during normal working	95% within priority (*) Compliance also relates to the	For compliance: - Rectification must start and workers must be on site. Waiting for plant is not considered as commencing work.

Maintenance Services 2022-2027
Standards of Retail Service – Priorities and KPIs



Sewer Maintenance Services						
Priority Definition						
Possible fault or issue	Potential Consequences	Start work within:	Sewage Spill Containment within:	Rectification, restoration of flows within:	Compliance required:	Comments
	<input type="checkbox"/> Damaged Maintenance Hole lid			hours till complete	additional listed KPIs.	- Clean-up to be completed prior to leaving site. * Avg Time to Attend Sewer Spills & Blockages (mins) target still applies. * Avg Time Taken to Rectify Blockage (mins) target still applies. * Sewer Spills Contained Within Five Hours (%) target still applies. * Sewer Supply Customer Interruptions Restored Within 4 Hours (%) target still applies. * Sewer Spills Within a House not contained within an Hour (%) target still applies
Priority 3: Not used for Sewer Maintenance Services.						
Priority 4: A minor failure within the sewer system or any problem affecting users resulting in one or more of the effects listed.						
Cracked pipe or partial blockage of the sewer.	<input type="checkbox"/> Surcharge outside a building, not posing a significant health risk <input type="checkbox"/> Odour complaint <input type="checkbox"/> Subsidence <input type="checkbox"/> Slow moving toilet flush	8 hrs		Work to continue without interruption during normal working hours till complete	95% within priority	For compliance: - Rectification must start and workers must be on site. Waiting for plant is not considered as commencing work.
Priority 5: A non-urgent fault, but significant in the belief of South East Water or the Customer.						
Minor subsidence. Odour complaint investigation.	<input type="checkbox"/> No impact on the environment	Investigate within 24hrs		At the same time	95% within priority	For compliance: - Investigation/ability to make safe/ Rectification must start and workers must be on site. Waiting for plant is not considered as commencing work.
Priority 6: A non-urgent fault, with minimal effect on customer.						

Maintenance Services 2022-2027
Standards of Retail Service – Priorities and KPIs



Sewer Maintenance Services						
Priority Definition						
Possible fault or issue	Potential Consequences	Start work within:	Sewage Spill Containment within:	Rectification, restoration of flows within:	Compliance required:	Comments
Seepage/investigation; Maintenance Hole/sewer asset location request.		3 days			95% within priority	For compliance: - Investigation/ability to make safe/ Rectification must start and workers must be on site. Waiting for plant is not considered as commencing work.
Priority 7: A non-urgent fault, with little or no customer inconvenience.						
		7 days		At the same time	95% within priority	For compliance: - Investigation/ability to make safe/Rectification must start and workers must be on site. Waiting for plant is not considered as commencing work.
Priority 8 (appointment): A non-urgent fault that requires the Customer to set a date and time with the Contractor						
Odour complaint; seepage/investigation; Manhole alteration / minor subsidence; access to property.		Date/ time set by customer	At the same time	3 days	98% within priority	The intent is for workers to be on site at a designated time.
Priority 9: All Schedule PM Tasks are to be completed within 30 days of Award.						
Scheduled PM Jobs/Tasks		n/a	n/a	30 days	98% within priority	For compliance: - Work must be completed by 'work complete' target.
Priority 10: Scheduled work. South East Water to set date by which the repair/work must be completed.						
Planned works; Notifiable Works; Sewer cleaning, CCTV, Inspections and Programmed Tasks			Within notified period.	Within nominated complete date	98% within priority	For compliance: - Work must be completed by 'work complete' target.
Sewer Defect Repairs requiring Management of flows during duration of work						
Priority 7.1: Sewer Defect Repair requiring Contractor to undertake flow control responsibility within 1 hr.						
Defect repair requiring Contractor to undertake flow control from a point in time.		1 hr	Service(s) maintained throughout works.	7 days	95%	For compliance: -Refer note (2) - Work must be completed by 'work complete' target.
Priority 7.2: Sewer Defect Repair requiring Contractor to undertake flow control responsibility within 2 hrs.						

Maintenance Services 2022-2027
Standards of Retail Service – Priorities and KPIs



Sewer Maintenance Services						
Priority Definition						
Possible fault or issue	Potential Consequences	Start work within:	Sewage Spill Containment within:	Rectification, restoration of flows within:	Compliance required:	Comments
Defect repair requiring Contractor to undertake flow control from a point in time.		2 hrs	Service(s) maintained throughout works.	7 days	95%	For compliance: -Refer note (2) - Work must be completed by 'work complete' target.
Priority 7.3: Sewer Defect Repair requiring Contractor to undertake flow control responsibility within 4 hrs.						
Defect repair requiring Contractor to undertake flow control from a point in time.		4 hrs	Service(s) maintained throughout works.	7 days	95%	For compliance: -Refer note (2) - Work must be completed by 'work complete' target.
Priority 7.4: Sewer Defect Repair requiring Contractor to undertake flow control responsibility within 8 hrs.						
Defect repair requiring Contractor to undertake flow control from a point in time.		8 hrs	Service(s) maintained throughout works.	7 days	95%	For compliance: -Refer note (2) - Work must be completed by 'work complete' target.
Priority 7.5: Sewer Defect Repair requiring Contractor to undertake flow control responsibility within 24 hrs.						
Defect repair requiring Contractor to undertake flow control from a point in time.		24 hrs	Service(s) maintained throughout works.	7 days	95%	For compliance: -Refer note (2) - Work must be completed by 'work complete' target.
Priority 7.6: Sewer Defect Repair requiring Contractor to undertake flow control responsibility within 3 days.						
Defect repair requiring Contractor to undertake flow control from a point in time.		3 days	Service(s) maintained throughout works.	7 days	95%	For compliance: -Refer note (2) - Work must be completed by 'work complete' target.
Priority 10.1: Sewer Defect Repair requiring Contractor to undertake flow control responsibility within 1 hr.						
Defect repair requiring Contractor to undertake flow control from a point in time.		1 hr	Service(s) maintained throughout works.	As Agreed	95%	For compliance: -Refer note (2) - Work must be completed by 'work complete' target.
Priority 10.2: Sewer Defect Repair requiring Contractor to undertake flow control responsibility within 2 hrs.						
Defect repair requiring Contractor to undertake flow control from a point in time.		2 hrs	Service(s) maintained throughout works.	As Agreed	95%	For compliance: -Refer note (2) - Work must be completed by 'work complete' target.

Maintenance Services 2022-2027
Standards of Retail Service – Priorities and KPIs



Sewer Maintenance Services						
Priority Definition						
Possible fault or issue	Potential Consequences	Start work within:	Sewage Spill Containment within:	Rectification, restoration of flows within:	Compliance required:	Comments
Priority 10.3: Sewer Defect Repair requiring Contractor to undertake flow control responsibility within 4 hrs.						
Defect repair requiring Contractor to undertake flow control from a point in time.		4 hrs	Service(s) maintained throughout works.	As Agreed	95%	For compliance: -Refer note (2) - Work must be completed by 'work complete' target.
Priority 10.4: Sewer Defect Repair requiring Contractor to undertake flow control responsibility within 8 hrs.						
Defect repair requiring Contractor to undertake flow control from a point in time.		8 hrs	Service(s) maintained throughout works.	As Agreed	95%	For compliance: -Refer note (2) - Work must be completed by 'work complete' target.
Priority 10.5: Sewer Defect Repair requiring Contractor to undertake flow control responsibility within 24 hrs.						
Defect repair requiring Contractor to undertake flow control from a point in time.		24 hrs	Service(s) maintained throughout works.	As Agreed	95%	For compliance: -Refer note (2) - Work must be completed by 'work complete' target.
Priority 10.6: Sewer Defect Repair requiring Contractor to undertake flow control responsibility within 3 days.						
Defect repair requiring Contractor to undertake flow control from a point in time.		3 days	Service(s) maintained throughout works.	As Agreed	95%	For compliance: -Refer note (2) - Work must be completed by 'work complete' target.

Note:

- (1) South East Water will set all work priorities. A Contractor cannot change any work priority. Any changes to work priorities will be made by South East Water and at South East Water's sole discretion.
- (2) Start work is achieved when the Contractor has arrived on site and the sewer network flow control requirements determined. Flow control remains the Contractor's responsibility until work complete. Once the Sewer defect repair has commenced, work is to continue without interruption during normal working hours till complete.
- (3) South East Water Customer Charter Notification and Property Access Obligations apply.

Maintenance Services 2022-2027
Standards of Retail Service – Priorities and KPIs



Water Maintenance Services						
Priority Definition						
Possible issue or issue	Potential Consequences	Start work within:	Restore service within:	Reinstate surface within:	Compliance required:	Comments
Priority 1: A complete failure to maintain continuity or quality of supply to a group of customers or to a critical user at a critical time.						
Water main break; valve failure; broken hydrant, or burst large service.	<input type="checkbox"/> Loss of supply <input type="checkbox"/> Major property damage <input type="checkbox"/> Large volume of water being wasted <input type="checkbox"/> Personal injury or risk to public health <input type="checkbox"/> Major environmental impact	1 hr	5 hrs (water off to water on)	At time of repair	95% within priority (*) Compliance also relates to the additional listed KPIs.	For compliance: - Repair must start and workers must be on site. Waiting for machinery or not turning the water off is not considered as commencing work. Once work has commenced, work is to continue until repair complete. * Avg Time to Attend Bursts & Leaks ESC Priority 1 (mins) Target still applies. * Avg Time to Rectify Bursts & Leaks ESC Priority 1 (mins) target still applies * Unplanned Interruptions Restored Within 5 Hours (%) target still applies * Avg Duration of Unplanned Interruptions (mins) target still applies
Priority 2: Not used for Water Maintenance Services.						
Priority 3: A complete failure to maintain continuity or quality of supply to a group of customers or to a critical user at a critical time.						
Water main break; valve failure; broken hydrant or Burst Service.	<input type="checkbox"/> Loss of supply <input type="checkbox"/> Property damage <input type="checkbox"/> Large volume of water being wasted <input type="checkbox"/> Environmental impact <input type="checkbox"/> Burst service	3 hrs	5 hrs (water off to water on)	At time of repair	95% within priority (*) Compliance also relates to the additional listed KPIs.	For compliance: - Repair must start and workers must be on site. Waiting for machinery or not turning the water off is not considered as commencing work. Once work has commenced, work is to continue until repair complete. * Avg Time to Attend Bursts & Leaks ESC Priority 2 (mins) Target still applies. * Avg Time to Rectify Bursts & Leaks ESC Priority 2 (mins) target still applies

Maintenance Services 2022-2027
Standards of Retail Service – Priorities and KPIs



Water Maintenance Services						
Priority Definition						
Possible issue or issue	Potential Consequences	Start work within:	Restore service within:	Reinstate surface within:	Compliance required:	Comments
						* Unplanned Interruptions Restored Within 5 Hours (%) target still applies * Avg Duration of Unplanned Interruptions (mins) target still applies
Priority 4: A partial failure to maintain continuity or quality of supply to a group of customers or to a critical user at a non-critical time.						
Leaking water main, valve or hydrant; Leaking tapping; partial valve failure; or flushing of water main for water quality complaint	<input type="checkbox"/> Minor property damage <input type="checkbox"/> Minor environmental impact <input type="checkbox"/> Significant customer impact	8 hrs	5 hrs (water off to water on)	At time of repair	95% within priority (*) Compliance also relates to the additional listed KPIs.	For compliance: - Repair must start and workers must be on site. Waiting for machinery or not turning the water off is not considered as commencing work. Once work has commenced, work is to continue until repair complete. * Avg Time to Attend Bursts & Leaks ESC Priority 2 (mins) Target still applies. * Avg Time to Rectify Bursts & Leaks ESC Priority 2 (mins) target still applies * Unplanned Interruptions Restored Within 5 Hours (%) target still applies * Avg Duration of Unplanned Interruptions (mins) target still applies
Priority 5: A non-urgent fault, but significant in the belief of the customer or South East Water.						
Leaking stop tap creating a major issue; poor pressure complaint; or flushing of water main for water quality complaint		24 hrs	At the same time	At time of repair	95% within priority (*) Compliance also relates to the additional listed KPIs.	For compliance: - Repair must start and workers must be on site. Waiting for machinery or not turning the water off is not considered as commencing work. Once work has commenced, work is to continue until repair complete. * Avg Time to Attend Bursts & Leaks ESC Priority 3 (mins) Target still applies.

Maintenance Services 2022-2027
Standards of Retail Service – Priorities and KPIs



Water Maintenance Services						
Priority Definition						
Possible issue or issue	Potential Consequences	Start work within:	Restore service within:	Reinstate surface within:	Compliance required:	Comments
						* Avg Time to Rectify Bursts & Leaks ESC Priority 3 (mins) target still applies * Unplanned Interruptions Restored Within 5 Hours (%) target still applies * Avg Duration of Unplanned Interruptions (mins) target still applies
Priority 6: A non-urgent fault, with minimal effect on customers or the environment.						
Leaks from a water main, valve or hydrant; partial failure of connections.	<input type="checkbox"/> Minimal or no impact on the environment	3 days	At the same time	At time of repair, or within 7 days	95% within priority (*) Compliance also relates to the additional listed KPIs.	For compliance: - Repair must start and workers must be on site. Waiting for machinery or not turning the water off is not considered as commencing work. - Must notify customers(s) if reinstatement not completed at time of repair. * Avg Time to Attend Bursts & Leaks ESC Priority 3 (mins) Target still applies. * Avg Time to Rectify Bursts & Leaks ESC Priority 3 (mins) target still applies * Unplanned Interruptions Restored Within 5 Hours (%) target still applies * Avg Duration of Unplanned Interruptions (mins) target still applies
Priority 7: A non-urgent fault, with little or no customer inconvenience.						
Leaking stop tap; Leaks from a water main, valve or hydrant		7 days	At the same time		95% within priority (*) Compliance also relates to the	For compliance: - Repair must start and workers must be on site. Waiting for machinery or not turning the water off is not considered as commencing work.

Maintenance Services 2022-2027
Standards of Retail Service – Priorities and KPIs



Water Maintenance Services						
Priority Definition						
Possible issue or issue	Potential Consequences	Start work within:	Restore service within:	Reinstate surface within:	Compliance required:	Comments
					additional listed KPIs.	* Avg Time to Attend Bursts & Leaks ESC Priority 3 (mins) Target still applies. * Avg Time to Rectify Bursts & Leaks ESC Priority 3 (mins) target still applies * Unplanned Interruptions Restored Within 5 Hours (%) target still applies * Avg Duration of Unplanned Interruptions (mins) target still applies
Priority 8 (appointment): A non-urgent fault that requires the Customer to set a date and time with the Contractor						
Water quality complaint; leaking stop tap; poor pressure complaint; or access to meter.		Date/ time set by customer / South East Water	At the same time	3 days	98%	For compliance: - Repair must start and workers must be on site. Waiting for machinery or not turning the water off is not considered as commencing work.
Priority 9: All Schedule PM Tasks are to be completed within 30 days of Award.						
Scheduled PM Jobs/Tasks		n/a	Within notified interruption period (must be ≤ 7 hrs)	30 days	98% within priority (*) Compliance also relates to the additional listed KPIs.	For compliance: * Work must be completed within nominated date set by South East Water's Representative. * Avg Duration of Planned Interruptions (mins) target still applies * Planned WSIs Restored Within Notification (%) Target still applies.
Priority 10: Scheduled work. South East Water to set date by which the repair/work must be completed.						
Notified Works; Water Main alteration; Replacement or installation of valves, hydrants, raising or lowering hydrants.		n/a	Within notified interruption period (must be ≤ 7 hrs)	Within nominated complete date	98% within priority (*) Compliance also relates to the additional listed KPIs.	For compliance: * Work must be completed within nominated date set by South East Water's Representative. * Avg Duration of Planned Interruptions (mins) target still applies

Maintenance Services 2022-2027
Standards of Retail Service – Priorities and KPIs



Water Maintenance Services						
Priority Definition						
Possible issue or issue	Potential Consequences	Start work within:	Restore service within:	Reinstate surface within:	Compliance required:	Comments
						* Planned WSIs Restored Within Notification (%) Target still applies.
Leak inspection: All reported leaks recorded on South East Water's Works Management system are to be inspected within 18 hours.						
					95% within priority	

Note:

- (1) South East Water will set all work priorities. A Contractor cannot change any work priority. Any changes to work priorities will be made by South East Water and at South East Water's sole discretion.
- (2) South East Water Customer Charter Notification and Property Access Obligations apply.
- (3) Standard of Retail Service Priorities and KPIs will be reviewed annually and subject to change based on South East Water's corporate objectives and regulatory requirements. I.e. Essential Services Commission and Environmental Protection Authority.



Schedule 9

Local Jobs First Schedule

1. Definitions

In this Schedule:

Agency means the organisation with which the Supplier has entered into this Agreement.

Agreement means this Agreement or Purchase Order Contract (as relevant)

Apprentice means a person whom an employer has undertaken to train under a Training Contract.

Cadets means those persons enrolled in a recognised tertiary level organisation and who receive structured learning opportunities as part of their engagement to a Local Jobs First project (e.g. cadets in architecture, quantity surveying, or engineering) but which is not under a Training Contract.

Contract Manager means the person (however described) appointed by the Agency as its representative for all communication and liaison with the Supplier for the purposes of this Agreement.

Department has the meaning given in s 3(1) the *Local Jobs First Act 2003*.

Guidelines means Local Jobs First Supplier Guidelines, available at www.localjobsfirst.vic.gov.au.

ICN Analytics is a cloud based secure online platform that enables the collection, analysis and reporting of local content and jobs data, including supply chain monitoring and reporting.

Industry Capability Network (Victoria) means Industry Capability Network (Victoria) Limited of Level 11, 10 Queens Road, Melbourne VIC 3004 ACN 007 058 120.

LIDP means the Local Industry Development Plan set out in Attachment 1 to this Schedule.

LIDP Monitoring Table means the table included at Attachment 2 to this Schedule.

Local Content has the meaning given in s 3(1) of the *Local Jobs First Act 2003*.

Local Jobs First Commissioner means the person appointed under s 12 of the *Local Jobs First Act 2003*.

Local Jobs First Policy means the policy of the Victorian Government made under s 4 of the *Local Jobs First Act 2003*.

Notice means a notice given, delivered or served in accordance with this Agreement.

Practical Completion means:

- (a) Practical Completion as defined in the main body of this Agreement; or
- (b) If not defined in the main body of this Agreement it means when the Supplier has completed the delivery of the goods and/or services to be provided under this Agreement (excluding administrative or regulatory obligations remaining to be fulfilled); or
- (c) In any case, such other reporting dates for the purposes of clause 2.3(d) of this Schedule as notified by the Agency.

Responsible Minister means the Minister with responsibility for administering the *Local Jobs First Act 2003*.

Supplier means the person or entity (however described) providing the goods and services under this Agreement.

Trainee means a person (other than an Apprentice) employed under a Training Contract.

Training Contract has the meaning given in the *Education and Training Reform Act 2006*.

2. Local Jobs First Policy

2.1 Local Industry Development Plan

- (a) The Supplier must, in performing its obligations under this Agreement:
 - (i) comply with the LIDP;
 - (ii) perform all obligations required to be performed under the LIDP by the due date for performance; and
 - (iii) comply with the Local Jobs First Policy.
- (b) The Supplier acknowledges and agrees that its obligations as set out in the LIDP apply during the term of this Agreement, any extensions to the term and until all of its Reporting obligations as set out in clause 2.3 of this Schedule are fulfilled.
- (c) The Supplier's failure to comply with this clause 2.1 will constitute a material breach of this Agreement.

2.2 Revised LIDP

- (a) If at any time a variation to this Agreement is proposed which involves or effects a change in the nature of any LIDP commitments, the Supplier must prepare a revised LIDP in collaboration with and certified by Industry Capability Network (Victoria) (**Revised LIDP**).
- (b) When requested by the Contract Manager, the Supplier must provide the Revised LIDP to the Agency.
- (c) The Revised LIDP must be agreed by the parties before any variation to the Agreement can take effect unless the parties agree that a Revised LIDP is unnecessary.

- (d) Once the Revised LIDP is agreed by the parties, the Revised LIDP replaces the LIDP and forms part of this Agreement.

2.3 Reporting

- (a) The Supplier must prepare and maintain records demonstrating its compliance with the LIDP.
- (b) The Supplier must provide a six monthly report demonstrating its progress towards implementing the LIDP in the form of the LIDP Monitoring Table.
- (c) If the Agreement is for a project valued at \$20 million or more, the Supplier must use the ICN Analytics for LJF monitoring and reporting.
- (d) Prior to or at Practical Completion pursuant to clause 1 of this Schedule, the Supplier must provide to the Contract Manager:
 - (i) the LIDP Monitoring Table identifying LIDP commitments and actual achievements. The LIDP Monitoring Table must identify and explain any departures from the LIDP Commitments and the aggregated outcomes as reported in the LIDP Monitoring Table; and
 - (ii) a Statutory Declaration in the form set out in Attachment 3 to this Schedule to confirm that the information contained in the LIDP Monitoring Table is true and accurate. The Statutory Declaration must be made by a director of the Supplier or the Supplier's Chief Executive Officer or Chief Financial Officer.
- (e) At the request of the Contract Manager, the Supplier must provide further information or explanation of any differences between expected and achieved LIDP outcomes.
- (f) The reporting obligations in this Schedule are in addition to and do not derogate from any other reporting obligations as set out in this Agreement.

2.4 Verification of Supplier's compliance with LIDP Plan

- (a) The Supplier agrees that each of the Agency and the Department will have the right to inspect its records in order to verify compliance with the LIDP.
- (b) The Supplier must:
 - (i) permit the Contract Manager, an accountant or auditor on behalf of the Agency or the Department, or any other person authorised by the Agency or the Department, from time to time during ordinary business hours and upon Notice, to inspect and verify all records maintained by the Supplier for the purposes of this Agreement;
 - (ii) permit the Agency or the Department from time to time to undertake a review of the Supplier's performance in accordance with the LIDP; and

- (iii) ensure that its employees, agents and subcontractors give all reasonable assistance to any person authorised by the Agency or the Department to undertake such audit or inspection.
- (c) The Supplier acknowledges and agrees that the Agency, the Department, the Agency's and Department's duly authorised representatives and Industry Capability Network (Victoria) are authorised to obtain information from any relevant persons, firms or corporations, including third parties, regarding the Supplier's compliance with the LIDP.
- (d) The obligations set out in this clause 2.4 are in addition to and do not derogate from any other obligation under this Agreement.

2.5 Use of information

The Supplier acknowledges and agrees that:

- (a) Industry Capability Network (Victoria) will assess the Supplier's performance against the LIDP;
- (b) the statistical information contained in the LIDP and the measures of the Supplier's compliance with the LIDP as reported in the LIDP Monitoring Table will be:
 - (i) included in the Agency's report of operations under Part 7 of the *Financial Management Act 1994* in respect of the Agency's compliance with the Local Jobs First Policy in the financial year to which the report of operations relates;
 - (ii) provided to the Responsible Minister for inclusion in the Responsible Minister's report to the Parliament for each financial year on the compliance and performance of the LIDP during that year; and
 - (iii) may be disclosed in the circumstances authorised or permitted under the terms of this Agreement or as otherwise required by Law.

3. Subcontracting

- (a) The Supplier must ensure that any subcontracts entered into by the Supplier in relation to work under this Agreement contain clauses requiring subcontractors:
 - (i) to comply with the Local Jobs First Policy and the LIDP to the extent that it applies to work performed under the subcontract;
 - (ii) to provide necessary information that allows the Supplier to comply with its reporting obligations under clause 2.3 of this Schedule; and
 - (iii) to permit the Agency and the Department to exercise their inspection and verification rights under clause 2.4 of this Schedule.

- (b) The subcontracting obligations set out in this clause 3 are in addition to and do not derogate from any other obligations under this Agreement.
- (c) The Supplier's failure to comply with this clause 3 will constitute a material breach of this Agreement.

4. Local Jobs First Commissioner

- (a) The Supplier acknowledges that:
 - (i) it is required to comply with any information notice issued to it by the Local Jobs First Commissioner in accordance with s 24 of the *Local Jobs First Act 2003*;
 - (ii) it is required to comply with any compliance notice issued to it by the Local Jobs First Commissioner in accordance with s 26 of the *Local Jobs First Act 2003*;
 - (iii) its failure to comply with the compliance notice referred to in this clause 4(a) may result in the issue of an adverse publicity notice by the Responsible Minister under s 29 of the *Local Jobs First Act 2003*; and
 - (iv) the Local Jobs First Commissioner may:
 - (A) monitor and report on compliance with the Local Jobs First Policy and LIDP; and
 - (B) request the Agency to conduct an audit in relation to the Supplier's compliance with the Local Jobs First Policy and the LIDP.
- (b) The Supplier acknowledges that the Commissioner may recommend that the Agency take enforcement proceedings against the Supplier if the Supplier has failed to comply with the Local Jobs First Policy or the LIDP by:
 - (i) applying to a court to obtain an injunction; or
 - (ii) taking action available under this Agreement.

Attachment 1 - Local Industry Development Plan

Note: The attached LIDP has been prepared in respect of both Program Stream 1 and Program Stream 2. Only those provisions of the LIDP which relate to Program Stream 1 will apply to this Agreement.



Local Industry Development Plan – Strategic Project

Considerations

This document provides a template to prepare a Local Jobs First Local Industry Development Plan (LIDP). Bidders must consult with the Industry Capability Network (Victoria) Ltd (ICN) for acknowledgement of their Local Industry Development Plan.

During preparation of this document, bidders must consult with the Industry Capability Network (Victoria). Please allow sufficient time for the assistance process. ICN can be contacted on (03) 9864 6700 or at info@icnvic.org.au. Please refer to the Local Jobs First Supplier Guidelines document for more details.

Please note, for your LIDP to receive an ICN Acknowledgement Letter, all fields of this document and all cells in the tables must be completed. If you have no information to provide, please note N/A or 0, as applicable.



GLOSSARY OF TERMS

The below is a summary of the Local Jobs First terms. You must ensure that you have read, understand and comply your full obligations as provided in the [Local Jobs First Policy](#) and Supplier Guidelines.

Acronyms

ICN	Industry Capability Network
LIDP	Local Industry Development Plan
LJF	Local Jobs First Policy
MPSG	Major Project Skills Guarantee

Definitions of Terms

Acknowledgment Letter – Refers to the letter received by bidders after ICN has assessed the LIDP submission for completeness and Policy compliance. This is achieved when the bidder's LIDP is submitted prior to the procuring Department and/or Agency's due date, and the employment, implementation plan and Local Content Commitment table sections being adequately completed.

Apprentice - Apprenticeships are undertaken under a National Training Contract between an employer and an apprentice that combines structured training with paid employment. Apprenticeships are generally at Certificate III level and above and extend across a range of trades. Apprenticeships typically have a nominal duration of three to four years and are competency based. Only work contributed by an apprentice registered with the Victorian Registration and Qualification Authority (VRQA) may be counted as contributing towards outcomes committed in a Local Industry Development Plan as they relate to the Victorian Industry Participation Policy and the Major Projects Skills Guarantee.

Australia and New Zealand Government Procurement Agreement (ANZGPA) – The Local Jobs First Policy recognises the Australia New Zealand Government Procurement Agreement (ANZGPA) entered into by Australian State and Federal Governments and New Zealand in 1991. The objective of ANZGPA is to maximise opportunities for competitive ANZ suppliers to supply into government procurement and to reduce costs of doing business for both government and industry and applies to all Australian and New Zealand local industry participation policies.

Cadet – Cadetships combine formal tertiary training with practical work experience. Cadets are individuals enrolled in a recognised Australian tertiary level organisation and who receive structured learning opportunities as part of their engagement to a Local Jobs First project (e.g. cadets in architecture, quantity surveying, and engineering). Cadetships vary in length depending on the vocation but are generally 18 months to 2 years in length. A cadetship does not fall under a National Training Contract.

Contestable goods and services – Goods and services in a procurement process are considered to be contestable when there are competitive international and local suppliers. Competitive means the suppliers are able to offer comparable goods or services that meet the specifications provided in the EOI or tender documentation. Contestable items can be goods or services at any stage of a project, including maintenance.

Contract Manager – The contract manager refers to the person within the relevant Agency responsible for managing the procurement activities and the VIPP process for a particular contract.

Deemed hours formula – Refers to the method prescribed by the MPSG for determining a project's total estimated labour hours, based on contract value. It is the basis from which the minimum MPSG requirement is determined for each applicable project.

Employment – Refers to the number of actual new or retained (i.e. existing) annualised employee equivalent opportunities (jobs) to be created in Australia and New Zealand as a result of the contract.

Note: AEE replaces Full Time Equivalence (FTE), and is calculated by dividing the total number of ordinary working hours that an employee worked and was paid over the reporting period (including paid leave) by the total number of full-time working hours paid per annum (this is generally 38 hours per week for 52 weeks = 1976).

Local – The term local means all suppliers producing Victorian, Australian or New Zealand goods or services or when they have added value to imported items.

Local Content – The term local content covers all suppliers producing Australian or New Zealand (ANZ) goods or services or when they have added value to imported items. Under Section 3(1) of the Local Jobs First Act 2003, local content means goods that are produced by local industry, or services that are supplied by local industry or construction activities carried out by local industry.

Local Industry – Under Section 3(1) of the Local Jobs First Act 2003, local industry means industry and other businesses based in Australia or New Zealand.

Local Industry Development Plan (LIDP) – A Local Industry Development Plan is a document prepared by the supplier as part of the EOI, RFP and/or tender submission for a Local Jobs First project. The LIDP details the supplier's commitment to address the LJF requirements and details the expected local content and job outcomes. An LIDP must have an ICN acknowledgement letter from the ICN to be compliant.

Local Jobs First Commissioner – The Local Jobs First Commissioner means the Local Jobs First Commissioner appointed under Section 12 of the Local Jobs First Act 2003.

Local Jobs First Policy – The Local Jobs First Policy is comprised of the Victorian Industry Participation Policy and the Major Projects Skills Guarantee.

Major Projects Skills Guarantee – The Major Projects Skills Guarantee is a policy that provides job opportunities for apprentices, trainees and cadets on high value construction projects.

Non-contestable items – Items that are considered as only being available through the international market or local suppliers only. That is, it is considered that there is no current competition between international and local suppliers to deliver the particular good or service.

Office of Industry Participation and Jobs – An office in DJPR that provides advice to the Minister, agencies, and the ICN on the application of the LJF. The Office of Industry Participation and Jobs supports the Minister to deliver the LJF policy (including setting guidelines, templates and undertaking related policy work), coordinates the setting of local content requirements, manages the ICN contracted services to support the delivery of the policy, prepares



regular reports to the Minister on progress, including the whole-of-government LJF Annual Report under the Act.

SME – Small-to-Medium Enterprises.

Standard employee – Refers to all employees not classified as apprentices, cadets or trainees.

Trainee - Traineeships are undertaken under a National Training Contract between an employer and a trainee that combines structured training with paid employment. Traineeships are undertaken at Certificate II level and above including Diploma and Advance Diploma. Traineeships can be in areas including business services, information technology or community services. Traineeships typically have a nominal duration of one to two years and are competency based. Only work contributed by a trainee registered with the Victorian Registration and Qualification Authority (VRQA) may be counted against the minimum 10 per cent requirement.

Rural and regional Victoria – has the same meaning as in the Regional Development Victoria Act 2002.

Value for money – Value for money is a balanced judgement of a range of financial and non-financial factors, taking into account the mix of quality, cost and resources; fitness for purpose; total cost of ownership and risk.

Work Package – Work package is used to define and group a project's discrete work elements in a way that helps organise and define the total work scope of the project.



ORGANISATION AND PROJECT DETAILS

1. Company Details

Company/Organisation Name	LENLEASE SERVICES PTY LIMITED (Trading as SERVICE STREAM)
Primary contact person	Neil Easton
Contact phone	
Contact email	I & S

2. Tender Details

Tender name	Water and Sewer Maintenance Services
Tender reference number	RFP202102
Tender due date	October 26, 2021
Government agency	South East Water Ltd

Project Description

Please provide a detailed description of your solution, indicating any exemptions or considerations likely to impact your local content commitment.

LIDP FOR 50% OF STREAM 1 WATER AND SEWER MAINTENANCE SERVICES AND 50% OF STREAM 2 M and E Services

South East Water is seeking to engage Industry Partners to provide maintenance services across its water and sewer assets. The services include Reactive and Planned maintenance services across networks and treatment plants.

There is additional opportunity to undertake 'Quoted Works', which are minor capital works and minor sewer alterations.

Service Stream Maintenance Pty Limited (the Invitee) has submitted a proposal to provide services for both Program Stream 1 (Water Civil; Sewer Cleaning and Sewer Civil) and Program Stream 2 (Mechanical & Electrical) combined.

The primary opportunity to achieve the 95% local content requirement is to employ locally, both directly and through the engagement of local suppliers and subcontractors. South East Water will free issue materials, with ServiceStream responsible for purchasing fleet and equipment, office space and consumables.

We are currently an incumbent provider of both Civil and Mechanical & Electrical (M&E) maintenance services (24/7/365) to South East Water and our approach to resourcing the new contract will be to retain our current local workforce to deliver the expanded works under the new contract.



Our strategy is to self-perform up to 80% of the Civil and M&E maintenance services, with our workforce supported by local subcontractors to manage peaks in demand and provide specialist skillsets. Our Delivery Team will comprise full-time employees (FTEs) comprising local supervisors, licensed electricians and mechanical fitters and civil workers; in addition to management and support staff across project management; HSEQ and Sustainability; dispatch; data analysis; commercial; and traffic management. Support to our delivery team will be provided by corporate functions of People & Culture; Legal; Fleet; Industrial Relations and Sustainability.



LOCAL JOB FIRST COMMITMENTS

3. Local Content Commitment

Local Jobs First Criteria	Requirements	Commitment
ANZ Value-Added Activity	The bidder shall demonstrate its ability to deliver:	In the field below, outline your ANZ Value-Added Activity commitment:
Local content (or ANZ value added activity) = the total cost of a product or service less the imported content.	95.00% Infrastructure minimum local content	98.6313% Infrastructure minimum local content
	% MPSG	0.0% MPSG

4. Employment Commitment

Note: Consideration should be given to the use of items by competitive local suppliers as this will assist in meeting the minimum local content requirements. A list of contestable and non-contestable items is provided in Attachment A, all of which must be addressed in the local content commitment tables in Attachment B.

Calculate the number of retained and/or new jobs to be created in Australia and/or New Zealand during the life of this project.

Note: AEE is used in place of Full Time Equivalence (FTE).

Annualised Employee Equivalent (AEE) = Total paid hours during the contract term (reporting period) divided by total full-time working hours paid per annum (38 hours per week for 52 weeks = 1976).

Note: The table includes a breakdown of apprentices, trainees and standard jobs created or retained workhours, however the Total Workhours is calculated on the Total cells only.

If this is an MPSG applicable project, please complete Part 8 and Attachment D Estimated Occupational profile.

Infrastructure

Employment Type	Created	Retained
Victorian Apprentices	0.0000	2.0000
Victorian Trainees	2.0000	0.0000
Victoria Cadets	0.0000	0.0000
Victorian Standard Employees	6.0000	112.0000
Total Victorian AEE	8.0000	114.0000
Rest of ANZ Apprentices	0.0000	0.0000
Rest of ANZ Trainees	0.0000	0.0000
Rest of ANZ Cadets	0.0000	0.0000
Rest of ANZ Standard Employees	0.0000	0.0000



IMPLEMENTATION PLAN

The following sections outline how your bid will incorporate local products, services and capabilities to meet the commitments in this LIDP. Please outline your processes, policies and procedures for identifying, assessing, selecting and monitoring local products, services and capabilities to meet the commitments stated in this LIDP.

5. IDENTIFYING AND SELECTING LOCAL PRODUCTS AND CAPABILITIES TO MEET CONTRACT REQUIREMENTS

5.1 Consultation Process

Many of the technologies and materials for this project may be available locally. Where applicable, bidders should propose procedures to work with various stakeholders to minimise the need to source from overseas and promote the concept of local industry participation. This could include consulting with:

- Subcontractors
- Industry associations
- ICN
- Government organisations and agencies
- ANZ industry and other groups
- Employment associations
- TAFEs
- Department of Jobs, Precincts and Regions - Industry Portfolio

All services will be overseen and managed by ServiceStream FTEs based in Melbourne throughout the delivery of the services. These employees have been delivering the services under the current contract since July 2013 and will continue to work and communicate regularly with local businesses and organisations to ensure we are providing opportunities for these organisations and workers to support us in delivering the services.

Should there be a material change relating to the scope of Civil & M&E maintenance services required, or additional works awarded as 'Quoted Works' that would require non-local expertise or out-sourcing consulting work, ServiceStream would work with ICN to maximise Local Jobs First (LJF) outcomes.

The Client (South East Water) is keen to maximise opportunities to support the circular economy and, while it will free issue the materials for the works, we are committed to assisting South East Water in this objective. Our personnel will seek to work with industry, including local businesses, to review new products and materials as they become available against performance requirements and compliance standards to ensure they are applicable for their purpose. For example, in undertaking the civil works, we may be able to introduce RAP (Reclaimed Asphalt Pavement) to save asphalt from being sent to landfill. This product is available in Melbourne through local suppliers. Any proposed materials will be discussed with South East Water to ensure alternatives meet its standards / technical specifications; legislative requirements and are approved by the appropriate asset owners (e.g., VicRoads, local councils).

We will regularly consult with key stakeholders including ICN, suppliers and manufacturers, subcontractors, and Social Enterprise agencies to determine available local businesses with the resources and capacity to perform to the capabilities to deliver the services locally within the required timeframes. As successfully completed on previous projects, ServiceStream intends to work alongside ICN and other partners to support and maximise opportunities for participation by meeting with local businesses and industry associations to support and build capability.



We will use our established relationships with relevant industry stakeholders developed throughout our portfolio of projects in Victoria to ensure targeted consultation is relevant to the nature of these works.

The contract brings a good opportunity to engage with the local community across South East Water's 3,650km² geographical area, which is one of Australia's most culturally diverse regions, speaking over 200 languages.

Collaborating with existing organisations with a strong presence in the communities will maximise the value and relevance of outcomes for local business, job seekers, educators, and the government.

ServiceStream understands contract requires a minimum of 95% of minimum local content in the delivery of the services. We have developed our principles, initiatives, and preliminary action plan with many organisations, including a number of subcontractors. We will also liaise with a number of and other organisations who will assist with achieving improved social procurement outcomes:

- Para Waring Civil Partnership (Aboriginal-owned business that provides hydro excavation services)
- Community Support Frankston (we have been working with this Social Enterprise organisation for some time and are currently looking to engage two trainees through its services)
- SheWorks (particularly to attract female candidates to management and trades roles)
- CareerTrackers
- CareerSeekers

As successfully managed on current Lendlease projects, we appreciate the importance of regular communication with ICN and industry stakeholders. This communication will assist in developing a detailed Local Industry Development Plan (LIDP), working towards a commitment that may exceed the minimum 95% percentage required, as well as ongoing management and tracking.

Wherever possible (e.g. capital works project) tender packages will embed this target within tender documentation and eventually be agreed within the final subcontract documentation. This will ensure we have clear visibility on the local supply chain in each scope of works. We will also ensure there is consistent documentation submitted for review from industry subcontractors and suppliers to ensure compliance is met. Any changes or developments to the local market or supply chain will be identified early and enable our Delivery Team to review further opportunities to take advantage of and maximise, the local content percentage.

5.2 Alerting Local Industry

Bidders should detail methods to alert local industry of upcoming tenders and contract requirements. This could include:

- Issuing work packages on ICN Gateway
- Advertising in the local newspapers tender section



- Contacting local suppliers and subcontractors directly at tender time to attract interest from local industry

Utilising industry databases/websites to alert local industry Hosting industry forums in metropolitan and regional Victoria.

Current and previous experience within similar water and sewer maintenance services contracts in Melbourne and Victoria has enabled ServiceStream to develop relationships with a range of individuals and organisations through the full supply chain. As a result, we have contacts and relationships with a range of suppliers, manufacturers, subcontractors, and industry leaders across Victoria that will encourage superior supply chain agreements to use a local workforce and local suppliers.

To ensure we attract industry participants with capabilities of contributing to the delivery of the maintenance services and capital works, we intend to complete the following to alert local businesses and the community about the works, as well as establishing further connections with supply chain and industry partners:

- Approach our existing network of local suppliers and subcontractor, including using our supplier data base (which includes data on capability, capacity, and past performance on previous Lendlease jobs) and our list of pre-qualified and preferred suppliers
- Work closely with an ICN representative to use the ICN EOI report to inform tender lists and status of various work packages. Where applicable, issue work packages to tender through the ICN gateway
- Work with ICN to present and attend various industry briefing events to further expand network within the construction industry
- Work with organisations such as Community Support Frankston; Trades Women Australia; CareerSeekers; and SheWorks to promote the Apprenticeship and Traineeship opportunities contract
- Where permitted and approved, ServiceStream intends to showcase a summary of the works on relevant social media platforms such as LinkedIn to promote upcoming works
- Using the Victorian Government supply-chain notification system such as Construction Supply Register and the Social Enterprise Register to connect with unknown organisations to ServiceStream
- Advertising in local and state-wide newspapers and trade magazine tender sections
- Review of subcontractors and supplier's involvement in other projects where there is reputable endorsement to provide an assessment of capability and possibly to increase and support the work of these local organisations.

We will work closely with a range of industry partners and stakeholders to promote the contract and express the opportunities available to local businesses and organisations that have potential to participate. These stakeholders include; ICN; Trades Women Australia; Master Builder Association; Australian Industry Group; Goal Indigenous Services; Community Support Frankston; CareerTrackers and CareerSeekers.

Through the approach outlined above, ServiceStream will position itself with a clear and detailed understanding of the businesses and supply chain relevant to the contract. We will contact these suppliers to discuss interest and the capability and capacity of these businesses. ServiceStream will integrate these lists into our tender documentation to ensure there is sufficient representation of key local suppliers.





5.3 Liaising with International Suppliers

Bidders should detail methods to liaise with international suppliers to increase opportunities for local industry, including manufacturing under overseas licensing arrangements and technology transfer. This may include identifying work packages and items with the potential for import replacement by local products and services. Where no local supply options can be identified, the bidder should consult with ICN to ensure local options have not been overlooked.

Our intent is to achieve the 95% requirement for local content through purchasing locally manufactured materials, employing people and engaging subcontractors who are based in Melbourne. The only area where this might be difficult on this project is for some more specialised mechanical and electrical equipment and materials where client specifications require overseas manufactured product. ServiceStream will work with the client and review job requirements to investigate options to ensure the majority of products and materials can be sourced locally to ensure these opportunities are first provided to local suppliers and the VIPP target of 95% is maintained throughout the delivery of the services. As part of this process of identifying local gaps in capability, capacity, and value for money, we will consult ICN, and other industry stakeholders (refer to Section 5.1).

ServiceStream has a centralised strategic procurement department which assists project teams with managing international supply chains, from sourcing the product and procurement, Quality Assurance, delivery, and completion. This department continually assesses international supply chain performance in relation to several key indicators and has developed strong strategic procurement partnerships to a vast range of international suppliers. Lendlease uses these relationships to encourage integrated agreements for local labour to install and commission overseas products and materials where possible. We will work with both the international and local organisations to facilitate knowledge sharing sessions to ensure the installation is completed to complying standards.

ServiceStream also recognises the availability of locally manufactured goods and services changes over the life of long-term contracts. Our supplier contracts will include regular review points to capture opportunities to include or incorporate new local goods as alternative local supply capabilities emerge. Based on our assessment, these materials / products are likely to be sourced overseas:

- Vehicles
- Plant and Equipment
- Tools
- Permanent materials including electrical, mechanical, and civil, structural, and building materials.



6. ASSESSING AND COMPARING LOCAL PRODUCTS AND CAPABILITIES WITH OVERSEAS

6.1 Benchmarking

Where applicable, bidders should develop benchmarks (based on “whole-of-life” cost parameters and appropriate quality and performance indicators) for the evaluation of proposals and alternatives. This may include the application of the principles of Local Jobs First in their procurement process and setting a benchmark of a nominal percentage point (for local value-added activities) for evaluating proposals and alternatives. This could be expressed in the form of a Local Jobs First declaration, which should be agreed upon between the proposed subcontractor and the bidder before implementation. Bidders may seek assistance from ICN to improve the set benchmark set.

ServiceStream will use benchmarks across all aspects of the delivery of the maintenance services. These benchmarks will be used across current active projects in Victoria to ensure ServiceStream is a significant leader in our industry in Sustainably (socio-economic and environment). Maintaining a program of inclusive and transparent engagement is vital to our success. We will incorporate benchmarks into all key areas of the works, including VIPP, value for money, safety performance, procurement, program, and quality.

In developing this LIDP, ServiceStream has established a detailed list of the materials, equipment and services that will be used in the delivery of the maintenance services and other awarded works. While the LIDP will achieve a local content target of 95%, it will contain a substantial amount of detail to enable specific trade packages to target local content percentages to be established in conjunction with ICN and the supplier market prior to issuing trade packages for tender. This information will be included as part of the tender documents. It is important the local content benchmark established for each trade package considers the nature of the materials and equipment supplied as part of that package and does not simply reflect the overall project target. There will be balancing required across several trade packages due to the nature and availability of products and services.

Local content for materials and labour will be assessed and estimated for all potential suppliers and contractors.

We are targeting a local percentage of 95%. These target developed in conjunction with ICN will allow us to develop a Local Content Assessment Checklist to include within all tender documentation to clearly depict the VIPP benchmarks set for each area of works. They will be designed to provide current, future, and potential suppliers with a valid and consistent estimate of their local content required. This checklist will help describe to tenderers and their suppliers how to calculate local content, particularly for overseas supplied items that have local value-added activities associated with them. We will work closely with ICN during the entirety of the contract to ensure information is documented correctly and there are no alarming discrepancies.

ServiceStream is committed to providing opportunities for young people, to future-proof the trades workforce of the future. We will work with organisations including tertiary institutions (e.g., in our Graduate Program); Trades Women Australia; Social Enterprises (e.g., Community Support Frankston); SheWorks; CareerTrackers and CareerSeekers to assist in promoting apprenticeship, traineeship and cadet opportunities relevant to the works. We will also encourage all our subcontractors on the project to support apprentices and trainees to assist in achieving our broad objectives for the future workforce.

Other benchmarks we will establish on a package-by-package basis may include:



1. Program duration including lead times, production rates, etc.
2. Value for money
3. Whole-of-Life cost performance
4. Quality and durability levels including duration and nature of warranties provided
5. Past contract performance on projects of a similar nature and/or scale
6. Minimum performance requirements of products and materials
7. Social employment commitments (e.g., employing Victorian Aboriginal People, disadvantaged Victorians, and women)
8. Technical competence of the company
9. Commercial and technical qualifications and/or exclusions
10. Safety & environmental performance records
11. Workforce data including total project hours, retained, and created jobs, numbers of apprentices, trainees and cadets, numbers of employees from disadvantaged background, etc.

These benchmark criteria will help establish our tender lists by creating a matrix and undertaking a preliminary assessment against the above criteria based on known past performance to identify the most suitable subcontractors to tender each package. This list will be discussed and informed through collaboration with ICN . Products and services that do not meet the benchmark targets for local content will need to significantly out-perform against other benchmark criteria. ServiceStream will undertake tender interviews, rigorous checklists, reference checks and consultation with ICN on previous preformation to ensure project benchmarks are met.

6.2 Assessing the Local Value-added Content

Bidders should develop procedures for assessing the local value-added content in a product or service. This could include a checklist to assess local content in a product or service, to ensure that the company, as well as the goods and services they are supplying are local.

In assessing the Local Value-Added Content, it is important to identify the non-typical packages to ensure all materials and labour components are clarified as either locally or internationally sourced. Local content will be assessed and estimated for all potential suppliers and contractors. ServiceStream will work with South East Water to develop a Local Content Assessment Checklist to assist suppliers and subcontractors to understand the local value-add content for the materials and services within each scope of works. This checklist will ensure and clarify that the goods and services supplied by each business are supplied locally, and it will become a significant step within our procurement strategy prior to Contract award. We will work with suppliers and contractors to ensure we are targeting a higher local percentage than the predetermined target for that scope of works.

The Local Content Assessment Checklist will be developed and reviewed in conjunction with ICN prior to contract commencement to ensure maximum inclusion of locally produced products or services. Below information will be included in the checklists provided to suppliers and subcontractors during the procurement process:

1. The country of origin and where money is remitted. E.g., Australia or Overseas.



2. Product manufacturing base location: Victoria, Australia & NZ or other.
- 3 R&D based in Victoria, Australia & NZ or other where appropriate
4. Product or service training base in Victoria, Australia & NZ or other.
5. Product install base in Victoria, Australia & NZ or other.
6. Supply chain location used for consumable parts and servicing components in Victoria, Australia & NZ or other.
7. HQ location and use of locally based, Australian domiciled transportation logistics contractors.
8. Product & Service support location. E.g., local vs remote support as well as warranties and/ support location.
9. % of charge fees value that are retained locally and the value-added works that are undertaken locally.
10. Agreement to site visit and verification of stock and value-added activity being performed locally.

The key steps to assessing local value-added content will largely include:

- Conditions of Tender Guidelines: will require subcontractors and suppliers to clearly identify the local products and services as part of their tender submission. This will also include an assessment to be completed of any alternate material proposals to ensure this area of works still compliant
- Commitments (once validated and in line with benchmarks) will be Contracted in a Major Works Subcontract or Supply Agreement
- Ongoing monthly reporting and monitoring of performance of the LIDP will be undertaken upon receipt of the monthly claim, at which time ServiceStream will calibrate our forecast target to ensure that we are tracking to achieve the desired outcome.

Commitments will be documented in a VIPP declaration made by subcontractors and suppliers and will be reported to ServiceStream as part of contracting arrangements and reporting process.

Throughout the delivery of the services our procurement team will work with ICN and the supply chain to ensure all sources of local value-added content have been reported and assessed in the commitment table. The amount of local value-added content will be assessed by the procurement team through:

- Direct engagement and interaction with suppliers and subcontractors
- Direct engagement and interaction with industry associations and other organisations that are not suppliers or Subcontractors Internal discussion with the estimation and delivery teams
- Calibrating feedback, observations, and assumptions with ICN Victoria nominated Representative

Our procurement approach will seek to continually identify opportunities for improving and optimising the outcome of local industry participation. We will qualify, verify, and validate the local value-added contributions proposed. This will be completed through assessment checklists and interviews to verify sources of local content where applicable.



The procurement team and Contract Manager will ensure we adopt a whole-of-life value for money approach to its procurement during delivery. With careful consideration given to cost associated with risk, work volumes, sourcing times, quality and service supports. The team will also ensure all procurement conforms to the following management systems:

- AS/NZS ISO9001:2016 - Quality Management Systems - Requirements
- AS/NZS ISO14001:2016 - Environmental management systems - Requirements with guidance for use
- AS/NZS 4801:2001 - Occupational health and safety management systems - Specification with guidance for use

Polices, procedure and systems under development include:

- Import replacement policy
- Local content benchmarking policy
- Local content evaluation matrix
- Ongoing engagement and education of supply chain program
- Education of the supply chain in the principles, policies, spirit, and intentions of the VIPP and ServiceStream local sourcing commitments.

6.3 Comparing Local Products and Services against Overseas Equivalentents

Bidders should develop procedures for ensuring that local products and services are evaluated against imported goods and services. For example, the bidders may choose to instruct, in their Conditions of Tender guidelines, subcontractors that tender submissions should consider local products and services alongside imported alternatives and/or identifying work packages for import replacement so that they can make a value-for-money judgement as appropriate.

ServiceStream operates with a company-wide procurement policy and procedure which ensures the correct analysis is completed when reviewing the comparison between local and imported products and services by using criteria that prioritise local content and include value-for-money and contribution to socio-economic development, as specified in our LIDP commitments.

All the services required throughout all phases of the works will be delivered by locally based ServiceStream employees. Should there be a material change relating to the scope of services required that would require non-local expertise or out-sourcing consulting work, we would work with ICN to maximise LJF outcomes, in line with the below response.

During the procurement phase we will develop structured work packages that provide details to enable us to make an assessment across a range of criteria, including local content and international alternatives. We will request all suppliers and subcontractors to provide a comprehensive list of all materials and services relevant to that package of works.



Invitation to tender letters / conditions of tendering will discuss minimum local content targets to ensure subcontractors clearly demonstrate which goods and services are local or overseas. Local versus overseas content will be weighted, enabling us to undertake evaluations to choose subcontractors that meet our local minimum content targets.

Our documents will include guidance on products we have identified as being locally supplied. Any alternatives to these will need to be highlighted, with detailed information provided to enable a value for money assessment to be completed by ServiceStream, and ICN where relevant.

The procurement phase will evaluate and prioritise the consideration of locally based suppliers. International goods and services will be considered when there is no option or alternative that can be sourced locally. Our supply chain policies ensure that local versus imported goods and services have weightings and considerations, such as ; capability and capacity to deliver required services; quality of product or service; warranty and ongoing support; life cycle costs and benefits; value adding potential; innovation; industrial relations; environmental and social impacts; and historical track record of company. Our preferred tenderer selections will be significantly informed on their ability to deliver on LJF objectives. These details will enable us to assess the overall impact to the project's local procurement target, as well as assess suitability against design.



7. PRODUCT OR SERVICE SELECTION POLICY OR PROCEDURE

Describe the procedures or policies for the selection of products and services that provide the opportunity for local industry participation over the life of the contract. Bidders should apply the principles of the Local Jobs First to their selection process.

Our policy for product and service selection will be to preference local supply over international supply which aligns with the 95% target on the local content for contract. Local preference will support the community; local materials for quality surety; minimise transport requirements from an environmental aspect; and minimise the risk of foreign exchange. ServiceStream will implement the procedures listed below over the project phases:

Mobilisation / Transition-in Phase:

During this phase it is important to become involved as early as possible to influence decisions about the selection of the vehicles, plant and equipment and key subcontracting partners. While we are an incumbent provider of services to South East Water, we intend to purchase new fleet and equipment to undertake the works, in addition to appointing new subcontractors.

We believe it is important to ensure local businesses and suppliers are involved when reviewing performance specifications to ensure there are opportunities for their involvement within the project, and to prevent the possible 'designing-out' of local enterprise.

This phase is critical in committing the project targets of VIPP to relevant suppliers and subcontractors during the tender process. These benchmark goals as outlined in Section 6.1, are embedded into subcontract and tender interview documents to ensure the compliance is met prior to awarding any contract.

Suppliers and contractors will be encouraged to exceed the benchmark set for these trade works. ServiceStream will be work closely with ICN and industry partners to identify a range of local suppliers and contractors which have the correct information to be able to submit a tender proposal if interested. Through the tender submission procedure, subcontractors will be required to submit a list of materials and services and provide further detail of from where they originate. ServiceStream, consultants, ICN and stakeholders will review and assess the overseas alternative where they differ to the assumptions made in the benchmark VIPP assessment. We will review the impact of these alternative products and provide transparent and considered approach when reviewing the deviated list of overseas supplied items. This process will also identify further opportunity for enhancement of local content.

Maintenance Services Delivery Phase:

Our Delivery Team will ensure regular checks and assessments of products and materials during the contract term. These quality checks ensure the items approved through the sample and technical submission process match those being delivered to site and incorporated into the project.



8. MAJOR PROJECT SKILLS

Bidders for MPSG applicable projects must use the deemed hours formula outlined below with reference to the Supplier Guidelines – Appendix 2. In the field below, you must provide the total labour hours and MPSG target for apprentices, trainees and cadets.

Bidders are not required to provide the workings of the formula but must keep records that can be requested by the Procuring agency, Department of Jobs, Precincts and Regions or the Local Jobs First Commissioner.

Comments:

Total labour hours	
MPSG target for apprentice trainees and cadets	



9. LOCAL JOBS FIRST MONITORING

Bidders should detail how they will monitor and report on outcomes for local industry involvement and job outcomes. The response should include answers to all of the following items:

- The number of jobs created and retained (AEE for the whole project, including sub-contractors, apprentices and trainees)
- The number of apprentices and trainees and cadets created and retained (labour hours);
- Local Jobs First commitments secured against contract levels;
- Frequency of monitoring and reporting and associated mechanisms
- Procedures for corrective action should inappropriate or ineffective action be determined;
- For the Major Projects Skills Guarantee the strategy and/or plan that will be adopted in order to achieve the minimum requirement (if applicable);
- Frequency and level of internal assessment of the effectiveness of the implementation of the Plan;
- Frequency of external assessment of sub-contractor and supplier commitment to local industry participation;
- For the VIPP, level of use of ICN and other organisations to assist in the identification of competitive local sources of supply; and
- Use of Attachment D: Local Jobs First Monitoring Table.

The ICN can assist in the monitoring of compliance with Local Jobs First commitments as part of overall performance management.

ServiceStream has completed a thorough analysis of committed benchmarks to local content and for the delivery of the Civil and M&E maintenance services across South East Water's geographical area. We have forecast labour hours relevant to each job / task and identified the trades which have capability to provide opportunities to Apprentices, and Trainees. We have consulted with subcontractors to determine their employment policies and social engagement that has impacted the benchmarking extensions we have made. Alongside our Industrial Relations Development Plan, we have clearly stipulated our intent to support and provide opportunities to Apprentices and Trainees in our submission.

During the Mobilisation / Transition-in Phase, we will report on our employment outcomes both in terms of total number of jobs created and retained, and in terms of the number and percentage of labour hours to be undertaken by Apprentices and Trainees, both for created and retained positions. Our Contract Manager will be responsible for ensuring the project maintains these benchmarks while also acting as the stakeholder engagement role for clearly communicating and reporting to ICN. During the Mobilisation / Transition-in Phase, we will develop the LIDP further with consultation with ICN as more information is provided. We will facilitate monthly meetings to monitor the progress of the development of the LIDP in establishing an appropriate local content and percentage target during the Maintenance Services Delivery Phase. Reporting as to progress of the development of these LIDPs will also be undertaken monthly at a Project Control Group level.

Once the LIDP has been established and agreed, we will begin the monitoring and reporting process on progress and outcomes for local industry involvement and jobs outcomes. We recognise the need for regular, timely and accurate monitoring and reporting, at a whole of project level, and at the level of each trade package. Our approach to monitoring and reporting is detailed below and presented in a format that matches the above response criteria set by ICN.

1. Jobs Created and Retained: we will capture site-based workforce hours daily using site-based processes, and off-site workforce hours monthly utilising VMC Reporting. Where anomalies arise, we will check subcontractor reported data on VMC Reporting against site captured workforce hours data. Our current forecast of jobs created and retained can be reviewed in our LJF Monitoring Table.



2. Labour hours by Apprentices and Trainees: we will capture this data in a similar way to jobs created and retained, we will also work with organisations such as Job Seekers, Victoria University Polytechnic and Group Training Organisations to verify apprentice and trainee numbers enrolled in that TAFE.

3. Local Jobs First commitments secured against contract levels: during our procurement process we will update and issue our VIPP table to ICN monthly, or as deemed necessary by mutual agreement, to capture the secured commitments for each procured and approved trade package. We will report on any changes to the VIPP table identified and accepted during the Sample and Technical Submission approval process, and then, during the Maintenance Services Delivery Phase, will ensure subcontractors and suppliers are reporting monthly via the ICN Analytics platform to record actual performance against LJF commitments. Monthly 'light' reports will be included

in our Project Control Group reports and complete reports will be provided to ICN on a quarterly basis.

4. Frequency of mechanisms: we have identified frequency of mechanisms within each of these 10 dot point responses.

5. Procedures for corrective action: early intervention requirements will be identified through our procurement processes, as we verify supplier and subcontractor commitments against the baseline LIDP agreed with ICN. Any corrective action will include ICN to provide advice on alternative local suppliers to ensure the project can maintain its committed LIDP targets. As the project will be reporting and monitoring performance against LJF commitments monthly, we will be able to identify any issues early, and be able to work with suppliers, subcontractors, ICN, and other industry stakeholders (refer lists provided in our responses to 'Identifying Local Content' and 'Assessing and Comparing Capabilities'). As a first step ServiceStream will endeavour to implement any corrective action plans at a project level with relevant suppliers and/or subcontractors and will be transparent with ICN regarding issues and corrective actions and plans, working collaboratively to ensure issues are rectified within required timeframes and in a way that maximises LJF outcomes.

6. Major Project Skills Guarantee strategy / plan: although this is not required for this contract, ServiceStream is committed to ensuring opportunities for young (and mature age) people as Apprentices and Trainees, to 'future proof' the industry for trades workers.

7. Frequency and level of internal assessment of the effectiveness of the implementation plan: the effectiveness of the implementation plan will be reported to and reviewed by ServiceStream senior management on a six-weekly basis. Our Contract Manager will review monthly, using ICN analytics and an assessment of progress against planned.

8. Frequency of external assessment of subcontractors and supplier performance: subcontractors and suppliers will be required to report using the ICN Analytics platform monthly, with accurate reporting to be a key criterion for progress claim assessment. We will track this reporting monthly and will review discrepancies/anomalies as required to verify the accuracy of subcontractor reporting.

9. Level of use of ICN and other organisations to maximise local supply opportunities

10. Local Jobs First Monitoring Table: in addition to the VMC Reporting platform, we will complete and present the LJF monitoring tables to ICN on a quarterly basis through the Maintenance Services Delivery Phase.

ServiceStream is committed to using the VMC Reporting platform all LJF reporting requirements and will consult with ICN to undertake additional training in the use and functionality of VMC Reporting. We will use the platform to progressively record and track data, monitor and report on employment hours, training and local content figures as mandated in the PPRs. Reporting functionality will include dashboard reporting, including the aggregated performance of subcontractors and suppliers against Local Content commitments.

We will ensure all reporting and monitoring requirements as stated above is written into each supply and subcontract agreement.



10. STATEMENT OF COMPLIANCE

By signing this statement of compliance, you commit to:

- Take all reasonable steps to comply with LJF principles
- Agree to be monitored by the Department or Agency, the Department of Jobs, Precincts and Regions (DJPR), Local Jobs First Commissioner for compliance with LJF commitments as part of overall performance management
- Agree to complete the Statutory Declaration (Attachment F) at practical completion of the project, confirming Local Jobs First outcomes achieved
- Agree to allow DJPR, Local Jobs First Commissioner and ICN to review the Local Jobs First outcomes at the completion of the contract
- Acknowledge that the Local Industry Development Plan shall be centrally recorded by the Victorian Government
- Agree to the Terms and Conditions as set out in Attachment G of this document.

To confirm that you agree to the Statement of Compliance as listed above, please sign below.

Note: If submitting a Local Industry Development Plan online via the Victorian Local Jobs First Management Centre – VMC (www.icn.org.au/icn_vic/vmc) acceptance of the Terms and Conditions must be acknowledged and agreed to prior to submission, therefore no signature is required within the Local Industry Development Plan.

Name:	LENLEASE SERVICES PTY LIMITED (Trading as SERVICE STREAM)
Date:	March 17, 2022



ATTACHMENT A - CONTESTABLE PRODUCTS AND SERVICES

This list provided by ICN is based on the general scope of works for the project. All items must be addressed and where not applicable, indicated as such. As the list of items is not exhaustive, bidders must identify additional input items, addressing their complete bill of materials.

CONTESTABLE ITEMS
asphalt
electrical - cable
electrical - circuit breakers
electrical - conduits
hardware (fasteners, bolts, nuts, screws, rivets)
instrumentation
level sensor
reporting services
SCADA programming
signage
NON CONTESTABLE ITEMS
CCTV inspections
concrete
earthworks / excavation
electrical - general power outlets (GPO)
electrical - switches
labour - civil
labour - electrical
labour - hydraulics
landscaping
mechanical - consumables (filters, belts, etc)
plant and equipment hire
preliminaries and margins
project management
quarry material
site inspections/surveying
testing and commissioning
traffic management



waste disposal



ATTACHMENT B - LOCAL CONTENT COMMITMENTS

This table captures all input items used in your solution, including those identified by ICN in Attachment A. It will inform ICN's assessment on the local content commitments for contestable and non-contestable inputs for the project.

Work Package	Item	Manufacturer	Supplier	Import	Local	Contract Content	ANZ Value Added Activity	# SMEs in Supply Chain	Total # supplier in supply chain
Infrastructure									
Materials	asphalt	Boral	Boral	10.00	90.0000	0.3930	0.3537	0	1
Materials	electrical - cable	Olex	Middys	10.00	90.0000	0.3530	0.3177	0	2
Materials	electrical - conduits	Vinidex	Vinidex	20.00	80.0000	0.2360	0.1888	0	1
Materials	electrical - general power outlets (GPO)	Vinidex	Vinidex	0.00	100.0000	0.2360	0.2360	0	1
Materials	signage	Signorama	Signorama	20.00	80.0000	0.0390	0.0312	0	1
Labour and plant	CCTV inspections	ServiceStream	ServiceStream	0.00	100.0000	0.7800	0.7800	0	1
Materials	concrete	Hanson	Hanson	0.00	100.0000	0.3930	0.3930	0	1
Labour	earthworks / excavation	ServiceStream	ServiceStream	0.00	100.0000	12.3210	12.3210	0	1
Materials	electrical - circuit breakers	Terasaki	NHP	70.00	30.0000	0.3530	0.1059	0	2
Materials	electrical - switches	Clipsal	Middys	70.00	30.0000	0.3140	0.0942	0	2
Materials	hardware (fasteners, bolts, nuts, screws, rivets)	Timken	BSC Frankston	70.00	30.0000	0.1340	0.0402	1	2
Materials	instrumentation	Danfoss (SE Water Spec)	MJK	80.00	20.0000	0.1340	0.0268	0	2
Materials	landscaping	Soilworx	Soilworx	0.00	100.0000	0.8100	0.8100	0	1
Materials	level sensor	Vega	Vega	80.00	20.0000	0.2210	0.0442	0	1
Materials	mechanical - consumables (filters, belts, etc)	BSC Frankston	BSC Frankston	20.00	80.0000	1.7670	1.4136	0	1
Plant and Equipment	plant and equipment hire	Coates	Coates	0.00	100.0000	13.3520	13.3520	0	1
Margins corp overheads	preliminaries and margins	Lendlease	Lendlease	0.00	100.0000	8.0940	8.0940	0	1
Project Management and project overheads	project management	Lendlease	Lendlease	0.00	100.0000	24.7300	24.7300	0	1
Materials	quarry material	Boral	Soilworx	0.00	100.0000	3.5300	3.5300	0	2
Labour	reporting services	Lendlease	Lendlease	0.00	100.0000	0.2700	0.2700	0	1
Labour and Plant	site inspections/surveying	Lendlease	Lendlease	0.00	100.0000	0.2700	0.2700	0	1
Labour and materials	testing and commissioning	Lendlease	Lendlease	0.00	100.0000	0.8600	0.8600	0	1
Labour and plant	traffic management	Lendlease	Lendlease	0.00	100.0000	2.5500	2.5500	0	1
Subcontract	waste disposal	Veolia	Veolia	5.00	95.0000	0.8200	0.7790	0	1
Labour	labour - electrical	Lendlease	Lendlease	0.00	100.0000	6.1300	6.1300	0	1
Labour	labour - civil	Lendlease	Lendlease	0.00	100.0000	12.7200	12.7200	0	1
Labour	labour - hydraulics	Lendlease	Lendlease	0.00	100.0000	7.0000	7.0000	0	1
Labour and Plant	Mobile Cranes	Browns Cranes	Browns Cranes	0.00	100.0000	1.1900	1.1900	0	1



					Total Local Content	100.0000	98.6313	1	34
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ATTACHMENT C - MAJOR PROJECT SKILLS GUARANTEE - ESTIMATED OCCUPATIONAL PROFILE

Please specify what types of apprentices, trainees or cadets are expected to be employed on the project.

Occupation Type	Employment Type	New	Existing/Retained	Estimated Total
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ATTACHMENT D - MONITORING AND REPORTING

A key component of the LJF is ongoing monitoring and reporting on local content achieved throughout project delivery. The Local Content Commitments Monitoring Table, (at a minimum), or VMC are used to demonstrate the LIDP commitments achieved through the project's lifecycle. The monitoring table and a signed Statutory Declaration must be completed by or at practical completion of the project and/or delivery of the goods or services to demonstrate that Local Jobs First outcomes have been achieved through the project. Additional comments may need to be provided to reasonably explain any discrepancies between the expected outcomes from the agreed LIDP to those reported in the monitoring table. The Agency contract manager will request this table and provide it to ICN and the DJPR Office of Industry Participation and Jobs for verification.



ATTACHMENT E - LOCAL CONTENT COMMITMENTS MONITORING TABLE

Complete this table, at contract’s practical completion, to demonstrate that the LIDP outcomes are being achieved throughout the project. Additional comments may need to be provided to reasonably explain any discrepancies between the expected outcomes from the agreed LIDP to the outcomes reported in the monitoring table.

To view, double click on the table below. Alternatively, right click on the table, select worksheet object and open. This will open an Excel spreadsheet with prepopulated formulas. Please note there are two tabs to complete.

			LIDP Commitments							Secured ViPP Outcomes						
Workpackage	Item Description	Manufacturer	Supplier	ANZ value-add activity (%)		Contract content (%) ^(B)	ANZ value-added activity (%) ^(C = A*B)	# SMEs in supply chain ^(D)	Total # suppliers in supply chain ^(E)	% SMEs in supply chain ^(F = D/E)	ANZ value-add activity (%)		Contract Content (%) ^(B)	ANZ value-added activity (%) ^(C = A*B)	# SMEs in supply chain ^(D)	Total # Suppliers in supply chain ^(E)
				Import	Local ^(A)						Import	Local ^(A)				
							I			0%			0%			
							0%			0%				0%		
							0%			0%				0%		

Note: Double click on the above table to complete. Alternatively, right click on the table, select worksheet object and open. The table opens in Microsoft Excel. Please complete the non-coloured cells only. Save all your changes in Excel and close Excel to resume in Word. Please check all formulas and equations before submitting your LIDP. To print the tables, please open them in Excel and print from there.

Employment type	LIDP commitment		Achieved / secured		Progress / Comments
	Created	Retained	Created	Retained	
Apprentices					
Trainees					
Cadets					
Standard Employees					

Note: Double click on the above table to complete. Alternatively, right click on the table, select worksheet object and open. The table opens in Microsoft Excel. Please complete the non-coloured cells only. Save all your changes in Excel and close Excel to resume in Word. Please check all formulas and equations before submitting your LIDP. To print the tables, please open them in Excel and print from there.

**ATTACHMENT F - STATUTORY DECLARATION**

I, _____
[full name]

of _____
[address]

[occupation]

do solemnly and sincerely declare that: -

_____ achieved the Local Jobs First objectives and outcomes relating to local content, employment, skills and technology transfer, and apprentices/trainees/cadets reflected in the Local Jobs First Monitoring Table for

_____ as submitted to
[name and tender number of procurement activity]

_____ on ____/____/_____
[agency]

I acknowledge that this declaration is true and correct, and I make it with the understanding that a person who makes a false declaration is liable to the penalties of perjury.

Declared at _____

this _____ day of _____ 20_____
[to be signed in front of an authorised witness]

Before me,

.....
Signature of person making this declaration

.....
Signature of authorised witness

The authorised witness must print or stamp his or her name, address and title under section 107A of the Evidence (Miscellaneous Provisions) Act 1958 (as of 1 January 2010), (previously Evidence Act 1958), (e.g. Justice of the Peace, Pharmacist, Police Officer, Court Registrar, Bank Manager, Medical Practitioner, Dentist).



ATTACHMENT G - TERMS AND CONDITIONS

In submitting to ICN information relating to your Local Jobs First Policy (LJF or the Policy) Local Industry Development Plan (LIDP), you agree to the following:

Purpose for which information submitted

Before submitting information to ICN relating to your LIDP, you have familiarised yourself with the terms and conditions on which you have submitted your tender to the relevant Government agency. This includes the provisions that relate to the LJF and ICN's role under the Policy.

Accordingly, you are fully aware of the role performed by ICN for the relevant Government agency under the LJF in relation to both your tender and other bidders.

You understand and agree that the purpose for which you have submitted the information in your LIDP to ICN is to enable it to deal with the information in accordance with its role under the LJF.

Authority to perform role

You expressly consent, authorise and permit ICN to do everything reasonably required of it by the relevant Government agency to perform its role under the Policy throughout all stages of the tender process.

You also expressly consent, authorise and permit ICN to do everything reasonably required of it by the relevant Government agency to perform its role under the LJF to report on its outcomes whenever required during the performance of any tender contract or upon completion.

Amongst other things, you understand and agree that while dealing with the information you provide in relation to your LIDP, ICN will compare information provided by all tender respondents in relation to their respective LIDP, assess their relevant merits and report to the relevant Government agency.

You undertake and agree to co-operate with ICN in the performance of its role under the Policy.

Accuracy of information submitted

You acknowledge and agree that regardless of any assistance you may be given by ICN in relation to the preparation of your LIDP, the LIDP you submit for consideration is your document and you are responsible for its content.

You agree and represent that the information submitted by you to ICN in relation to your LIDP has been carefully prepared by you or on your behalf and is complete, current and accurate and is not misleading or deceptive.

You undertake and agree on a continuing basis to make ICN aware of any errors or misrepresentations of fact and of any other matters that it would be important for it to know in consequence of relying upon that information for the purposes of performing its role under the Policy. You also agree to inform ICN of any changes in matters of fact that may have occurred since any information or material was first provided by you.

You agree that upon request from the relevant Government agency, you will provide it or Local Jobs Commissioner with your written confirmation of the truth, accuracy and completeness of all information provided and representations made by you in your LIDP particularly (but without limitation) information which is not capable of independent confirmation and verification from independent sources.

Reliance on accuracy of information

You understand and acknowledge that the relevant Government agency and ICN will be relying upon your representations as to the completeness, currency and accuracy of all information that you submit in relation to your LIDP and that ICN cannot be responsible for nor liable in any way for the consequences of you submitting incomplete or inaccurate information or information that is not current.



Confidentiality of information

In so far as information that you provide in your LIDP is confidential information, ICN undertakes and agrees to keep that information and the LIDP confidential as between ICN, the Government agency responsible for administering the Local Jobs First Policy and the Government agency issuing the tender request.

Submission of information electronically

You are aware there are inherent risks with the transmission of information via the internet. ICN will endeavour to keep secure information that it receives from you that is submitted by you via the Internet, however, you will be assuming all risks associated with the use of ICN's website and any associated databases including the risks of your computer, software or data being damaged by any virus which might be transmitted, downloaded or activated by ICN website and/or the relevant database its contents and your access to it.

Submission of information physically

You are aware there are inherent risks with the transmission of information via the internet. ICN will endeavour to keep secure information that it receives from you that is submitted by you via the Internet, however, you will be assuming all risks associated with the use of ICN's website and any associated databases including the risks of your computer, software or data being damaged by any virus which might be transmitted, downloaded or activated by ICN website and/or the relevant database its contents and your access to it.

Indemnities

You agree to indemnify the relevant Government agency and ICN on a continuing basis and so as to survive the consideration and acceptance of any tender and the term of any agreement including any contract arising from the acceptance of a tender by any Government agency against any action, claim, demand, liability, loss or expense, costs or damage, including legal costs on a solicitor client basis, arising out of the reliance by ICN upon any information, material or documentation provided by you in relation to your LIDP which is incomplete, inaccurate, false or misleading or omits any material particulars or arising from a failure to supply relevant information, documentation or material.

Release

You acknowledge and agree that the Government agency responsible for the Local Jobs First Policy and ICN will not be liable to you in any way or for any reason whatever by reason of a Government agency to whom you submit a tender incorporating your LIDP not awarding you a contract in response to your tender submission and you release the Government agency responsible for the Policy and ICN from any action, claim, demand, liability, loss or expense, costs or damage, including legal costs on a solicitor client basis, arising out of a Government agency not awarding you a contract in response to your tender submission. You further acknowledge and agree that this release may be pleaded as an absolute bar to any proceedings you seek to commence against the Government agency responsible for the Policy and ICN in any capacity whatever.

Schedule 10

Social Procurement Commitment Schedule

1.1 Definitions

In this Schedule 10, the following terms have the following meanings:

Kinaway means Kinaway Chamber of Commerce Victoria Limited (ACN 600 066 199).

Map for Impact means the online map produced by the Victorian Social Enterprise Mapping Project (accessible at <https://mapforimpact.com.au/>), as amended from time to time.

Social Benefit Supplier means a business that operates and has business premises in Victoria and meets one or more of the following criteria: it is a Victorian Social Enterprise; it provides 'supported employment services' as defined in section 7 of the *Disability Services Act 1986* (Cth), and operates and has a business premises in Victoria; or it is a Victorian Aboriginal business and is verified by Supply Nation or Kinaway.

Social or Sustainable Outcome means an outcome listed in Tables 1 and 2 of the Social Procurement Framework.

Social Procurement Commitment means a commitment to deliver a Social or Sustainable Outcome through an individual procurement activity, as identified in the Social Procurement Commitment Schedule.

Social Procurement Commitment Schedule means the plan set out in Attachment 1 to this Schedule 10 (and includes the Social Procurement Commitments).

Social Procurement Framework means Victoria's Social Procurement Framework, as amended from time to time (accessible at <https://www.buyingfor.vic.gov.au/victorias-social-procurement-framework>).

Social Procurement Performance Report means a report submitted by a Industry Partner to the Superintendent, which details the Industry Partner's performance against the Social Procurement Commitments made in the Industry Partner's Social Procurement Commitment Schedule.

Social Traders means Social Traders Limited (ACN 132 665 804).

Supply Nation means Australian Indigenous Minority Supplier Office Limited (trading as Supply Nation) (ACN 134 720 362).

Victorian Aboriginal business means a business that is at least 50 per cent Aboriginal and/or Torres Strait Islander-owned, undertakes commercial activity and operates and has business premises in Victoria.

Victorian Social Enterprise means an organisation that is certified by Social Traders, and operates and has a business premises in Victoria; or is listed on the Map for Impact.

1.2 Social Procurement Commitment Schedule

- (a) The Industry Partner must, in performing its obligations under this Agreement, comply with the Social Procurement Commitment Schedule (including the Social Procurement Commitments).
- (b) The Industry Partner acknowledges and agrees that the Social Procurement Commitment Schedule (including the Social Procurement Commitments) applies during the term of the Agreement, any extensions to the Term and until all of its reporting obligations as set out in clause 1.3 are fulfilled.
- (c) The Industry Partner agrees that the Social Procurement Commitments will bind the Industry Partner in relation to:
 - (i) the Agreement as a whole (or to all of the works specified in the Agreement), including any change of scope during the term of the Agreement; and
 - (ii) all work conducted off site provided that the work has been specified as part of the Agreement.
- (d) The Industry Partner's failure to undertake all reasonable measures to achieve compliance with clause 1.2 to 1.4 may be determined by South East Water to constitute a material breach of this Agreement.
- (e) The Industry Partner must ensure that any sub-contracts entered into by the Industry Partner, or by subcontractors of any tier, in relation to work under the Agreement, contain clauses requiring subcontractors of any tier to:
 - (i) comply with the Social Procurement Commitments to the extent that it applies to work performed under the sub-contract;
 - (ii) provide all necessary information to the Industry Partner so that the Industry Partner can fulfil its reporting obligations under clause 1.3; and
 - (iii) permit South East Water to exercise its verification and inspection rights under clause 1.5

1.3 Reports

- (a) The Industry Partner must submit written Social Procurement Performance Reports to the Superintendent outlining its performance against the Social Procurement Commitment Schedule at least every six months.
- (b) The Social Procurement Performance Report submitted in accordance with clause 1.3(a) must:
 - (i) be in a form satisfactory to South East Water (acting reasonably); and
 - (ii) include all supporting information reasonably required by South East Water to verify the contents of the Social Procurement Performance Report.
- (c) Social Procurement Performance Reports must include:
 - (i) details specifying the Industry Partner's performance in complying with the Social Procurement Commitment Schedule; and

- (ii) any reasons for deviations from the Social Procurement Commitment Schedule.
- (d) In addition to the Social Procurement Performance Reports, the Industry Partner must submit:
 - (i) a final Social Procurement Performance Report within 2 months of the date of Practical Completion or the date the Agreement is completed, whichever is earlier; and
 - (ii) a statutory declaration made by the Industry Partner declaring that the contents of the final Social Procurement Performance Report are true and correct, which must be submitted together with the final Social Procurement Performance Report.
- (e) Where maintenance or ongoing service components form part of the work under the Agreement, the final Social Procurement Performance Report must be submitted at the time at which the primary substance of the work under the Agreement has been practically completed (excluding any ongoing maintenance or service work).

1.4 Verification of Industry Partner's compliance with Social Procurement Compliance Plan

- (a) The Industry Partner agrees that South East Water will have the right to inspect the Industry Partner's records in order to verify compliance with the Social Procurement Commitment Schedule.
- (b) The Industry Partner must:
 - (i) permit South East Water, or its duly authorised representative, from time to time during ordinary business hours and upon reasonable notice, to inspect, verify and make copies at South East Water's expense of all records maintained by the Industry Partner for the purposes of this Agreement at the Industry Partner's premises, or provide copies of those records to the Superintendent at South East Water's request;
 - (ii) permit South East Water, or its duly authorised representative, from time to time to undertake a review of the Industry Partner's performance in accordance with the Social Procurement Commitment Schedule; and
 - (iii) ensure that its employees, agents and subcontractors give all reasonable assistance to any person authorised by South East Water to undertake such audit or inspection as described in clause 1.4(b)(i) and 1.4(b)(ii) above.
- (c) The Industry Partner acknowledges and agrees that South East Water and South East Water's duly authorised representative are authorised to obtain information from any relevant persons, firms or corporations, including third parties, regarding the Industry Partner's compliance with the Social Procurement Commitment Schedule.
- (d) The obligations set out in this clause 1.4 are in addition to and do not derogate from any other obligation under this Agreement.

1.5 Use of Information

- (a) The Industry Partner acknowledges and agrees that the statistical information contained in the Social Procurement Commitment Schedule and the measures of the Industry Partner's compliance with the Social Procurement Commitment Schedule as reported will be:
 - (i) provided by South East Water to the Department of Treasury and Finance; and
 - (ii) considered in the assessment or review of the Industry Partner's eligibility to tender for future Victorian Government Contracts.

1.6 Rectification Plan

Where, in the view of South East Water, the Industry Partner's performance in complying with the Social Procurement Commitment Schedule (including the Social Procurement Commitments) is unsatisfactory, it may require the Industry Partner to develop, discuss with South East Water, and implement a Rectification Plan. Such a rectification plan must be provided by the Industry Partner within 21 days of a request by South East Water and must be based on root cause analysis and detail actions and controls to address the KPI(s) on an ongoing basis.

The Industry Partner must meet with South East Water's Representative on request to discuss its progress towards implementation of the Rectification Plan, updating it as required, until the performance that caused the need for Rectification Plan has been remedied to the satisfaction of South East Water's Representative.

Schedule 10 – Attachment 1

Social Procurement Commitment Schedule

Victorian Government Objective alignment	Maintenance Services Social and Sustainable Objectives	Outcomes Sought	Targets
<p>Opportunities for Victorian Aboriginal people</p> <p>Opportunities for disadvantaged Victorians/Priority Jobseekers</p> <p>Sustainable Victorian social enterprise and Aboriginal business sectors</p>	<p>Employment Opportunities for Aboriginal people in Victoria</p>	<p>Employment of Victorian Aboriginal people by South East Water's suppliers (who are not social benefit suppliers themselves)</p> <p>Direct & indirect spend by South East Water's suppliers with Victorian Aboriginal businesses</p>	<p>SEW target: Minimum 1% of contract delivery workforce to be Aboriginal people across the life of the contract</p> <p>Industry Partner target: Service Stream commit to the two 1% targets relating to opportunities for Aboriginal people in Victoria for the Proposed Contract.</p> <p>SEW target: Minimum 1% of the of the contract value to be directed towards Victorian Aboriginal businesses either directly by the Supplier or indirectly through the Supplier's subcontractors' supply chain</p> <p>Industry Partner target: See above.</p>
<p>Opportunities for Victorians with Disability</p> <p>Opportunities for disadvantaged Victorians/Priority Jobseekers</p> <p>Sustainable Victorian regions (Opportunities for people in regions with entrenched disadvantage)</p>	<p>Opportunities for disadvantaged Victorians</p>	<p>Direct & indirect spend by South East Water's suppliers with Victorian social enterprises</p>	<p>SEW target: Minimum 2% of contract value to be directed towards other social benefit suppliers, e.g., social enterprises and disability enterprises either directly or indirectly through the Principal's subcontractors' supply chain</p> <p>Industry Partner target: Service Stream commits to a minimum 2% spend of the contract value directly or indirectly with Disability Enterprises and/or with Victorian Social Enterprises.</p>
<p>Women's Equality and Safety</p>	<p>Women's Equality and Safety</p>	<p>Adoption of family violence leave by SEW suppliers</p> <p>Gender equality within SEW suppliers</p>	<p>SEW target: Family violence leave policy implemented by the end of the 1st year of contract (if there isn't one)</p> <p>Industry Partner target: Service Stream has a Domestic Violence policy already in place.</p> <p>SEW target: Minimum 20% of the contract delivery workforce to be</p>

			<p>female across the life of the contract</p> <p>Industry Partner target: Current workforce achieves a 6.01% of the total full-time workforce as women. The intent is to adopt a staged approach to engaging more women across all roles, (management, support, supervisory and trade).</p>
<p>Environmentally sustainable outputs</p> <p>Environmentally sustainable business practices</p> <p>Implementation of climate change policy objectives</p>	<p>Environmentally Sustainable Outputs</p>	<p>The use of sustainable resources to manage waste, pollutions, and the use of recyclable materials</p> <p>We understand the requirement to implement such an Assessment by year 1 of the contract. We propose to work with South East Water to further understand what is required in this, and potential future, Assessments. We will likely outsource the development of this Assessment with an appropriately qualified local provider.</p>	<p>SEW target: Life Cycle Assessment (LCA) implemented by Year 1</p> <p>Industry Partner target: Service Stream understand the requirement to implement such an Assessment by year 1 of the contract. The proposal is to work with South East Water to further understand what is required in this, and potential future assessments. Service Stream to engage a LCA certified practitioner to complete an Environmental Life Cycle Assessment of the assets in the Scope, their supply chains and end of life options.</p>

Schedule 11

Modern Slavery Requirements

1. MODERN SLAVERY

1.1 Compliance with Modern Slavery Laws

Throughout the Term, the Industry Partner must:

- (a) comply with Modern Slavery Legislation, and must not directly or indirectly use child, forced or involuntary labour in any form or in any way be associated with slavery or human trafficking.
- (b) maintain policies and procedures to ensure it complies with Modern Slavery Legislation and implement a system of training for its Service Personnel.
- (c) if required, promptly complete the South East Water's Modern Slavery due diligence questionnaire (not more than once annually).

1.2 Due diligence

The Industry Partner represents and warrants to South East Water that:

- (d) its Modern Slavery due diligence questionnaire is complete and accurate;
- (e) neither the Industry Partner nor any of its Service Personnel have been convicted of any offence involving Modern Slavery; and
- (f) to the best of the Industry Partner's knowledge, neither the Supplier nor any of its Personnel have been or are the subject of any investigation, inquiry or proceedings by any Governmental Agency regarding any offence or alleged offence of or in connection with Modern Slavery.

1.3 Reporting

- (g) The Supplier must notify South East Water in writing as soon as practicable upon becoming aware of either any breach or suspected breach of this Schedule or any actual or suspected Modern Slavery in a supply chain which has a connection with this Agreement.
- (h) If required by the South East Water, the Supplier must provide to South East Water (on each anniversary of the Commencement Date), an annual Modern Slavery report setting out the steps it has taken to ensure that Modern Slavery is not taking place in any of its supply chains or in any part of its business.
- (i) The South East Water must take all steps to remedy any non-compliance with this Schedule including ensuring that Modern Slavery will not reoccur.

Schedule 12

Working for Victoria

1.1 Definitions

In this Schedule 12, the following terms have the following meanings:

Employee means any person employed by the Industry Partner where that person is employed: during the term of this Agreement; and through the Working for Victoria platform.

In the First Instance has the meaning given in clause 1.2(d) and includes compliance by the Industry Partner with its obligations under this Schedule 12.

Working for Victoria means the Working for Victoria initiative implemented by the Victorian Government, as amended from time to time, accessible at <https://www.vic.gov.au/workingforvictoria>.

Working for Victoria platform means the online platform used by the Victorian Government to assist businesses to employ Victorian jobseekers, including people who have lost their jobs as a result of coronavirus (COVID-19). The platform provides access to a labour pool and recruitment services including jobs matching. Access the Working for Victoria platform at <https://www.vic.gov.au/workingforvictoria>.

1.2 Sourcing new employees

- (a) If, at any time during the term of this Agreement, the Industry Partner needs to employ new employees to perform work relating the Industry Partner's obligations under this Agreement, such employees must, In the First Instance, be sourced from a pool of jobseekers who have registered on the Working for Victoria platform.
- (b) To satisfy its obligations to source new employees from a pool of jobseekers on the Working for Victoria platform In the First Instance, the Industry Partner must, prior to advertising the job opportunity elsewhere, or recruiting or employing from sources which are not the Working for Victoria platform:
 - (i) maintain an open job opportunity on the Working for Victoria platform for a minimum of five consecutive Business Days, or until a suitable jobseeker is identified and an offer is made to an Employee, whichever period is shorter; and
 - (ii) either employ through the Industry Partner's normal recruitment procedures, any suitable jobseekers sourced from the Working for Victoria platform as Employees or determine (acting reasonably) that no jobseekers from the Working for Victoria platform who applied for the job opportunity are suitable for the work.
- (c) The Industry Partner must ensure that any subcontracts entered into by the Industry Partner, or by Subcontractors of any tier, in relation to work under the Agreement, contain clauses requiring Subcontractors of any tier to:

- (i) recruit new employees from a pool of jobseekers sourced from the Working for Victoria platform In the First Instance, when the Subcontractor requires new employees, to the extent that it applies to work performed under the subcontract;
 - (ii) comply with this Schedule 12 as if references the Industry Partner were references to the Subcontractor;
 - (iii) provide all necessary information to the Industry Partner so that the Industry Partner can fulfil its reporting obligations under this Schedule 12; and
 - (iv) permit South East Water to exercise its verification and inspection rights under clause 1.4.
- (d) The Industry Partner acknowledges and agrees that:
 - (i) its obligations under this Schedule 12 apply during the term of this Agreement, any extensions to the term and until all of its reporting obligations as set out in clause 1.3 are fulfilled;
 - (ii) posting a job opportunity on the Working for Victoria platform is not a reflection on the qualifications, suitability or experience of jobseekers or Employees, or the Victorian Government's or South East Water's views of jobseekers or Employees;
 - (iii) the Victorian Government and South East Water do not make any guarantees, warranties, representations or endorsements regarding the qualifications, suitability or experience of jobseekers or Employees from the Working for Victoria platform, or the quality or type work or services performed by an Employee selected from the Working for Victoria platform;
 - (iv) it is its responsibility alone to verify the qualifications, suitability and experience of jobseekers to undertake the work or services required of the jobseeker;
 - (v) it is its responsibility alone to enter into an employment relationship with each Employee selected from the Working for Victoria platform and to supervise that Employee. Neither the Victorian Government or South East Water will be a party to any legal relationship (including but not limited to an employment relationship) with any Employee by virtue of the Working for Victoria platform or this Agreement; and
 - (vi) the Employee will be paid an amount no less than the applicable award rate, or the site rate, whichever is higher.

1.3 Reporting

- (a) The Industry Partner must prepare and maintain records demonstrating its compliance with Working for Victoria and this clause 1.3.
- (b) The Industry Partner must provide to South East Water:

- (i) quarterly reports demonstrating its progress towards implementing Working for Victoria, or provide an explanation why employees were not sourced from Working for Victoria; and
 - (ii) a final report demonstrating its progress towards implementing Working for Victoria prior to or at the Date of Practical Completion, or provide an explanation why employees were not sourced from Working for Victoria.
- (c) The Industry Partner must ensure that such reporting and other related information is accurate, complete and:
 - (i) in a form satisfactory to South East Water (acting reasonably);
 - (ii) provided to the Superintendent at the end of the following months: September, December, March and June; and
 - (iii) includes all supporting information reasonably required by South East Water to verify the contents of such reporting.

1.4 Verification of Industry Partner's compliance with Working for Victoria

- (a) The Industry Partner agrees that South East Water will have the right to inspect its records in order to verify compliance with Working for Victoria and this Schedule 12.
- (b) The Industry Partner must:
 - (i) permit South East Water, or its duly authorised representative, from time to time during ordinary business hours and upon reasonable notice, to inspect, verify and make copies at South East Water's expense of all records maintained by the Industry Partner for the purposes of this Agreement at the Industry Partner's premises, or provide copies of those records to the Superintendent at South East Water's request;
 - (ii) permit South East Water, or its duly authorised representative, from time to time to undertake a review of the Industry Partner's performance in accordance with this Schedule 12; and
 - (iii) ensure that its employees, agents and Subcontractors give all reasonable assistance to any person authorised by South East Water or the Department to undertake such audit or inspection as described in clause 1.4(b)(i) and 1.4(b)(ii) above.
- (c) The Industry Partner acknowledges and agrees that South East Water and South East Water's duly authorised representative are authorised to obtain information from any relevant persons, firms or corporations, including third parties, regarding the Industry Partner's compliance with Working for Victoria.
- (d) The obligations set out in this clause 1.4 are in addition to and do not derogate from any other obligation under this Agreement.

1.5 Use for information

- (a) The Industry Partner acknowledges and agrees that the statistical information contained in the reports demonstrating its compliance with implementing Working for Victoria:
 - (i) will be provided by South East Water to the department of which it is a portfolio member;
 - (ii) will be shared between the department and other government departments for combined reporting purposes; and
 - (iii) may be disclosed in the circumstances authorised or permitted under the terms of this Agreement, in accordance with Victorian Government policy, or as otherwise required by Law.
- (b) The Industry Partner agrees and acknowledges that all information accessed by it through the Working for Victoria platform is subject to the terms and conditions of that platform, and it is a condition of this Agreement that the Industry Partner complies with those terms and conditions.