

# South East Water

## SEW-PC-2101 Operating Valve, Shutting Down, Recharging a Main Service Stream

### 1. Intent

This document outlines the procedure for operating a valve to shut down or recharge a water-main.

### 2. Scope

The scope of this procedure applies to the South East Water contract of Service Stream's Services business (Service Stream). This applies to all employees and subcontractors performing water maintenance activities.

### 3. Responsibilities

#### 3.1. Contract Manager

- Ensure that all appropriate actions are taken to implement this procedure.
- Ensure that training and facilities are available to enable training to be carried out at the required level and frequency.
- Provide a visible commitment to the Service delivery by undertaking regular on-site visits and participating in checking on-site conditions.
- Ensure that all tools, equipment, Safety gear, PPE, Materials, procedures and Supervision as required are available to safely and successfully execute the works.

#### 3.2. Supervisor/Operations Manager

- Arrange appropriate training for employees under their control.
- Ensure the Procedure and SWMS are updated when new hazards are identified or there is a change in the process.
- Ensure Sub-contractors have access to and are following the Procedures, SWMS's, Checklists and other associated documentation to comply with Service Stream / South East Water's requirements.
- Ensure that if the water main is 225mm diameter or above, that permission has been granted by SEW NOCC Room for emergency situations and approval of OCCP for notified shutdowns.
- Ensure as required, permits, notifications and planning has been established for the works
- Ensure all appropriate Hazard controls are implemented by a competent person, including for works that may occur within private properties.

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### 3.3. Water Maintenance Worker

- Ensure all required permits, Pre-Start Checklist, and associated documents are completed correctly and signed onto by all personnel who are or have been on site.
- Ensure all of the required safety equipment/ PPE for the task is used.
- Report any defective equipment.
- Notify the Responsible Supervisor/ Shutdown Manager immediately of all issues, incidences or on site operational concerns raised in relation to the site or works being done.
- Raise any observations for improvement to equipment or procedures used to do the task.
- Present themselves for training when required
- Ensure a system of communication to call for assistance is established.
- Maintain any safety requirements being implemented.

## 4. Procedure

Refer to flowchart

## 5. Records

Records are maintained in South East Water's Montage system

## 6. References

SEW-PC-2102 Notification for planned shutdown of water supply

## 7. Supporting Tools

Not Applicable.

## 8. Escalation

Escalation of an incident is essential to ensure that Service Stream management are aware of any developing issues that may relate to the welfare of Service Stream workers, or that have the potential to cause interruption to water and sewerage services. Service Stream management shall keep South East Water informed of developing issues which may impact on their business.

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Supervisors shall investigate incidents and provide sufficient information to the relevant Operations Manager or Duty Manager as appropriate, in order that they make informed decisions on whether escalation is required. Where there is media presence on site, both the Service Stream Operations Manager or delegate and South East Water Duty Officer shall be informed immediately by the appropriate Supervisor or Service Stream Duty Manager. All details shall be recorded by the relevant Operations Manager.

You must also escalate notification where any of the following apply.

INCIDENTS	SIGNIFICANT EVENT
<p>Any circumstance which causes or is likely to cause any of the following is classified as an incident and SEW should be notified via Operations Manager or Duty Manager.</p> <ol style="list-style-type: none"> <li>(1) Threat to life</li> <li>(2) Threat to health and safety</li> <li>(3) Threat to the environment</li> <li>(4) Threat to SEW's systems</li> <li>(5) Threat to public or private property</li> <li>(6) Creation of need for urgent action under statute or legislation</li> <li>(7) Interruption of service to key customers</li> <li>(8) Media presence on site. (Note: All media contact to be carried out through SEW and Service Stream)</li> </ol> <p>Examples</p> <ol style="list-style-type: none"> <li>(1) Burst water main impacting on major customer / shopping centre</li> <li>(2) Minor to serious injury</li> <li>(3) Minor collection sewer failure</li> <li>(4) Detection of abnormal levels of hazardous substances in sewerage system</li> <li>(5) Power outage &gt; 30 min.</li> <li>(6) Minor building or property damage</li> <li>(7) Theft of property</li> </ol>	<p>If the job meets any of the following criteria, the Job is classified as a significant event and the Operations Manager or Duty Manager is to be notified immediately and in turn <b>the Operations Manager or Duty Manager must notify SEW immediately.</b></p> <ol style="list-style-type: none"> <li>(1) Burst water main 225mm or greater</li> <li>(2) Interruption to supply likely to exceed 5 hours</li> <li>(3) Interruption to water supply affecting more than 250 customers</li> <li>(4) Leak on a single feed that has the capacity to threaten the loss of water supply to a community or major customer.</li> <li>(5) Significant accident or incident</li> <li>(6) Burst or leaking sewer rising main.</li> <li>(7) Sewer spillage inside dwelling or business.</li> <li>(10) EPA on site, any environmental incident such as sewer spill must be notified to the Supervisor. For Sewer spill complete form SF-0010C Standard Incident Investigation.</li> <li>(11) You are unable to charge to a high point due to no hydrant</li> </ol>

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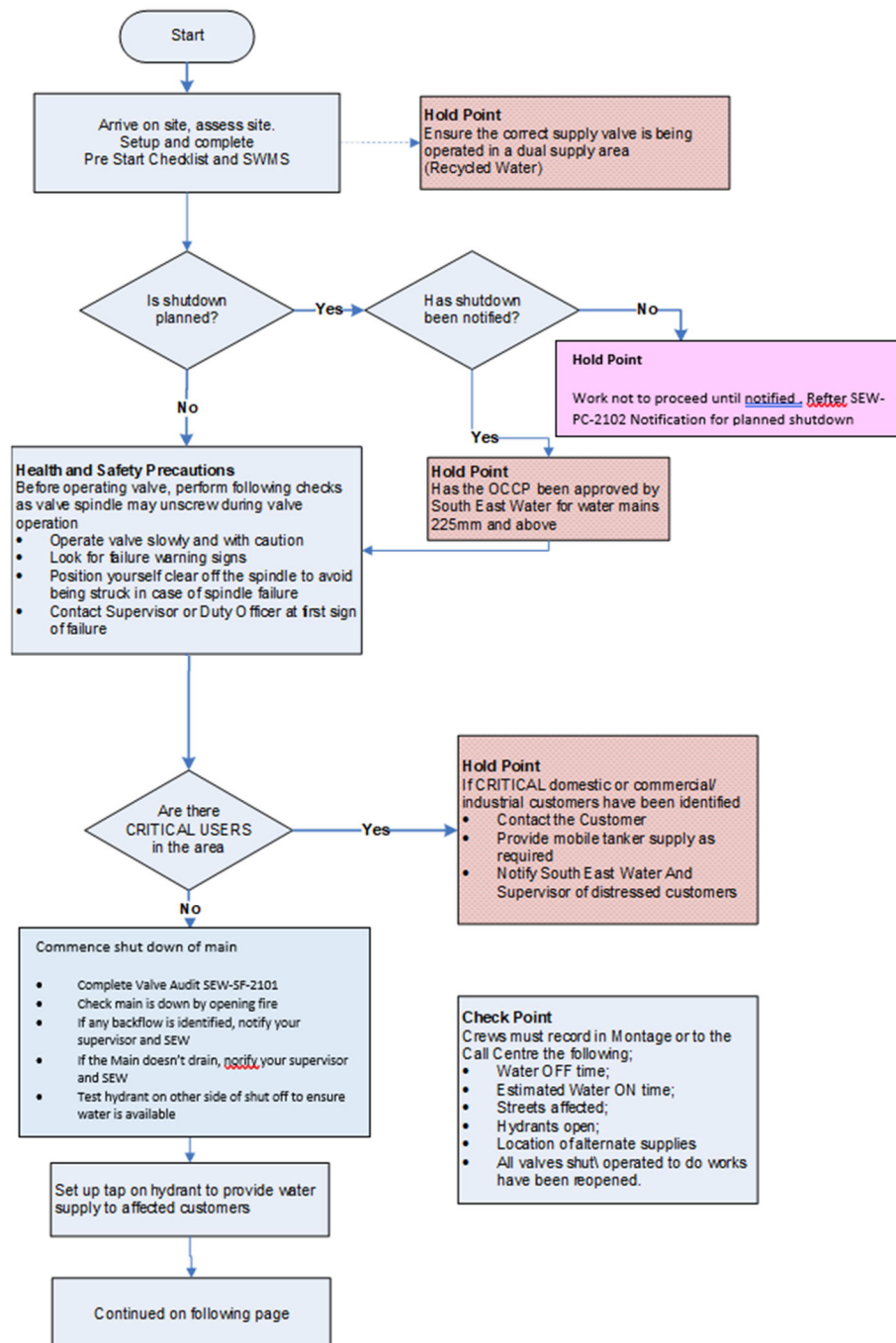
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### 9. Version

Version	Changes	Revision date	Revision by
00	Initial Issue	02/09/2022	Michael Spicer

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## 10. Flowchart



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