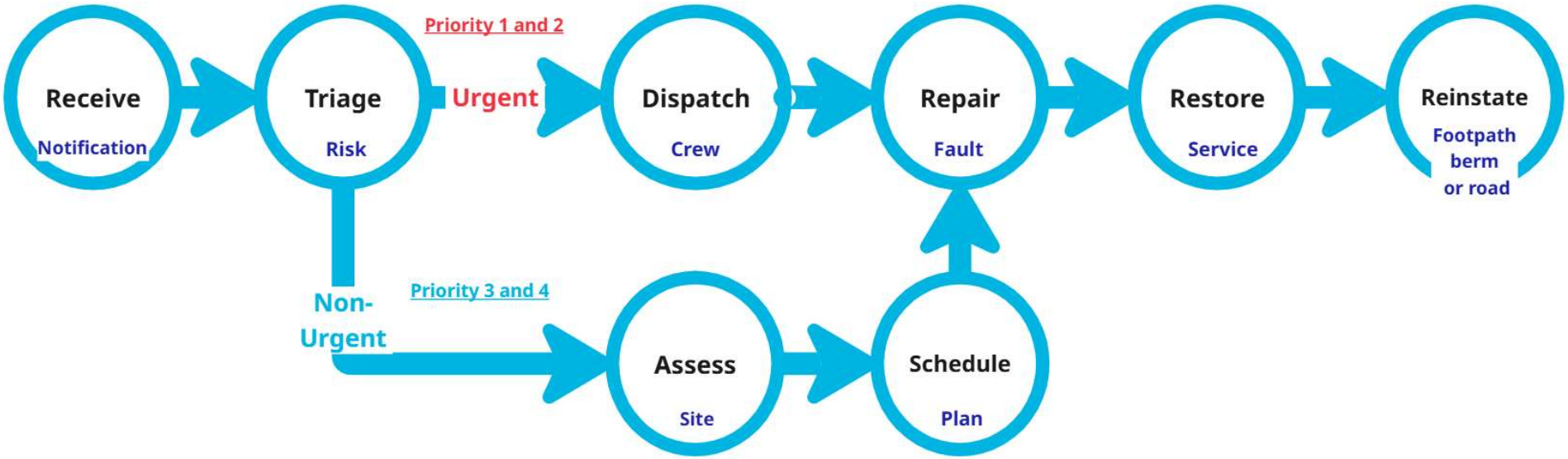
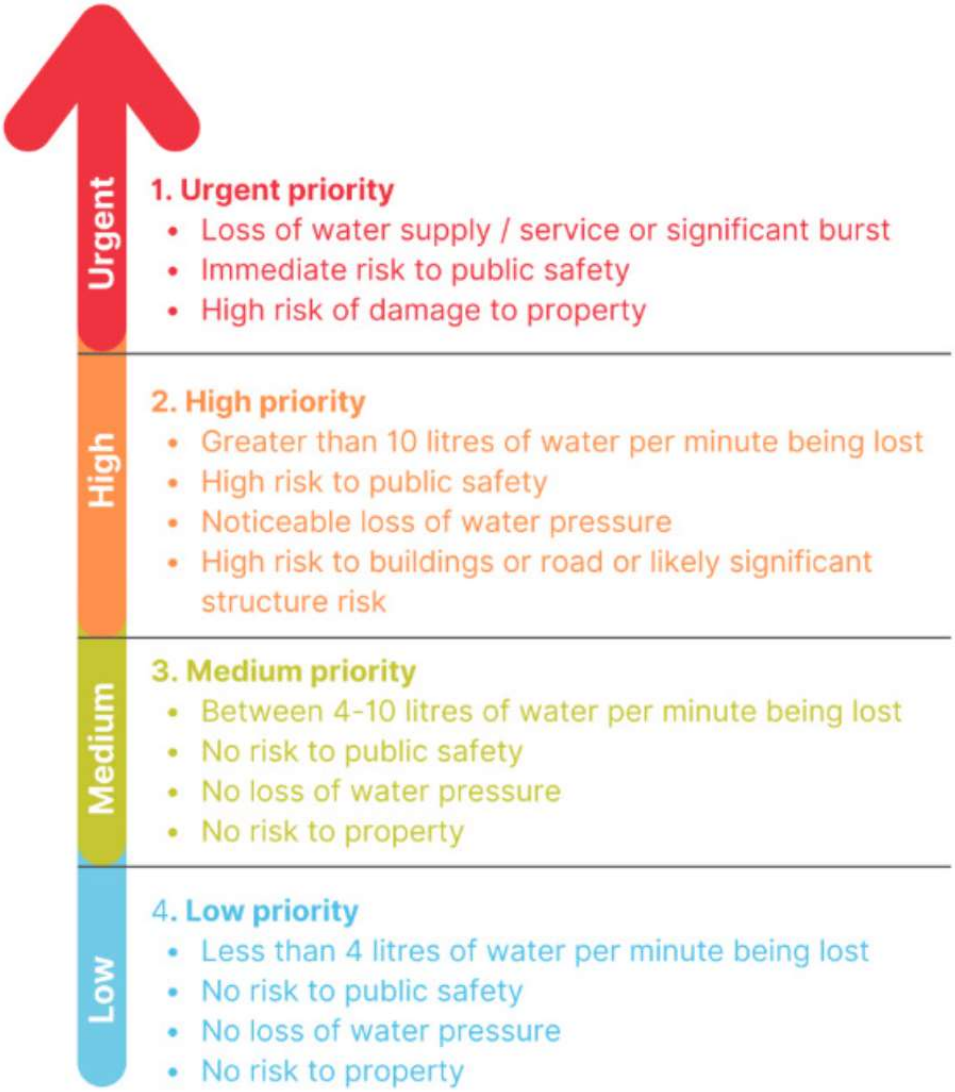
Fault management process



Fault management process

Prioritisation Framework



Fault management process

Process steps

RECEIVE

Wellington Water receive fault notifications for the drinking water, wastewater and stormwater networks from:

i. Customers reporting faults to council - by phone or online form.
ii. Wellington Water staff detecting faults.

Customers who report faults will receive text messages as we progress through our repair process.

TRIAGE

We triage faults as urgent or non-urgent. We do this by assessing the priority, complexity and location of the fault and its impact on:

- Our customers,
- Public health and safety,
- Service (i.e. schools, hospitals, roading)
- Property and the environment.

When a customer reports a fault during business hours, Wellington Waters' customer care team call them to gain more information about the fault. After hours, our customer contact is restricted to Priority 1 faults.

DISPATCH (Urgent faults)

We dispatch a response team as quickly as possible to inspect the fault and begin the repair. After hours, our response teams attend priority 1 faults as resources allow.

If there is widespread impact or significant risk, we escalate our response through our incident management process.

ASSESS (Non urgent faults)

During business hours, we review non-urgent faults and arrange a site assessment.

Site assessments allow our staff to assess the site and the fault, identify equipment and skills required, identify and plan for traffic, obtain necessary service plans and permits.
When a fault is under or close to a road or other utility service, we need to obtain permission from utility providers and the road controlling authority before we can dig to investigate and repair. This includes approval of traffic management plans. In some situations, we need to obtain resource consent or negotiate an access agreement with a landowner, before we can commence our work.

Where a job is complex due to its location or health and safety risks, we undertake a risk assessment to ensure we keep the community and our team safe, prior to any work commencing.

If we need to turn water off, one of our team will contact customers in the affected area. Customers can be directly informed of outages in their area, by signing up to receive water off notifications.
If you or someone at your property depends on water for critical medical support, please contact us.

Fault management process

SCHEDULE (Non urgent faults)

Water supply network - our scheduling team prepare job information, batch jobs, arrange permits and traffic approvals and assign these jobs to team leads.

Wastewater and stormwater faults are scheduled and managed by our Drainage team.

REPAIR (Urgent and Non urgent faults)

Our response teams inspect and repair the fault. Once complete, we send a text message to notify the customer who reported the fault, that the fault repair job has been completed.

External services may be arranged to support our response team. These include specialist resources, supporting customers and businesses impacted by the fault, obtaining permission to dig in the road, footpath or berm, organising on site supervision or permits with electricity or gas utilities, coordinating with Metlink, council parking and noise control.

Where there is a disruption to water supply for an extended period, or the number of houses impacted is high, we may provide onsite water supply to customers.

RESTORE (Urgent and Non urgent faults)

We restore the service and temporarily seal the excavated area with a quick set material, to make it safe for vehicles and pedestrians.

REINSTATE* (Urgent and Non urgent faults)

Our re-instatement team permanently reinstates the site according to council specifications and appropriate materials (i.e. reinstates road or driveway surfaces).

[*Reinstatement: stabilising and restoring an excavated surface to a condition that meets council specifications, after works have been carried out].