

Document Owner: Manager Customer Planning

Investigate Pressure Flow Problems - Maintenance Procedure

Procedures for responding to a customer call related to pressure and flow problems with the service connection.

Health & Safety and Operational Information

Hazard Indicators



Personal Protection



Health and Safety Information

- Health and Safety documentation.
- Generic Traffic Management Plans or site-specific Traffic Management plan.

Operation's & Maintenance Documentation

- Corridor Access Requests (CAR) and WAP Permits (site specific or generic/global)
- Service plans (B4uDig)
- Design drawings
- Site plans or GIS plans
- Notification Calling Cards

Customer Information (Confidential)

- Vulnerable customers (DHB supplied list)
- Priority customers (Wellington Water Limited)

Priority Customer Categories

- Schools and Child Care
- Commercial premises
- Hospitals
- Retirement Homes/Villages
- Corrections Facilities
- Military Installations
- Oil and Gas Facilities

Emergency Procedure / Escalation

Emergency

- In event of service strike to utility/energy source (e.g. fuel, Gas, Power, Water etc.) report immediately to team leader
- Make "Site Safe" and isolate risks to people or property with resources at hand

Escalate if extra resources required or problems occur!

- Escalate to Team Leader and inform of the issues faced and/or expected resources required if necessary.

Additional Documentation

Required Skills, Competencies (Qualifications and/or Certifications)

Competent persons only

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Standard Operating Procedure

Required Equipment

Equipment and Information	Details
Fully Equipped Vehicle	Ensure vehicle, plant, equipment and materials appropriate to the day's work schedule is available
Equipment	Pressure and flowmeters FAC Testing Equipment
Calling Cards	Customer Calling Card / Notification letter drop cards
Vulnerable & Priority Lists (Confidential)	Ensure you have access to the Vulnerable & Priority Lists

Prepare to do the work

Action	Action Details
Pre Start Process	Complete the Daily Pre Start - Planning Reactive Maintenance
Compliance	Traffic Management Plan - Where required, TMP to be in place prior to work starting. TMP to be accessible on site.
Site plans	Location plans for the service connection and associated supporting assets

Perform the work

Action	Trade	Action Details
Maintenance	Serviceperson	Undertake all tasks required in the Pre-Start - Planning for Reactive Maintenance. Implement TMP. Update if required to suit site conditions
Inspection	Serviceperson	Ensure that toby connection is fully open.
Private Land	Serviceperson	Attempt to contact customer prior to undertaking investigation. If contactable inform of situation and seek access approval prior to commencing works
Private Land	Serviceperson	If you are accessing private land to undertake investigation and repairs ensure you are safe and that there are no Dangerous dogs / animals or other dangers on entering the property. If you have had to access the land without permission, please ensure you leave a calling card to explain the access reason.
Test	Serviceperson	Check flow/pressure at front tap to establish if it meets the required performance If flow and pressure meet required levels close work order as per Reactive Maintenance - Generic Maintenance Procedures
Test	Serviceperson	If these do not meet expected levels, check for variance with pressure and flow at the neighbouring properties to ascertain whether there may be a network pressure or flow problem.
Maintenance	Serviceperson	Conduct pressure and flow trace from network to connection. Trace back from the property to the network connection point.
Report	Serviceperson	If fault is located on the property owner's assets, inform the property owner / tenant of the issue. Complete Customer Calling Card / Notification letter drop cards. Explain activities undertaken in their absence explaining the situation if the owner / tenant is unavailable.
Maintenance	Serviceperson	If WWL asset is at fault, identify fault location, undertake repair or replacement of the affected assets. If connection pipe at fault utilise Mains and Connections Pipe Repair SOP If toby utilise Toby and Toby Box Repair SOP If meter utilise Water Meter Repair SOP

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Maintenance	Serviceperson	If found to be a network issue, check network valves are set to the correct position, check flow/pressure on adjacent hydrants.
Record	Serviceperson	Collect water sample for chlorine residual (FAC) from external tap. - Take after 2 or 3 minutes of flushing and clear water is flowing. Record the test results in the work order meters section on the Ipad. Assume using an onsite chlorine tester
Maintenance	Serviceperson	Undertake appropriate SOP in respect to the Network fault identified e.g., Mains and Connections Pipe Repair SOP.
Maintenance	Serviceperson	Carry out reinstatement to ground level if no additional reinstatement required close work order as per standard Generic Reactive Maintenance Process
As Built	Serviceperson	As Built - New / Change / Decom (Reticulation or Utilities) Process Complete the appropriate form for update of the asset data
Maintenance	Serviceperson	If further reinstatement required create new work order for the task as per Generate child work order process
Contact Card	Serviceperson	Customer Calling Card / Notification letter drop cards. Explain activities undertaken in their absence
Contact Customer	Serviceperson	Call customer. Explain activities undertaken and ask they advise if issue persists
Closure	Serviceperson	Carry out work order closure procedures as per Reactive Maintenance - Generic Maintenance Procedures