

Document Owner: Manager Delivery Planning

Daily Pre-start Reactive Maintenance

Pre commencement procedures for implementation of planned maintenance works on all networks. This includes Potable Water distribution, Waste and Storm Water collection infrastructure.

Health & Safety and Operational Information

Hazard Indicators



Personal Protection



Health and Safety Information

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Operation's & Maintenance Documentation

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Customer Information

- Confidential List of Blow Back at-risk customers (WWL)
- Confidential List of Vulnerable customers (DHB supplied list)
- Confidential List of Priority customers (WWL)

Priority Customer Categories

- Schools
- Commercial premises
- Hospitals
- Old People's Homes
- Prisons
- Military Installations
- Oil Refinery

WWL to provide full list!

Emergency Procedure / Escalation

REPORT If on arrival to site a serious issue is discovered make site safe / isolate any identified risks to people or property etc. as required with the resources at hand and then immediately escalate to Team Leader providing appropriate information in respect to the scale and expected resources required to undertake repairs and /or resolve the issues discovered.

Additional Documentation

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Required Skills, Competencies (Qualifications and/or Certifications)

Competent persons only.

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Standard Operating Procedure

Required Equipment

Equipment and Information	Details
Service Vehicle	Ute, Small truck, Large Truck
Standard Water Toolset	Ute Kit, Small Truck Kit, Large Truck Kit
Water Materials Set	Pipes, Valves, Coupling and Joints
Water Sterilisation Kit	Disinfection and Chlorination equipment kits
Sampling Kits	Appropriate water sampling kits and associated equipment (Chlorine – FAC Testing, Turbidity, pH, and E. coli)
Meters	Ensure all meters and instrumentation appropriate to the tasks to be undertaken are available. (Pressure and Flow meters etc.)
Traffic Management Setup	Standard Cones, Signs et., to enable site set up to meet expected Traffic Management Plan requirements for the day
PPE	Correct PPE in relation to work/task programme to be completed is available
Documentation	Access to appropriate operations manuals, schematics, plans, design drawings and maintenance manuals are available to support task implementation.
Specialist Equipment	Ensure specialist equipment required is available for utilisation.

Prepare to do the work

Action	Action Details
Synchronise iPad	Sync iPad and review all allocated work order. Check Priority, work content and locations of all allocated works.
Review and prioritise work	Check Priority, work content and geographical locations for all allocated works. Plan work programme / route for the day ahead.
Traffic Management	Generic Traffic Management Plans and Site-Specific plans are available. Confirm that site specific traffic management plans and resources are allocated to enable task completion
Notifications	Confirm with supervisor (If required) that all appropriate notifications to affected customers have been completed prior to implementation of the planned works
Alternate Service	Confirm that where required alternate service provision has been arranged for affected customers or if required the ability to provide alternate service by the maintenance crew is available.
Supporting Documentation	Review all works to ensure where appropriate supporting documentation is available (before you dig, design drawings, site plans, equipment manuals etc). If working remotely download documentation and maps if required. Use Remote Working Procedure
Risk Assessment - Daily	Complete daily site Risk assessment(s) ensuring fitness to tasks to be undertaken during the day (Toolbox meeting)
Brief Crew	If required brief the crew on the tasks for the day. Seek input on all aspects of the works to be undertaken and adjust plans to accommodate recommendations if appropriate
Plant & Equipment	Check to ensure all appropriate equipment is available for the day and is loaded onto vehicle.
Materials	Check stocks are adequate to enable days programmed & expected job to be completed
T/L Task	Confirm crew staffing and availability for the day to the Hub / Supervisor as appropriate
PPE	Review PPE (Icons) required to undertake task and ensure correct PPE is available
Hazard Identification	Review Hazards (Icons) which will be encountered in undertaking the required maintenance task(s) Ensure resources to mitigate hazards are available

Perform the work

Action	Trade	Action Details
Task Specific Works Process	Licensed Operator	Implement the appropriate SOP for the maintenance works to be undertaken.
Closure	Licensed Operator	Carry out work order closure procedures as per Generic Planned Maintenance Process
Contact Card	Licensed Operator	Customer Calling Card / Notification letter drop cards. Explain activities undertaken in their absence. Provide an estimated date timeframe for when further activities will be undertaken if required.