

Document Owner: NMT Operational Training and Development Lead

Flushing Drainage Pipes

1/3

Procedures for implementation of pipe flushing of a section of either the Wastewater or Storm water network due to unforeseen circumstances. This does not cover undertaking the physical works required to restore service when the network has encountered a failure discovered whilst undertaking the flushing works.

Health & Safety and Operational Information

Hazard Indicators



Personal Protection



Health and Safety Information

- Living Safely Manual
- Generic Traffic Management Plans or site-specific Traffic Management plan
- Hazardous Waste
- Confined Space Entry
- RCP
- The Knowledge Base/Know How

Operation's & Maintenance Documentation

- Corridor Access Requests (CAR) and WAP Permits (site specific or generic/global)
- Site plans/GIS Maps
- Notification Calling Cards (Vulnerable Customers)

Customer Information (Confidential)

- Blow Back at risk customers (NMT)
- Priority customers (from Priority customers list)

Priority Customer Categories

- Vulnerable Customers
- Schools
- Hospitals
- Retirement Homes/Villages
- Prisons
- Military Installations

Emergency Procedure / Escalation

Emergency

- In event of blow back (if known);
 - o Crew to ring the Hub/After Hours Incident Communication person to organise Chem-Dry for clean up if necessary.
 - o Crew to escalate to Team Leaders or on-call escalation Team Leader to inform SDM who will inform Resolution Team.

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.

N/A

Additional Documentation

Required Skills, Competencies (Qualifications and/or Certifications)

Competent Flusher Operator only

Document Owner: NMT Operational Training and Development Lead

Flushing Drainage Pipes

2/3

Standard Operating Procedure

Required Equipment

Equipment and Information	Details
Fully Equipped Vehicle	Ensure vehicle, plant, equipment and materials appropriate to the work schedule is available
Notification	Communicate with vulnerable Customers
Blow Back List	Blow Back at risk customers list
Specialist Equipment	Sucker truck with full equipment compliment, Water Jetting Equipment

Prepare to do the work

Action	Action Details
Pre Start Process	Complete the Daily Pre Start - Planning Reactive Maintenance Complete RCP
Compliance	Traffic Management Plan - Where required, TMP to be in place prior to work starting. TMP to be accessible on site.
Identify extent of network to be flushed and associated flushing access points	Identify access manholes to be utilised to flush network. Utilise the iPad embedded GIS to locate all network manholes. Check Blow Back at risk customers list If required trace flow restrictions / blockages downstream to open free flowing network and upstream to determine extent of backflow and pipes to be flushed.
Pre flushing notification.	Check affected Network service area against current Blow Back list. On notification, identify if any alternate service requirements are required for Vulnerable and Priority Customers.
Assess activity impact	Identify areas to be protected from potential pollutants and run off.

Perform the work

Action	Trade	Action Details
Maintenance	Competent Serviceperson	Undertake all tasks required in the Pre-Start - Planning for Maintenance.
Maintenance	Competent Serviceperson	If reactive flushing is due to an overflow event in the wastewater network. Overflows are a higher priority than the blockage, so eliminate or manage the overflow prior to undertaking the flushing maintenance activity. Apply the Wastewater Overflow SOP.
Health & Safety	Competent Serviceperson	If manhole entry is required undertake procedure in accordance with Confined Space Access SOP
Maintenance	Competent Serviceperson	Check flow at upstream & downstream openings and compare.
Maintenance	Competent Serviceperson	Install debris trap in downstream manhole
Maintenance	Competent Serviceperson	Jet flush as required to ensure flow.
Maintenance	Competent Serviceperson	Flush the pipes until adequate downstream flow is observed and all debris (Silt, Fats and other residues etc.) are believed to have been removed.
Maintenance	Competent Serviceperson	Log Service Resolved status on Ipad. Synchronise Ipad
Maintenance	Competent Serviceperson	All possible effluent and sludge shall be removed from the site.
Health & Safety	Competent Serviceperson	Contamination the affected area thoroughly disinfected with Jeyes Fluid, Liquid Chlorine and hydrated lime (as most suitable) for odour.

Document Owner: NMT Operational Training and Development Lead

Flushing Drainage Pipes

3/3

Action	Trade	Action Details
Inspection	Competent Serviceperson	Where appropriate, perform a CCTV inspection from downstream manhole to determine cause of flushing requirement (especially to identify tree roots). If CCTV utilised apply CCTV Pipe Inspection SOP
Maintenance	Competent Serviceperson	On completion of activity, check all access points. Confirm in work log that all affected manholes and access points have been closed and secured.
Inspection	Competent Serviceperson	A visual inspection of the site must be carried out to ensure NO effluent or sludge remains.
Record	Competent Serviceperson	If additional maintenance is uncovered during flushing works raise a reactive work order to ensure this work is logged for completion.
Communicate	Competent Serviceperson	Deliver calling card for vulnerable customers if no one is home post flushing.
Closure	Competent Serviceperson	Carry out work order closure procedures as per maximo.

Drainage Blow Back Vulnerable List March - 2026

Address	Council	Depot
22 Forres St, Seatoun, Wellington	WCC	Rongotai
87 Darlington Rd, Miramar, Wellington	WCC	Rongotai
27 Nottingham St, Karori, Wellington	WCC	Rongotai
29 & 35 & 35A Miro St, Miramar, Wellington	WCC	Rongotai
41 Aparima Ave, Miramar, Wellington	WCC	Rongotai
55 Laings Rd, Hut Central, Lower Hutt	HCC	Pomare
49 Pikarere St, Titahi Bay, Porirua	PCC	Porirua
16 Whenua View, Titahi Bay, Porirua	PCC	Porirua
9 Dimock St, Titahi Bay, Porirua	PCC	Porirua
50 Dimock St, Titahi Bay, Porirua	PCC	Porirua
35a Warspite Ave, Cannons Creek, Porirua	PCC	Porirua
61 Astrolabe St, Cannons Creek, Porirua	PCC	Porirua

Escalation Process for Blow back

- # TL to ensure team ring HUB
- # HUB to call Chemdry
- # Notify SDM > SDM Notify Reso
- # Night/Day - Same Process
- # After Hours escalate to on call escalators
- # Letter Drop/Door knock, leave Calling card