

Document Owner: Manager Customer Planning

Residential Toby Maintenance, Repair & Replacement

Scope/Purpose: Maintenance, repairs, locates, installation and replacement of residential Tobys in the distribution system. The point immediately on the property owners side of the Toby represents the legal ‘point of supply’, therefore the ongoing maintenance/replacement of Tobys is important as a barrier to the prevention of the return of any water from the customers side back into the reticulation (backflow).

Health & Safety and Operational Information

Hazard Indicators



Personal Protection



U/G Services



Concrete Saws

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 WIP Permits (site specific or generic/global)
- Service plans (B4uDig)
- Design drawings
- Site plans
- Notification Cards

Customer Information (Confidential)

- Vulnerable customers (DHB supplied list)
- Priority customers (WWL)

Priority Customer Categories

- Schools and Child Care
- Commercial premises
- Hospitals
- Retirement Homes/Villages
- Correction Facilities
- Military Installations
- Oil and Gas Facilities
- Car wash facilities
- Hair dressing salons
- Cafés, bars & restaurants (food processing)
- Essential water use customers (process manufacturing such as cooling, washing)

Emergency Procedure / Escalation

- 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

- WWL specifications for installation Accuflo Manifolds
- Work Instruction for Disinfection of Water Systems
- Avoiding electrical shocks when working on metal pipes.
- Water shut reactive procedure.
- Living Safely Manual
- Service plans (B4uDig)

Required Skills, Competencies (Qualifications and/or Certifications)

Competent persons only NZ Certificate in Infrastructure Works Level 3 or higher (or similar) with water strand

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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 are available
Vulnerable & Priority List	Vulnerable and priority Customers Lists.
Specialist Equipment	Approved materials.

Prepare to do the work

Action	Action Details
Pre Start Process	Complete the Daily Pre Start, Choose appropriate TMP Check plans and addresses for site Check service plans and corridor access requests as required
Customer Notification	Notify affected property (ideally prior to arriving on site)

Perform the work

Action	Trade	Action Details
Location	Serviceperson	Locate Toby, check Toby is an approved make/model/materials Operate toby to check function. Check flow at outside tap with toby in open and closed positions.
Repair	Serviceperson	If issues discovered, determine required repair/replacement. Shut down water supply to immediate area if required, completing any required notifications beforehand.
Repair	Serviceperson	Excavate if necessary, to carry out repair or replacement (check Service plans first if suspect nearby services) Carry out unplanned shutdown procedure. If practicable recondition or repair toby valve, otherwise replace toby valve. Recondition – operate valve (may be hard to turn, TWTO, etc) Repair – replace toby top or leaking crox nut as may be required Replace using approved Accuflo manifold and materials as required. Check condition of the toby box and if required replace the toby box with new. Replace packing blocks if necessary. NOTE: to improve security of the network by replacing old stop cock toby valves with new manifold toby valves with built in back flow prevention reduces the risk of backflow and increases network security of supply.
Flush	Serviceperson	Restore water supply and flush and disinfect pipes to ensure no contamination has occurred during installation procedures Flush the water service line at the front tap of the property for a period of at least 2 and a maximum of 10 minutes, depending on the length of the service lateral and size of the shut zone. Check for any leaks. If excavation was required, reinstate berm, soil and including grass seed. If further reinstatement is required, back fill and make safe. Apply cold mix as temp seal as required Have a new job raised for final reinstatement.
Close Out	Serviceperson	Complete check sheets in Maximo, showing what work was done and what asset was replaced/repared. Attached photos of fault and completed work to job in Maximo Notify affected property of completed repair (or leave customer calling card)
Notification to MOH	Serviceperson	Be aware of requirement to notify Medical Officer of Health for any restriction or interruption to supply (including individual connection) exceeding 8hrs (Health Amendment Act 69S)