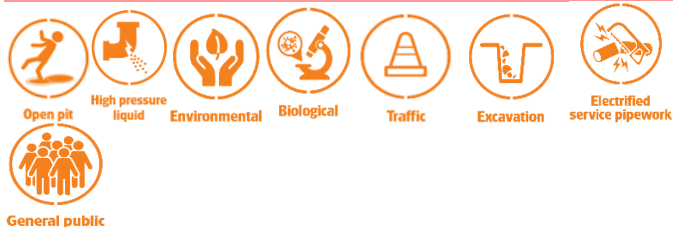


*Scope/Purpose: Maintenance, repairs, locates, installation and replacement of residential Tobys in the distribution system. The point immediately on the property owners side of the Toby represents the legal ‘point of supply’, therefore the ongoing maintenance/replacement of Tobys is important as a barrier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

**Health & Safety and Operational Information**

**Hazard Indicators**



**Personal Protection**



U/G Services



Concrete Saws

**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
- Fulton Hogan Work Instruction for Disinfection of Water Systems
- FH SOP 3W\_GEN\_015 – Avoiding electrical shocks when working on metal pipes.
- FH SOP Water shut reactive procedure.
- FH 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

**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	Client 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	Action Details
Location	Locate Toby, check Toby is made of currently approved model/materials Operate toby to check function. Check flow at outside tap with toby in open and closed positions.
	If issues discovered, determine required repair/replacement. Shut down water supply to immediate area if required, completing any required notifications.

Action	Action Details
<b>Repair</b>	<p>Excavate if necessary, to carry out repair or replacement (check Service plans first if suspect nearby services)</p> <p>Carry out unplanned shutdown procedure.</p> <p>Repair/replace using approved Accuflo manifold materials. If practicable recondition toby valve, otherwise replace toby valve. Check condition of the toby box and if required replace the toby box. Also replace packing blocks if necessary.</p>
<b>Flush</b>	<p>Restore water supply and flush and disinfect pipes to ensure no contamination has occurred during installation procedures</p> <p>Flush the water service line at the front tap of the property for a period of at least 5 and a maximum of 10 minutes.</p> <p>Check for any leaks.</p> <p>If excavation was required, reinstate berm including grass seed.</p> <p>If further reinstatement is required, back fill and make safe. Have a new job raised for final reinstatement</p>
<b>Close Out</b>	<p>Complete check sheets in Maximo, showing what work was done and what asset was replaced/repared.</p> <p>Attached photos of fault and completed work to job in Maximo</p> <p>Notify affected property of completed repair (or leave customer calling card)</p>
<b>Notification to MOH</b>	<p>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)</p>