

Document Owner: Manager Customer Planning

Request to Locate Network Assets - Maintenance Procedure

Procedures for responding to a request to locate water, wastewater and stormwater reticulation services assets. These assets are normally located underground and can require specialist equipment for location identification.

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.
- Hazardous Waste
- Confined Space Entry

Operation's & Maintenance Documentation

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

Customer Information (Confidential)

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

Priority Customer Categories

- Schools and Childcare
- Commercial premises
- Hospitals
- Retirement Homes/Villages
- Correction Facilities
- Military Installations
- Oil and Gas

Emergency Procedure / Escalation

Customer Assistance

- Where customer requires further assistance relationship escalation process for issues that cannot be resolved.

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

Document Owner: Manager Customer Planning

Request to Locate Network Assets - Maintenance Procedure

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	Ground penetration radar, metal detector, trace wire, tape measure, wheel measure Marking paint for services.

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.
Know what you are looking for	Check to ensure you are clear about the asset you are going to locate.
Check GIS maps	Review GIS maps for pipe and asset locations.
Service Plans	If no GIS available for the location if practicable prior to investigation underground services plans should have been sourced and supplied as an attachment to the work order.
As Built Drawings & Site Plans	If no GIS available for the location if practicable have available copies of the as built drawings and or site plans.

Perform the work

Action	Trade	Action Details
Maintenance	Serviceperson	Undertake all tasks required in the Pre-Start – Planning for Reactive Maintenance.
Private Land	Serviceperson	Attempt to contact customer prior to undertaking investigation . If contactable inform of situation and seek access approval prior to commencing investigation works
Private Land	Serviceperson	If accessing private land to undertake investigation ensure you are safe and that there are no dangerous dogs / animals or other dangers on entering the property. If you access the land without permission, please ensure you leave a notification calling card to explain the access reason.
Inspection	Serviceperson	Refer to plans for location measurements. Check if asset is shown on GIS records. Utilise reference points to assist in location i.e. building corner, adjacent to trees, fence lines and driveways. Can you see the asset or indications of the asset on the aerial photographs? Check for trenching lines in road corridor (changes in surface tar seal which indicate prior excavations etc) Check for depressions in the ground in that indicate historical trenching work.
Investigation	Serviceperson	Once orientated to the site try to locate the asset visually, have sheds or garages been built on the estimated service line position? Can you guess the location of the piping etc based on connection points to property and gully traps and vents etc.(most lines run directly to the boundary point from the buildings serviced)? Can you find upstream / downstream assets and estimate location based on these assets?
Investigation	Serviceperson	If you believe that the asset material is metallic use a metal detector to locate asset trying best guess for location first then widen your search area.
Investigation	Serviceperson	Can you run a wire trace down the pipe to the meter or toby?

Request to Locate Network Assets - Maintenance Procedure

Action	Trade	Action Details
		Can you access the eye / lamp hole and run wire trace? If yes then utilise metal detector to trace line
Investigation	Serviceperson	Utilisation of steel probe for ground penetration. This is good tool for soft soils and manhole and chamber location finding. Probe gently in the expected location.
Excavation	Serviceperson	For buried assets, you should always hand dig to locate the asset. Expose the asset to allow inspection, data capture and operational testing
Stopping	Serviceperson	If you have spent more than 1 hour on site searching and cannot locate the asset you must contact the supervisor or team leader for permission to continue or to abandon the search.
As Built	Serviceperson	On discovery of the asset, check that it is included in the asset register, you should have it in the GIS and you must check what you see against the asset register data. This means correct location and correct information in relations to what you see (Facts) and what is listed.
As Built	Serviceperson	For all discovered assets which are not in the asset register undertake data capture: <ul style="list-style-type: none"> As Built - New / Change / Decom (Reticulation or Utilities) Process Complete the appropriate form for update of the asset data
Special Instructions	Serviceperson	Mark kerb with white line at Toby locations
Public Communications	Serviceperson	Where requested advise property owner/tenant of the location of the asset. If needed supply a sketch of the location.
Contact Card	Serviceperson	Leave Customer Calling Card / Notification letter drop cards. Explain activities undertaken in their absence
Closure	Serviceperson	Carry out work order closure procedures as per Reactive Maintenance - Generic Reactive Maintenance Procedures