

Document Owner: Manager Customer Planning

Service Connection Blockage - Maintenance Procedure

Procedures to investigate and if required clear a blocked wastewater service connection.

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
- Gas detection

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
- Risk Control Plan (RCP)

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 Refinery

Emergency Procedure / Escalation

Additional Documentation

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.

Required Skills, Competencies (Qualifications and/or Certifications)

Competent Persons Only

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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 is available.
Vulnerable & Priority List	Vulnerable and priority Customers Lists.
Documentation	Blocked Service Connections Notification Cards and RCP.

Prepare to do the work

Action	Action Details
Pre Start Process	Complete the Daily Pre-Start - Planning Reactive Maintenance and RCP.
Compliance	Traffic Management Plan - Where required, TMP to be in place prior to work starting. TMP to be accessible on site.
Wastewater overflow initial site assessment	<p>Assess the situation and determine if an overflow has occurred and the potential cause of the issue.</p> <p>If there has been an overflow caused by the blockage or by a network surcharge fill up the Overflow Form (Survey 123) and implement the Wastewater Overflow & Clean Up SOP.</p> <p>If issue is from a pipe blockage, undertake the tasks as detailed below.</p> <p>If the situation meets the criteria for a wastewater overflow immediately inform your supervisor and then commence repair and service restoration operations.</p>

Perform the work

Action	Trade	Action Details
Maintenance	Competent Serviceperson	Undertake all tasks required in the Pre-Start - Planning for Reactive Maintenance. Fill up RCP. Implement TMP. Review and update to suit site conditions.
Investigate Issue	Competent Serviceperson	Locate blockage and determine ownership and responsibility for maintenance. Check flow at upstream and downstream manholes, where there is no variance in the observed flow rates it can be assumed that the blockage is in a service connection. Once confirmed check adjacent properties to ensure they have flow, this will narrow the location to actual service connection and confirm the issue location.
Customer Notification	Competent Serviceperson	Advise customer (owner / tenant / occupant) of maintenance responsibility. If responsibility is owner advise customer that they need to engage a plumber / drain layer to resolve the blockage if able to whilst on site, leave them a blocked connections card which explains this. If no ability to contact customer, leave notification calling card, which explains blocked connection on property, responsibility etc.
Maintenance	Competent Serviceperson	Commence wastewater blockage clearance in accordance with the Manual Blockage Clearance SOP.
Closure	Competent Serviceperson	Carry out work order closure procedures as per Reactive Maintenance - Generic Maintenance Procedures.