

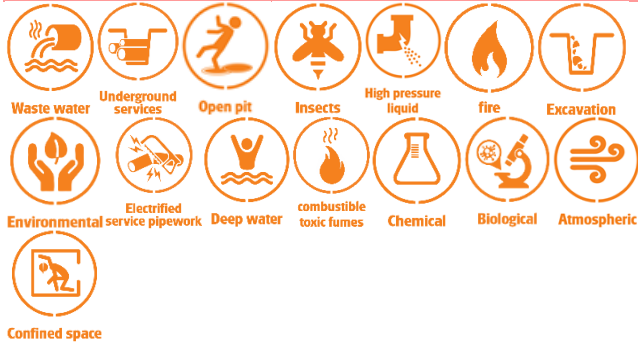
Document Owner: Manager Customer Planning

Generic - Reactive Maintenance

This is the generic workflow process for all Reactive Maintenance works on the network. Complete this task for every reactive maintenance work order.

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.
- Confined space
- 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

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

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

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Standard Operating Procedure

Required Equipment

Equipment and Information	Details
Ute, Small truck, Large Truck	Complete Vehicle Check list appropriate to vehicle, network and activities being undertaken
Ute Kit, Small truck Kit, Large Truck Kit	Small plant check list appropriate to network and activities being undertaken
Water Materials Set	Pipes, Valves, Couplings, Joints, fitting and repair materials appropriate to network and activities being undertaken
Water Sterilisation Kit	Disinfection and Chlorination equipment kits
Water Sampling & Test Kits	Appropriate water sampling and testing equipment in relation to activity being undertaken i.e. Free Available Chlorine (FAC) Test Kit, Water Sampling Kits etc
Traffic Management Setup	Standard Cones, Signs et., to enable site set up to meet expected Traffic Management Plan requirements for the day
PPE	Correct PPE in relation to work/task programme to be completed is available
Blow Back Customer list (Confidential)	Ensure you have access to the Blow Back Customers list
Vulnerable & Priority Lists (Confidential)	Ensure you have access to the Vulnerable & Priority Lists
Specialist Equipment	As per appropriate SOP to task being undertaken.
Specialist Contractor	Specialist Contractor as per requirements for the work e.g. Registered Electrician, suitably qualified Engineer

Prepare to do the work

Action	Action Details
Pre Start Process	Complete the Daily Pre Start - Planning Reactive Maintenance <ul style="list-style-type: none"> - Include Hazard ID - Include Pre-Start Tailgate Meeting
Compliance	Traffic Management Plan - Where required, TMP to be in place prior to work starting. TMP to be accessible on site.
Environmental	Check any environmental impacts that my impact on resource consent conditions. Ensure to have appropriate equipment ot contain or control overflows or spills.

Perform the work

Action Type	Action	Action Details
Record	Start Work Order - Log On Site (Press Start Work Order)	On arrival at site prior to commencing work, confirm On Site arrival time by selecting the work order and clicking start work order. This will auto synchronise and tag that you have arrived on site. Commence pre start procedures.
Maintenance	Undertake Pre Start activities	Undertake all tasks required in the Pre-Start - Planning for Reactive Maintenance.
Record	Pre Start - Traffic Management Implementation (TMP & CAR ID's Populated & Photo)	Implement appropriate Traffic Management setup in accordance with Traffic management procedure. Update to suit site condition if required. Confirm on Ipad Traffic Management is setup. Input TMP Number Used. Input CAR Reference Photograph site traffic management setup and store against work order
Record	Pre Start – Risk Assessment (Answer questions, complete form of	Apply daily site Risk assessment ensuring fitness to task to be undertaken. Ensure all crew members are briefed Confirm on Ipad the Risk assessment applied to the work order (Daily RA or Site RA) I confirm Daily Risk Assessment covers the work to be completed

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Action Type	Action	Action Details
	Photograph form)	I confirm a site specific risk assessment was completed for the work to be completed If Unique to site undertake Site Specific Risk assessment. Complete Risk assessment form and save / Photograph and store on iPad
Record	Photograph damage / issues	Photograph all visible site damage and/or damaged assets prior to commencing any repair activities and store against work order. Photograph the issue or damage witnessed prior to starting work:
Record	Task - Record Service Status on arrival (Answer Question)	Confirm if Service Status on arrival on site: <ul style="list-style-type: none"> • What is the state of the service provision on arrival to site: • Service On (Customer normal service) • Service Off (Customer has NO service at all) • Service Reduced (Customer service is poor)
Record	Task - Record Service Off (Answer questions)	If network needs to be isolated (Service OFF) to undertake the maintenance record the following information: Record Estimates for: <ul style="list-style-type: none"> • How long will service be off for (Hours) • Time all affected customers notified (Last Customer Time stamp) • Estimated number of properties affected. • Actual time service was turned off (Service Off).
Record	Select Asset (Pick asset)	A) Select asset to be maintained via map tool. Reticulation Assets B) Select asset to be maintained via Maximo Hierarchy. Utility Assets C) Where multiple assets are affected, please select the asset most appropriate to activity being undertaken. I.e, if the pipe is leaking at the fitting select the fitting D) If no asset available for selection select the appropriate parent Hierarchy Location. (I.e, For Lower Hutt Potable Water Service Connections where there is no service connection or appropriate asset to link the work to select "007-LOWH-PW-RETC-CONN-PIPE PW Connections Pipes HCC" You can use the search engine to arrow down the selection). <u>"Do Not pick nearest available Asset, It is better to select the Hierarchy Location than to put a repair on an incorrect asset!"</u>
Record	Set Job Location	Identify the exact location of the job with the mapping tool. See Set job location using the mapping tool process.
Maintenance	Maintenance Operations	Undertake maintenance in accordance with the SOP's appropriate to the task(s) to be undertaken
Record	Tasks - Record Service On / Resolution (Change Status)	When service is restored or the issue is resolved update the work order status by selecting Resolved from the work order menu. Additional to updating work order status you must also record the Service on / Resolution Time: Date time stamp
Record	Tasks - Failure Report (Complete pick lists)	Record the Damage, Cause and Remedy information relevant to the issue which has been either fixed or mitigated. This may not match the information on the call received from the caller.
Record	Tasks – Meters (Take reading)	Record meter reading in accordance with the activity being undertaken if required
Record	Update Work Log (Add work log information)	Update work log summary and details text boxes with explanation of what has occurred with the job. Provide short brief summary; expand in details section if required. Select if Client viewable information.
Record	Actuals – Labour, Plant, Materials (Record)	Update with resources utilised

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Action Type	Action	Action Details
	resources)	
Record	Task – As Built (New/Change/ Decom)	As Built - New / Change / Decom (Reticulation or Utilities) Process Complete the appropriate form for update of the asset data
Record	Task – Reinstatement and work completion	Complete the reinstatement questions: Type, Scale, Photo. Remember to photograph the site before leaving, this confirm the state of site post completion of works. This is especially important where we have undertaken excavation works or been working on private land.
Record	Task – Works Completed	If no reinstatement is required record all work completed in the task menu when all required actions are completed and crew is ready to move to the next job. Also update Work log of closure and any relevant additional facts about the job if required. (All Works Completed) Set status to completed

Approved to Issue for Testing: Planner Name	Tested by: Serviceperson Name	SOP Finalised Team Leader Name
Simon Angus	Steve Watt
Signed	Signed	Signed
	
Date	Date	Date
13/04/2022	14 June 2022

