

Document Owner: Manager Customer Planning

Toby & Toby Box Repairs - Maintenance Procedure

Procedures for toby and toby box repairs and/or replacements.

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.
- Pedestrian management (especially CBD)
- Lone Worker

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)

- 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
- Any known critical water user

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
Fully Equipped Vehicle	Ensure vehicle, plant, equipment and materials appropriate to the day's work schedule is available
Equipment	Standard or manifold Toby. Standard or manifold toby box FAC Testing Equipment
Materials	Standard sealants associated fittings
Vulnerable & Priority Lists (Confidential)	Ensure you have access to the Vulnerable & Priority Lists

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.

Perform the work

Action	Trade	Action Details
Pre-start	Serviceperson	Undertake all tasks required in the Pre-Start - Planning for Reactive Maintenance. Implement TMP. Review and update as required to suit site conditions.
Maintenance	Serviceperson	Operate toby to check function. Check flow at outside tap with toby in open and closed positions. If issues discovered, carry out required repair/replacement.
Maintenance	Serviceperson	Determine items required for repair or replacement
Maintenance	Serviceperson	Excavate if necessary to carry out repair or replacement
Maintenance	Serviceperson	Carry out the 'Unplanned Shutdown' procedure if required to complete this work prior to any further maintenance or repairs
Maintenance	Serviceperson	Repair/replace using approved materials. If practicable recondition toby valve (toby top or similar), otherwise replace toby valve. Replace with manifold toby where practical to do so. Check condition of the toby box if required replace the toby box. Also replace packing blocks if necessary. Replace any fittings and service line to boundary or 600mm whichever is shorter to restore service
Maintenance	Serviceperson	Flush and disinfect pipes to ensure no contamination has occurred during installation procedures
Maintenance	Serviceperson	Restore water supply and flush affected pipework as per the 'Planned' or 'Unplanned' shutdown procedure
Record	Serviceperson	Collect water sample for chlorine residual (FAC) from external tap. Take after 2 or 3 minutes of flushing and clear water is flowing. Record the test results in the work order meters section on the Ipad.
Maintenance	Serviceperson	If level excavated, carry out reinstatement to ground
Maintenance	Serviceperson	Ensure all lids and covers are refitted and secured or locked as required

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As Built	Serviceperson	As Built - New / Change / Decom (Reticulation or Utilities) Process Complete the appropriate form for update of the asset data
Closure	Serviceperson	Carry out work order closure procedures as per Reactive Maintenance - Generic Maintenance Procedures
Contact Card	Serviceperson	Customer Calling Card / Notification letter drop cards. Explain activities undertaken in their absence and the results of any investigations undertaken. Provide an estimated date timeframe for when actual repairs will be undertaken if required.