

Date: 16 July 2018

Our Ref: SN889



Freedom of Information – Determination

I refer to your application pursuant to the South Australian *Freedom of Information Act, 1991* ("the Act") received by SA Water on 10 April 2018, seeking access to documents related to a wastewater incident at 112B Pratt Avenue, Pooraka.

SA Water has identified seven documents that fall within the scope of your request, as listed in the attached document schedule. Based on my assessment of the documents, I have determined to provide you with full access to five documents and partial access to two documents. Document 3 contains sections of information which does not relate to Pratt Avenue or historic incidents, works or maintenance on Pratt Avenue. These sections have been redacted as 'out of scope'.

Section 20 of the Act provides that an agency may refuse access to a document, or sections of a document, if the information is considered exempt pursuant to the provisions listed under Schedule 1 to the Act. The documents which I consider exempt and the reasons for the exemption are explained in more detail below.

Personal Affairs

Clause 6(1) of Schedule 1 to the Act states that:

- (1) *A document is an exempt document if it contains matter the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).*

Sections of documents 4 and 5 contain the name and photographs of a third party's residence and personal belongings which were impacted by the overflow. Given the unrestricted access that is afforded to a document once determined for release under the Act, I consider the disclosure of this information to be unreasonable. Therefore, this information has been redacted pursuant to clause 6(1) of Schedule 1 to the Act.

If you are dissatisfied with this determination, you are entitled to exercise your rights to internal review and appeal as outlined under Section 29 of the Act. To apply for an internal review you must lodge an internal review application form with SA Water within 30 days of this determination. Internal review applications can be addressed to the Principal Officer, GPO Box 1751, Adelaide SA 5001.

In accordance with the requirements of the Premier and Cabinet Circular PC045 - Disclosure Logs for Non-Personal Information Released through Freedom of Information, details of your FOI application, a copy of this notice of determination, a schedule of documents and the documents to which you have been given access, will be published on the SA Water website FOI disclosure log. A copy of PC045 can be found at <http://dpc.sa.gov.au/what-we-do/services-for-government/premier-and-cabinet-circulars>. If you disagree with publication, please advise me via email at freedomofinformation@sawater.com.au within seven business days from the date of this determination.

If you have any queries in relation to the above, or if you wish to obtain a copy of the internal review application form, please contact me on telephone (08) 7424 1777 or via email at freedomofinformation@sawater.com.au.

Yours sincerely



Ben Roberts

ACCREDITED FREEDOM OF INFORMATION OFFICER

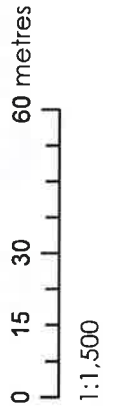
Freedom of Information application: SN889 - Pratt Ave						
<ol style="list-style-type: none"> All documents relating to a sewerage overflow incident at 112B Pratt Ave Pooraka. Including: <ul style="list-style-type: none"> Confirmation of cause of blockage A service map of the area surrounding the property Construction dates of the pipes All documentation relating to the history (between 9/02/2011 to 09/02/2018) of any incidents, work, maintenance and projects on Pratt Avenue, Pooraka. Any assessors' report from either engineers/loss adjuster's attendance to the current burst and any previous historical bursts that FOI documents are being supplied. 						
No	Date	Author	Document Description	Determination	Clause	Reason
1	1/09/2014	SA Water	Network Schematic post-2014 wastewater diversion work	Full release		
2	30/09/2014	SA Water	Network Schematic pre-2014 wastewater diversion work	Full release		
3	11/06/2015	SA Water	Financial approval for diversion work (inc. Pratt Ave)	Full release		Out of scope sections redacted
4	21/08/2018	Crawfords	Email containing First Report - Public Liability Claim and photographs	Partial Release	Clause 6(1)	Personal affairs of a third party
5	9/04/2018	Crawfords	Second Report - Public Liability Claim	Partial Release	Clause 6(1)	Personal affairs of a third party
6	N/A	SA Water	Pratt Ave wastewater mains fault history map	Full release		
7	N/A	SA Water	Pratt Ave wastewater mains fault history data	Full release		



Pratt Avenue, Pooraka

Wastewater network configuration
pre-Sept 2014.

Legend
Gravity Mains





Pratt Avenue, Pooraka

Wastewater network configuration
post-network alteration in
September 2014

Legend

Gravity Mains





Corporate Project Management Methodology (CPMM)

Metro WW Relays 2014/15

Full Financial Approval Submission Emergency Project

Develop Phase

Version: 1.0

Date: 11/06/15

Status: FINAL

Document Id: CPMM127

Capital Project Number: CXXXX

Recommendation

It is recommended that Full Financial Approval be granted for this emergency project.


Out of Scope

Out of Scope


To divert flows in Pratt Avenue Pooraka in order to eliminate wastewater overflows in the wastewater system

Cost breakdown/estimate details attached? Yes / No


Submitted by Project Manager:

Role	Signature and Date
Lucky Morias Manager Projects Allwater	 X Signer's Name 11/06/2015

Endorsed by Capital Works Manager, where appropriate:

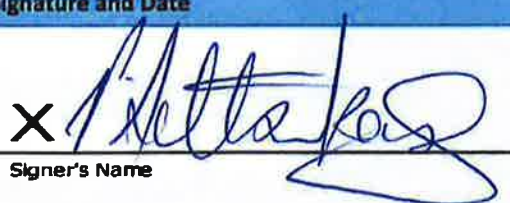
Role	Signature and Date
Capital Works Manager	 X Signer's Name

Endorsement and confirmation of funds to be made available by Project Sponsor:

Role	Signature and Date
Craig Williamson Asset Planner – Performance Wastewater Asset Management	 X Signer's Name 17/6/2015

Financial Approval

Full financial approval of \$610,000 granted by Manager, Asset Management or other SA Water delegate:

Role	Signature and Date
Peter Seltsikas Senior Manager, Asset Management	 X Signer's Name

Full Financial Approval granted (delegation according to CP034 Delegations of Financial and Procurement Authority).

1 Project Identification

Following assessment of the CPMM Emergency Project criteria, this project has been identified to follow the CPMM Emergency Project process.

SA Water Division	Operations	SA Water Group	Metro
*Location	Region	Town/Suburb	Postcode
	Metro	Various	9999
Project Information	Project Category/ Portfolio - Asset Program		
	Maintain Business - Wastewater Network Management -Reticulation Mains		
	System	Asset Type	
	wastewater	Sewer Mains - Reticulation (Gravity)	

The following nine (9) capital projects which have been / are being completed in the 2014/15 financial year are included in this Emergency FFA submission:

Work Order	Project	Location
Out of Scope		
SAWA03925550 / 110209925	Divert wastewater main into trunk wastewater main	Pratt Avenue Pooraka
Out of Scope		

1.1 Issue Statement

Out of Scope



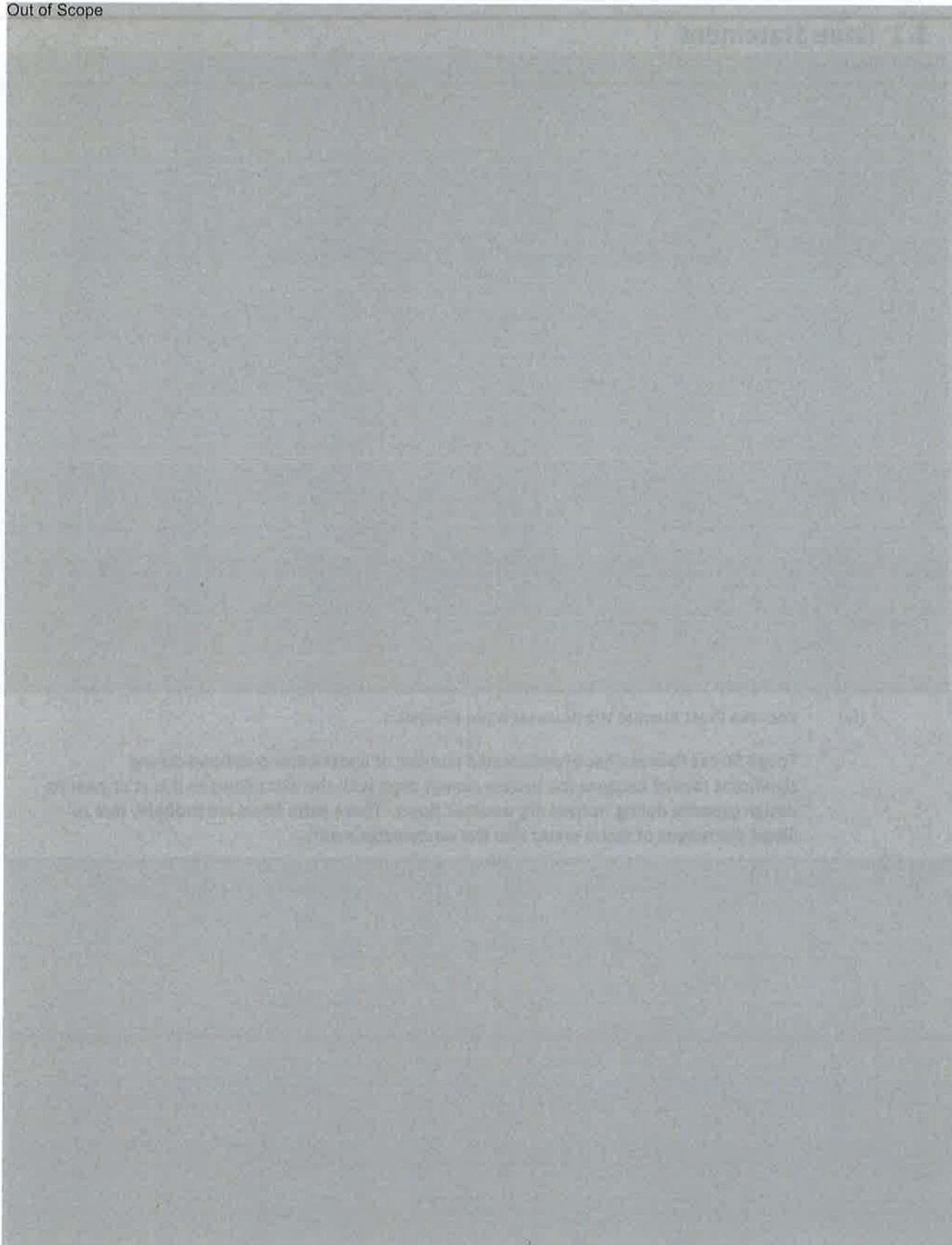
(iv) Pooraka Pratt Avenue Wastewater Main Diversion

Tough Street Pooraka has experienced a number of wastewater overflows during significant rainfall because the system cannot cope with the extra flows as it is at or near its design capacity during normal dry weather flows. These extra flows are probably due to illegal discharges of storm water into the wastewater mains.

Out of Scope

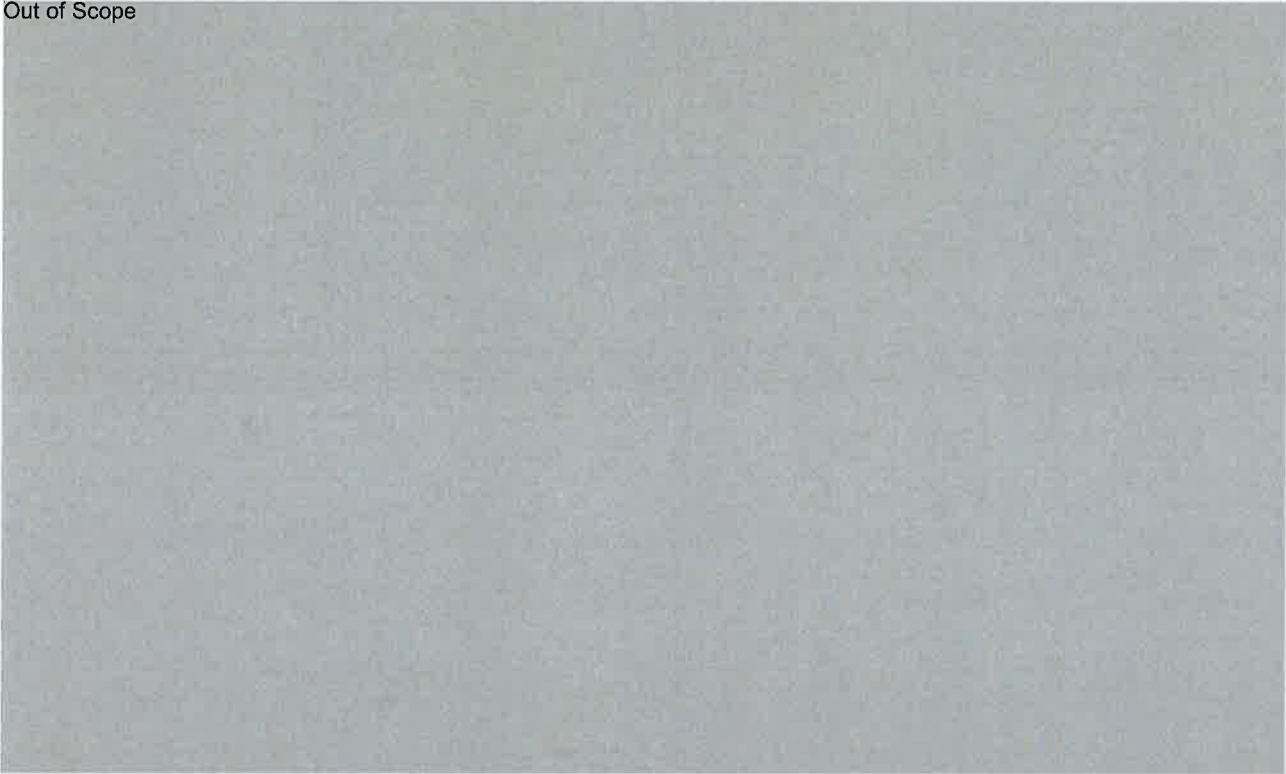


Out of Scope



2 Proposed Solution and Recommendation

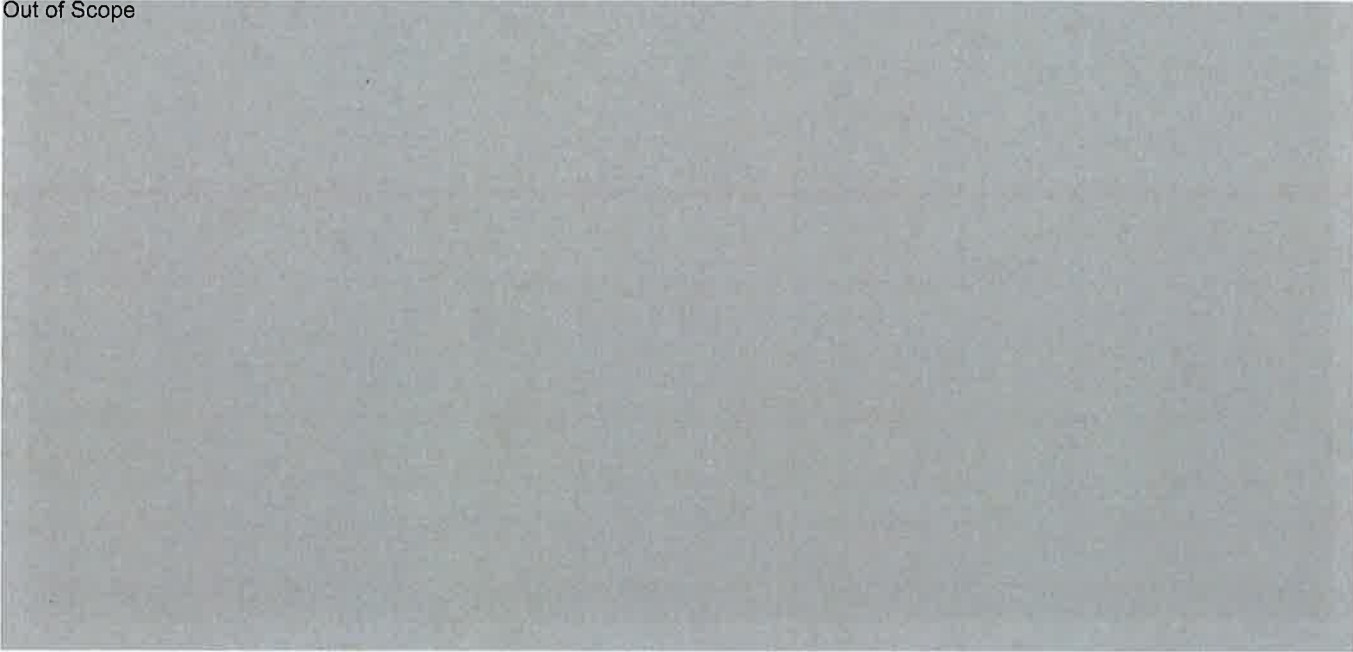
Out of Scope



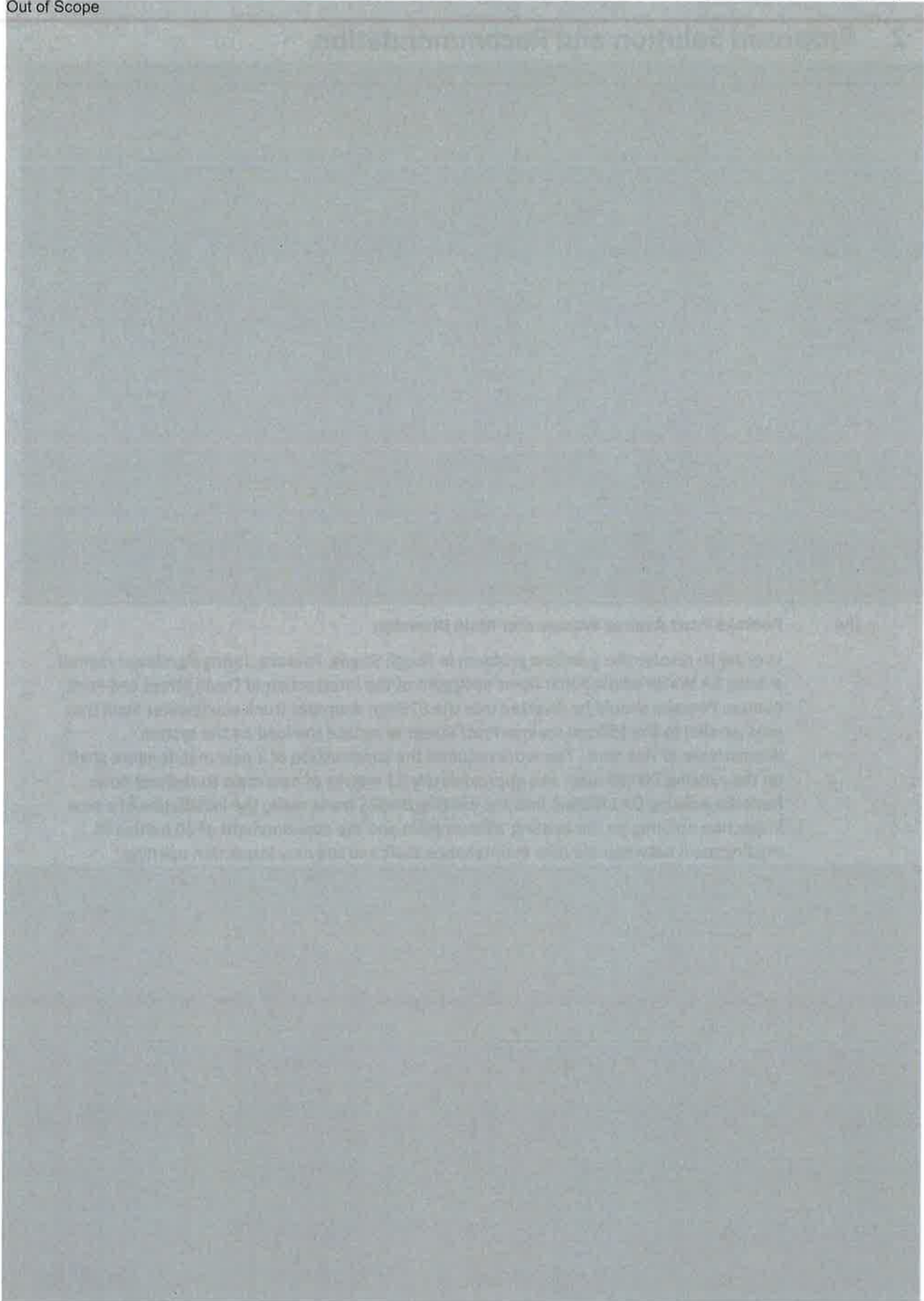
(iv) Pooraka Pratt Avenue Wastewater Main Diversion

In order to resolve the overflow problem in Tough Street, Pooraka during significant rainfall events, SA Water advised that flows upstream of the intersection of David Street and Pratt Avenue Pooraka should be diverted into the 675mm diameter trunk wastewater main that runs parallel to the 150mm main in Pratt Street to reduce the load on the system downstream of this area. This work required the construction of a new maintenance shaft on the existing DN150 main and approximately 13 metres of new main to redirect flows from the existing DN150main into the existing DN675 trunk main, the installation of a new inspection opening on the existing 150mm main and the abandonment of 20 metres of existing main between the new maintenance shaft and the new inspection opening.

Out of Scope



Out of Scope



Out of Scope



2.1.1 In Scope

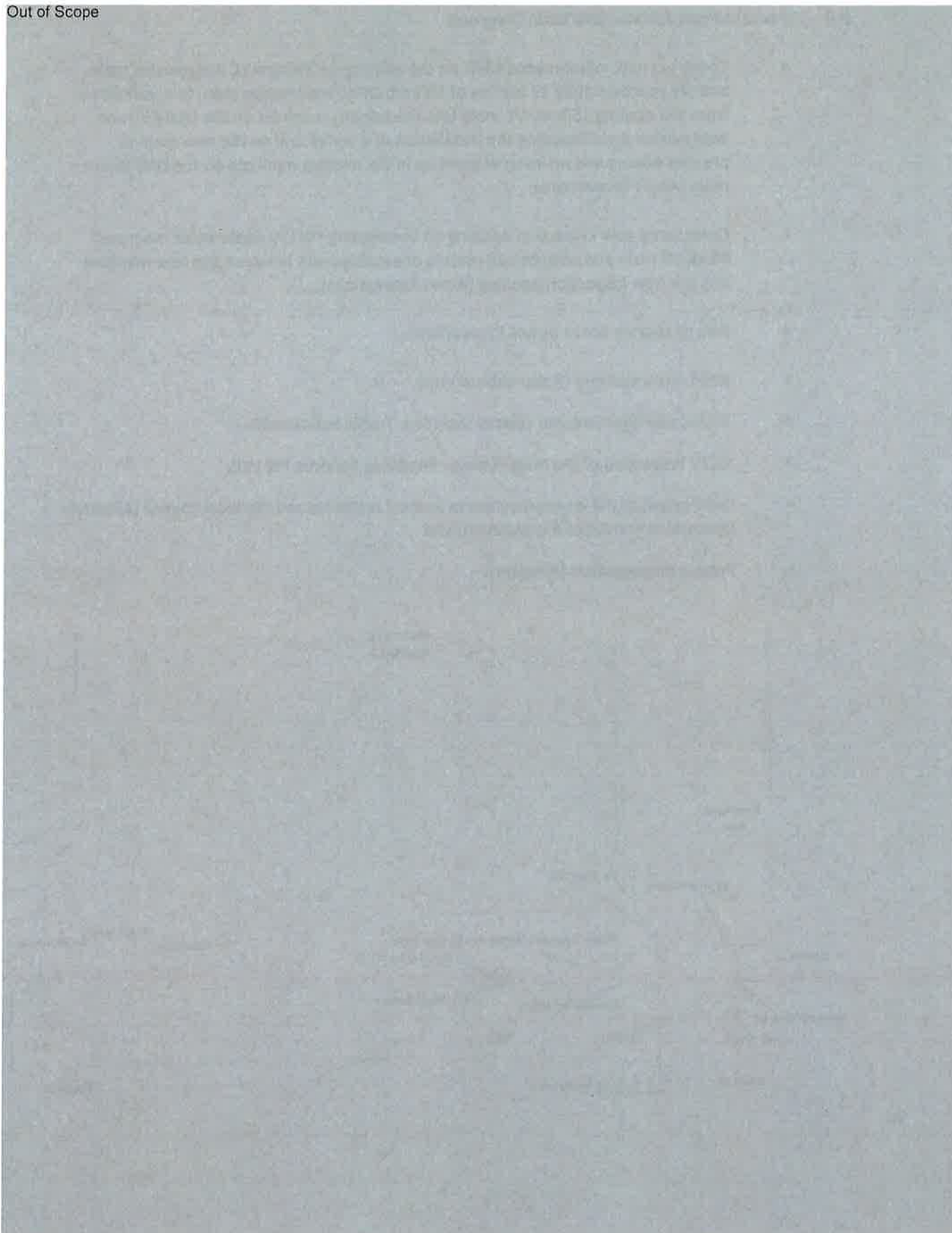
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Out of Scope

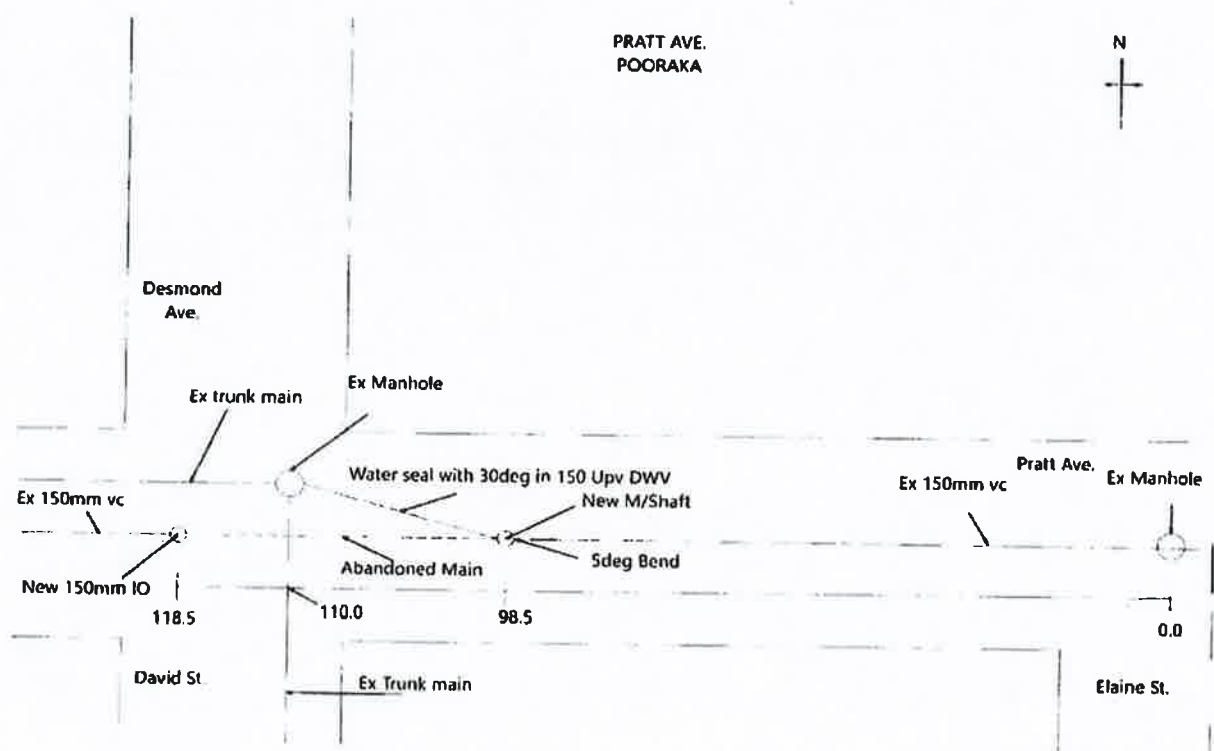


Out of Scope

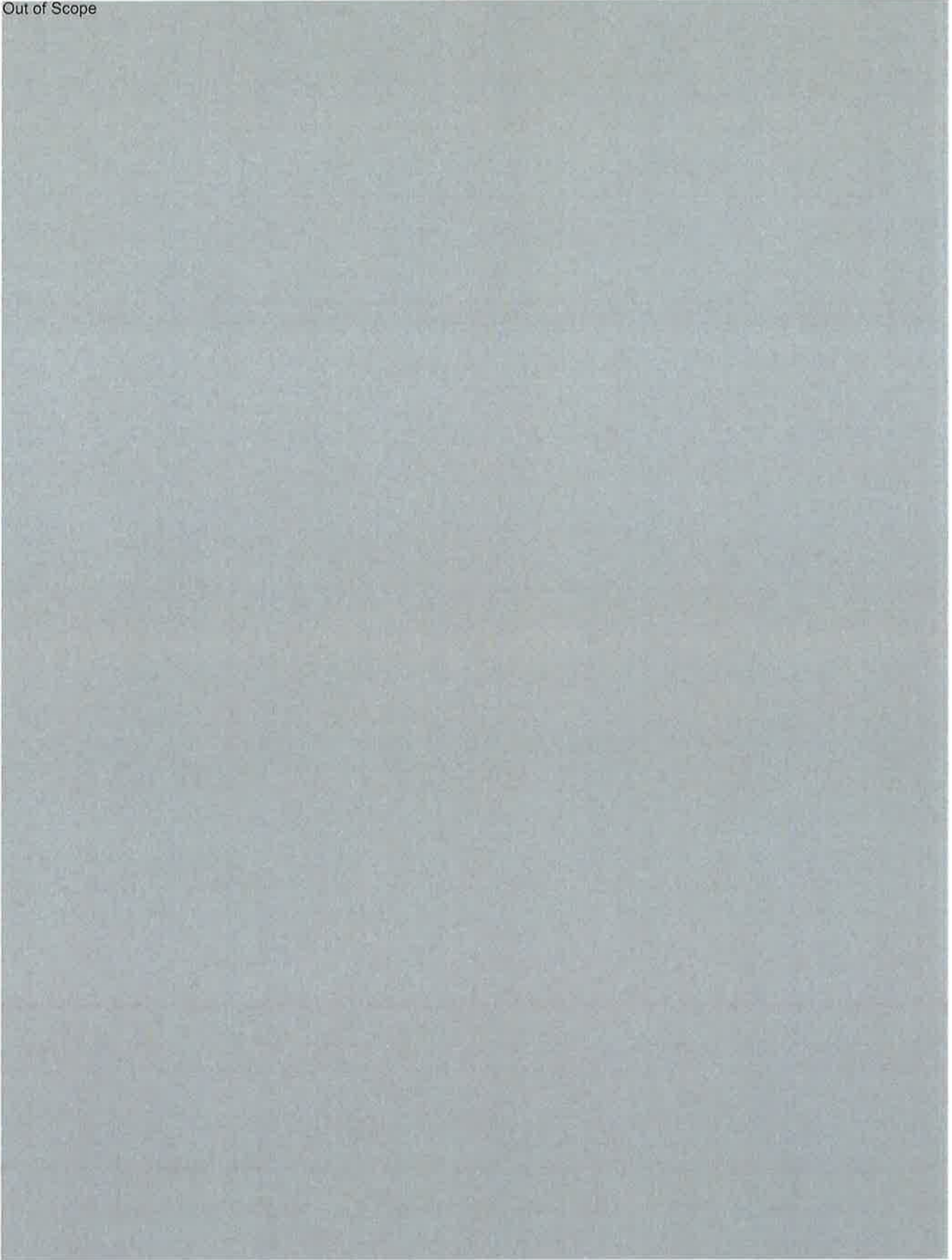


(iv) Pooraka Pratt Avenue WW Main Diversion

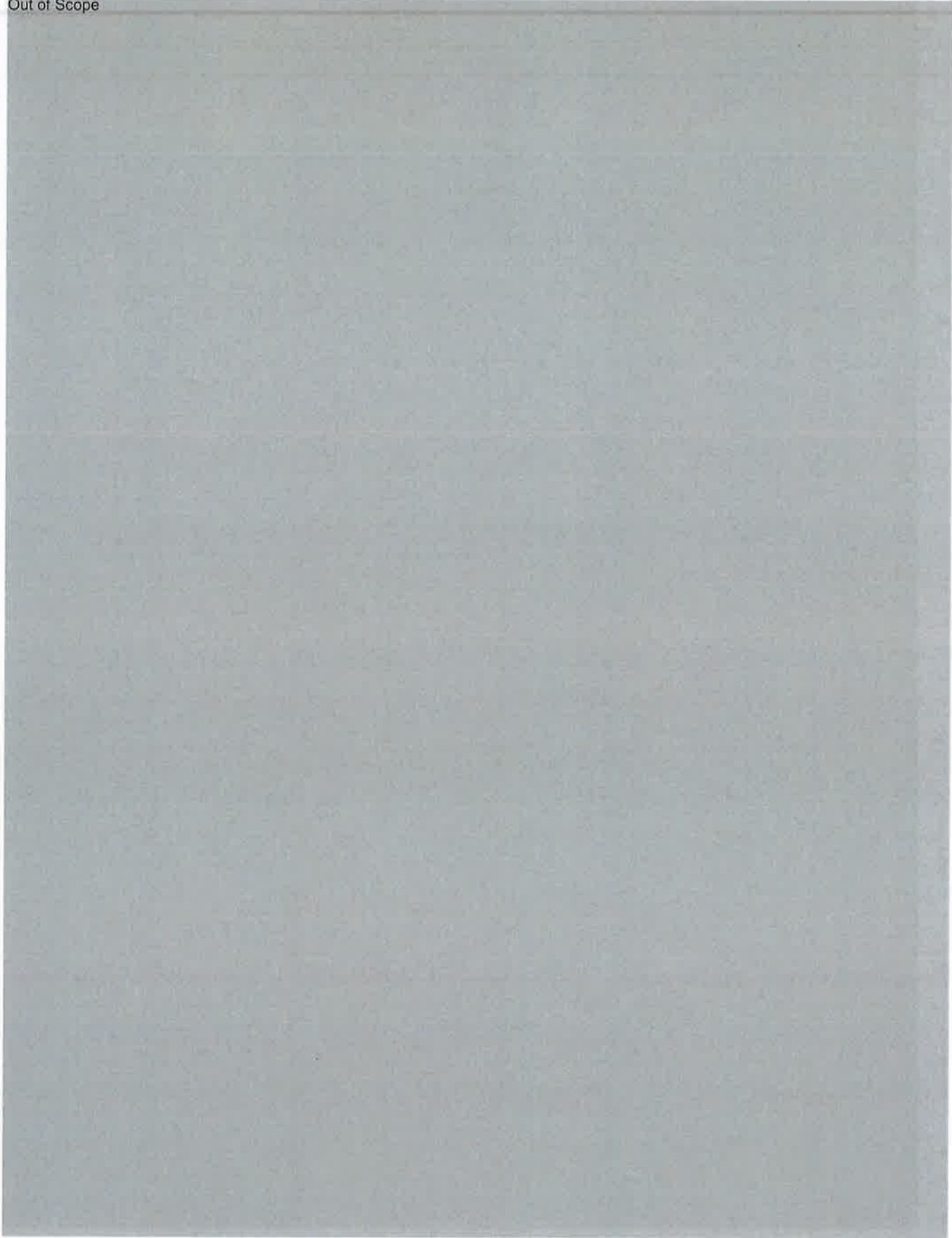
- Construct new maintenance shaft on the existing DN150mm VC wastewater main and lay approximately 13 metres of 150mm UPVC wastewater main to divert flows from the existing 150mm VC main into the existing manhole on the DN675 trunk wastewater main including the installation of a water seal on the new main to prevent odours and an internal jump up in the existing manhole on the DN675mm main (Amos Excavations);
- Construct a new inspection opening on the existing DN150 wastewater main and block off main and abandon 20 metres of existing main between the new manhole and the new inspection opening (Amos Excavations);
- Hire of shoring boxes (Amos Excavations);
- Road reinstatement (Amos Excavations);
- Traffic management and control (Safe Site Traffic Solutions);
- CCTV inspection of the main (Bowley Plumbing Services Pty Ltd);
- Notification of the emergency works to local residents and the local council (Allwater Operations and Amos Excavations); and
- Project management (Allwater).



Out of Scope



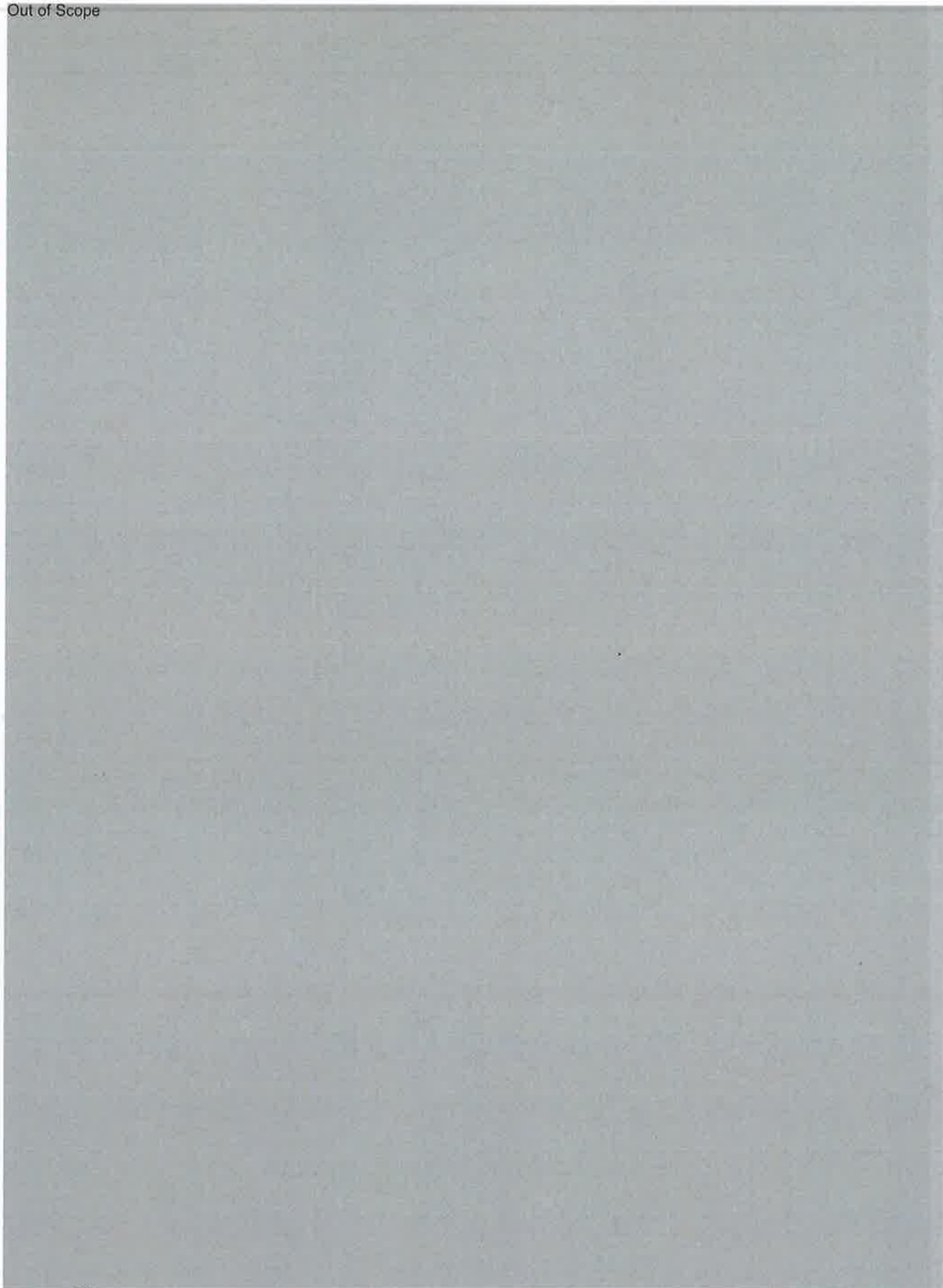
Out of Scope



Out of Scope



Out of Scope



Nil

3 Business Driver

The main business driver for this project is the prevention of future internal and/or external wastewater overflows and/or injury to people and damage to property in case of a blockage to the wastewater main / connection due to a collapse or in the event that the wastewater system gets overloaded during significant wet weather events. Other drivers include loss of business reputation, avoidance of traffic disruptions to motorists and avoidance of customer complaints by eliminating future collapses.

4 Impact on SA Water should problem remain unresolved

Internal and/or external wastewater overflows may occur if the section of main or the connection that is in very poor condition is not replaced due to blockages and loss of service caused by the likelihood of future collapses on the main/ connection, or the capacity of the wastewater system is exceeded during significant wet weather events, resulting in environmental incidents and perhaps EPA fines. This could also result in media attention and adverse publicity to SA Water

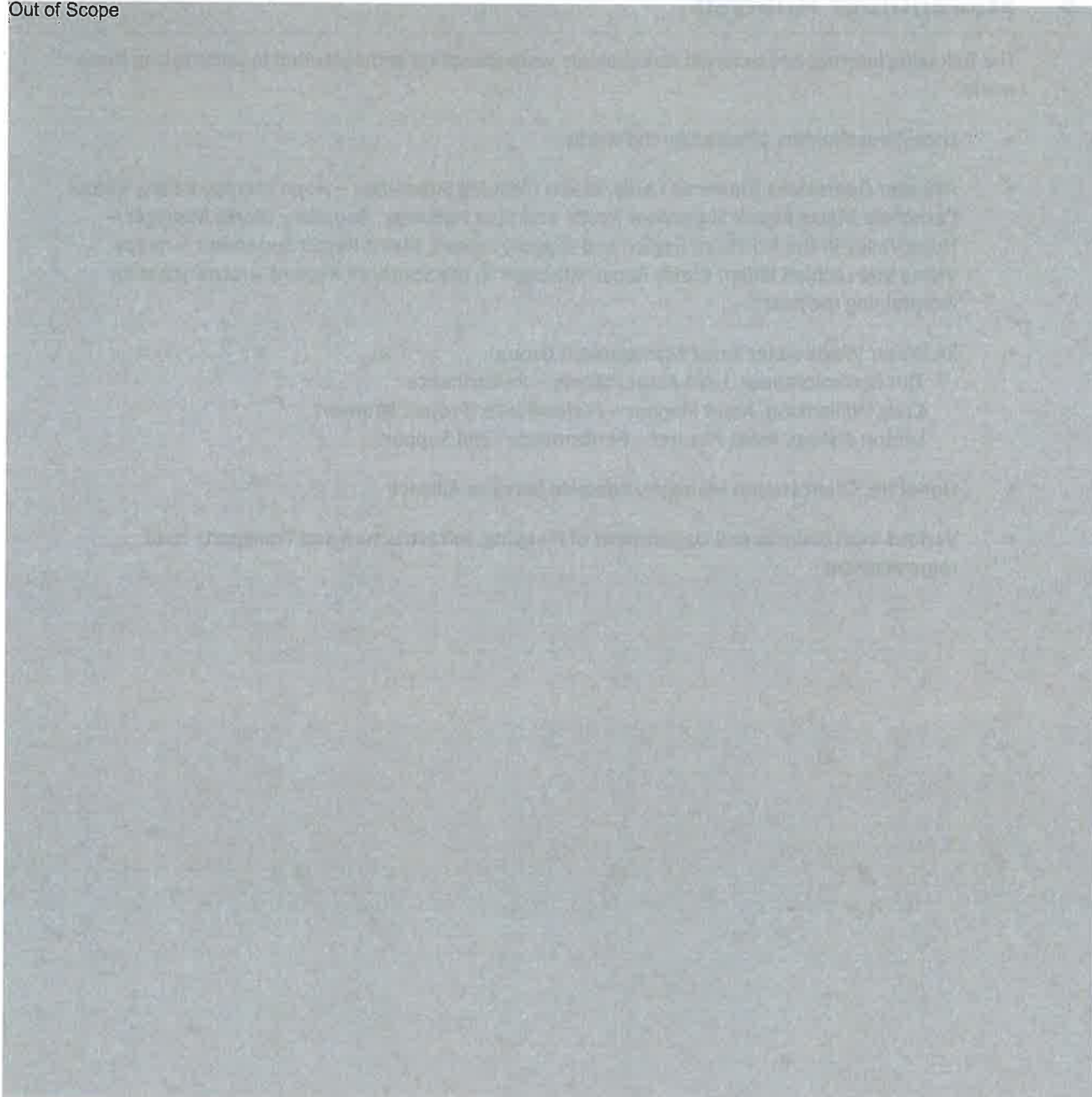
5 Stakeholder Analysis

The following internal and external stakeholders were identified and consulted in undertaking these works:

- Local householders affected by the works
- Allwater Operations (Domenic Carzo, Mains Cleaning Supervisor – Hope / Happy Valley, Vince Carnovale Mains Repair Supervisor North and Kym Holloway, Boundary Works Manager – Hope Valley in the Northern Region and Gregory Jesson, Mains Repair Supervisor – Happy Valley and Lachlan Keller, Mains Repair Manager in the Southern Region) – responsible for maintaining the asset
- SA Water Wastewater Asset Management Group:
 - Tim Bartholomaeus, Lead Asset Planner – Performance
 - Craig Williamson, Asset Planner – Performance (Project Sponsor)
 - Lynton Bishop, Asset Planner – Performance Field Support
- Lionel Ho, Client Liaison Manager, Adelaide Services Alliance
- Various local councils and Department of Planning, Infrastructure and Transport– road reinstatement

6 Mandatory Milestones Baseline Forecasts

Out of Scope



(iv) Pooraka Pratt Avenue WW Main Diversion

Milestone	Status	Baseline Forecast Date
Full Financial Approval	Forecast	19/06/2015
Major Order Placed	Forecast	06/08/2014
Start Major Work	Forecast	02/09/2014
Practical Project Completion	Forecast	12/09/2014
Project Operational Handover	Forecast	31/08/2015
Closeout	Forecast	31/10/2015

Out of Scope



Out of Scope



Document Controls

Version History

Version	Date	Author	Comments
0.1	10/06/15	Lucky Morias	First draft.
1.0	11/06/15	Lucky Morias	Final for submission to SA Water for approval

Template: Full Financial Approval Submission Emergency Project Version 2.01 30/10/14

Reviewers

Name / Role	Signature and Date
	<div>X</div> <div>_____ Signer's Name</div>
	<div>X</div> <div>_____ Signer's Name</div>

Distribution

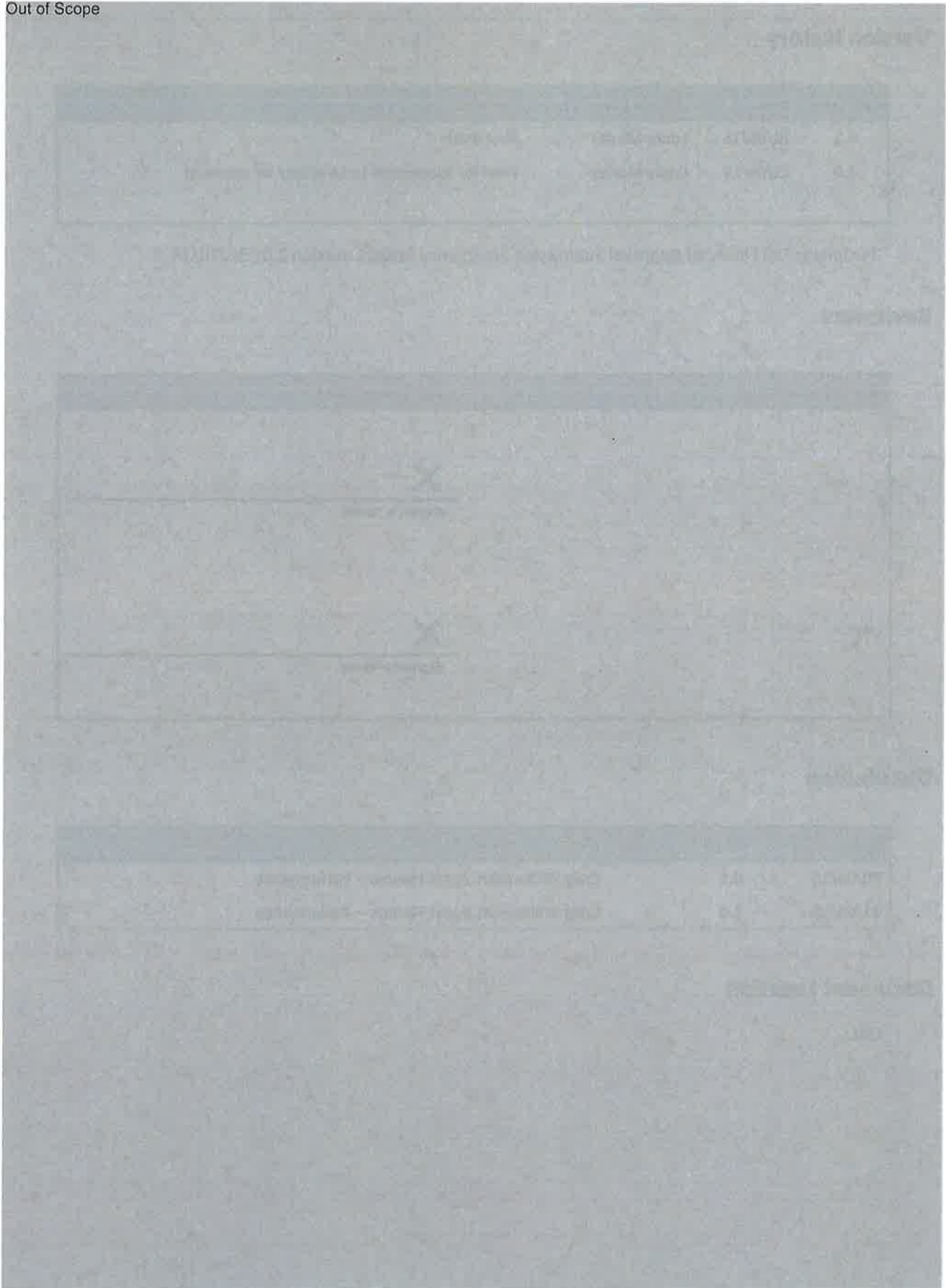
Date	Version	Name
10/06/15	0.1	Craig Williamson, Asset Planner – Performance
11/06/15	1.0	Craig Williamson, Asset Planner – Performance

Document Location

URL:

APPENDIX A – ESTIMATE

Out of Scope



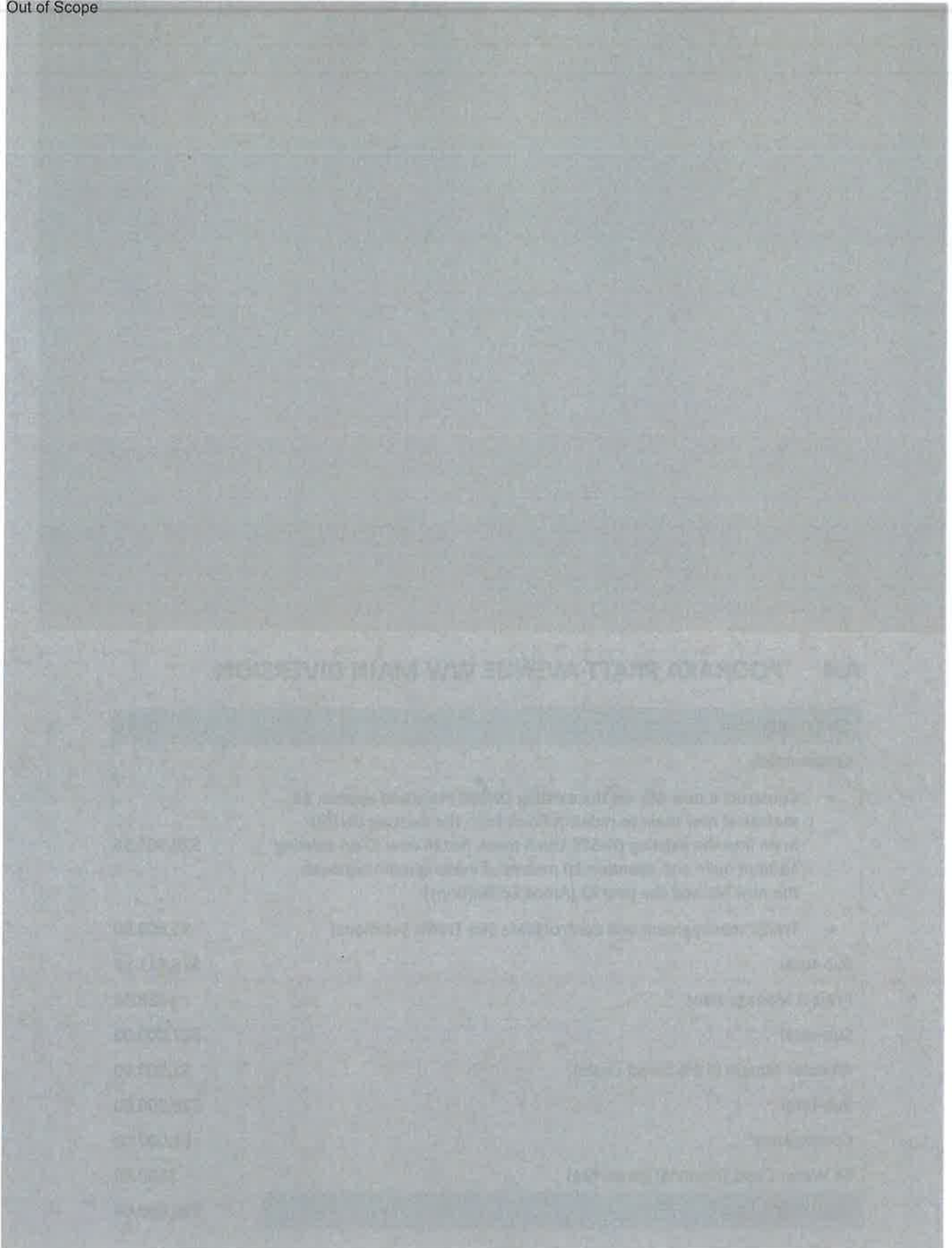
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A.4 POORAKA PRATT AVENUE WW MAIN DIVERSION

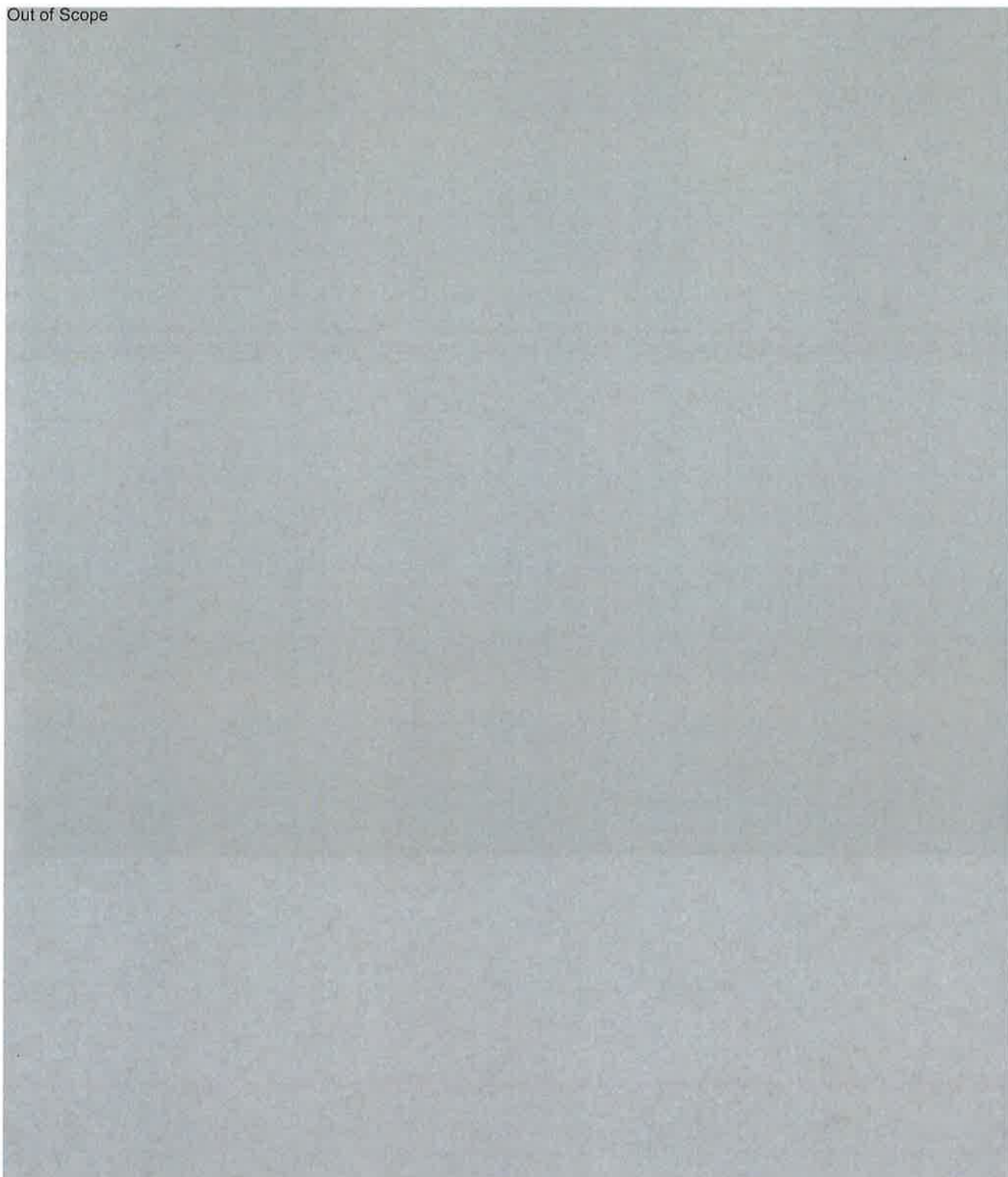
Cost Component	Cost \$
Construction:	
<ul style="list-style-type: none"> Construct a new MS on the existing DN150 main and approx. 13 metres of new main to redirect flows from the existing DN150 main into the existing DN675 trunk main, install new IO on existing 150mm main and abandon 20 metres of existing main between the new MS and the new IO (Amos Excavations) 	\$20,703.56
<ul style="list-style-type: none"> Traffic management and control (Safe Site Traffic Solutions) 	\$5,808.00
Sub-total	\$26,511.56
Project Management	\$488.44
Sub-total	\$27,000.00
Allwater Margin (5.5% Direct Costs)	\$1,500.00
Sub-total	\$28,500.00
Contingency*	\$1,000.00
SA Water Costs (Nominal allowance)	\$500.00
Total Capital Cost	\$30,000.00

Capital Cost estimate was performed on 05/06/2015

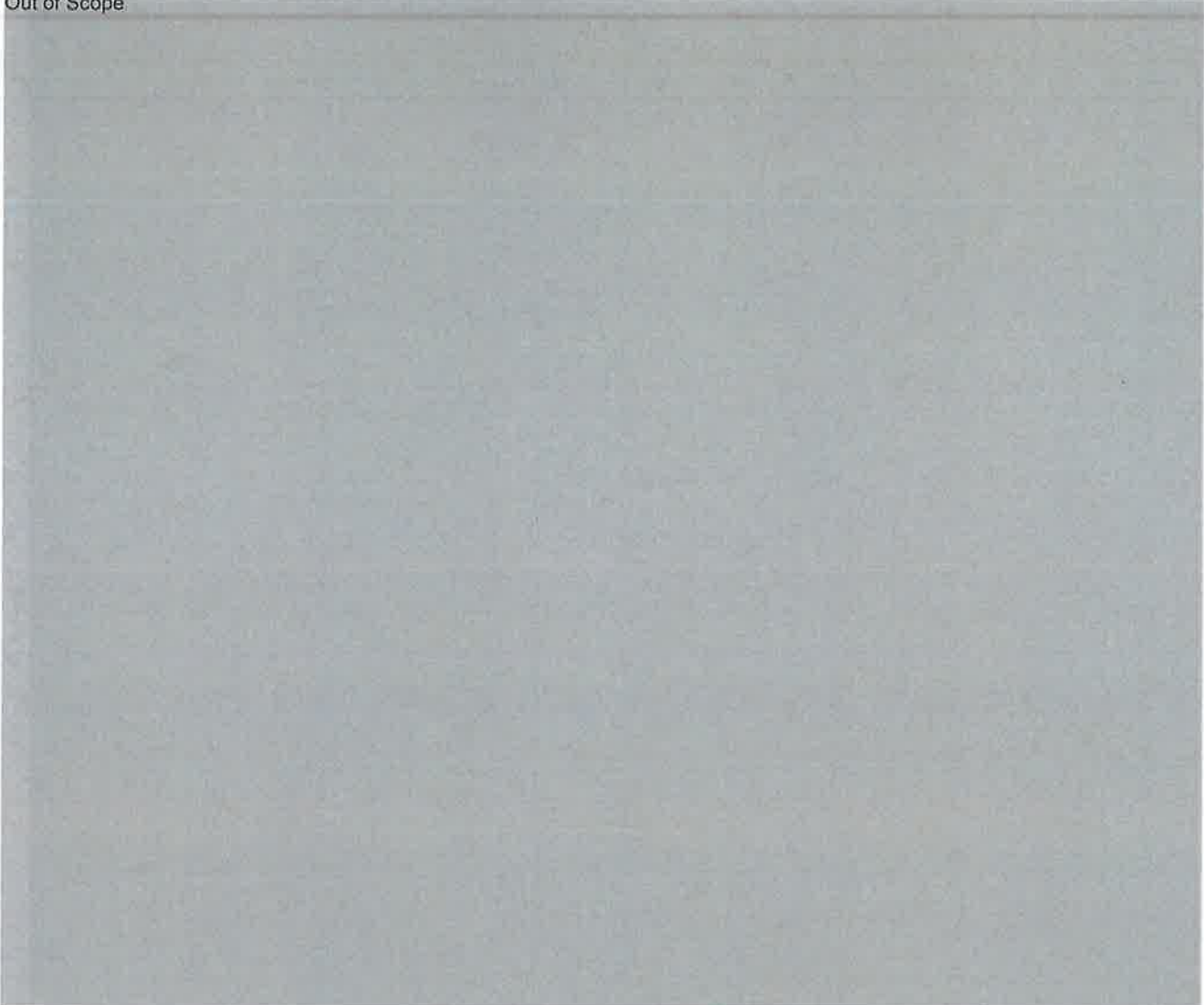
Out of Scope



Out of Scope



Out of Scope.



Roberts, Ben

From: Wood, Cameron
Sent: Wednesday, 21 February 2018 8:52 AM
To: Damages
Subject: Clause 6 (1) - Personal Affairs
Attachments: SPO1581287R1-C.pdf; Appendix 1 - Photograph Schedule.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Cameron Wood

Insurance and Claims
 Governance & Regulation

cameron.wood@sawater.com.au • 7424 1536

250 Victoria Square/Tarntanyangga ADELAIDE SA 5000
sawater.com.au

From: tracey.smith@crawco.com.au [<mailto:tracey.smith@crawco.com.au>] **On Behalf Of**
steve.owens@crawco.com.au
Sent: Wednesday, 21 February 2018 8:50 AM
To: Wood, Cameron
Subject: Third Party: Clause 6 (1) - Personal Affairs

Please find attached our first report and photograph schedule.

Regards.

Steve Owens • ACILA(UK),ACLA,FIFAA,ANZIIF(Snr Assoc),CIP. • Chartered Loss Adjuster • Australia • Asia Pacific
Crawford & Company (Australia) Pty Ltd • Adelaide • 124 South Terrace, Adelaide, SA 5000, Australia
 Direct: +61 8 8378 4626 • Mobile: +61 0438 900 788 • Office: +61 8 8378 4600 • Fax: +61 8 8212 2921 • Email:
steve.owens@crawco.com.au • Web Site: www.crawfordandcompany.com



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20 February 2018

Our Reference: SPO1581287— Steve Owens
Claim Reference: 06223280

SA Water Corporation
250 Victoria Square
ADELAIDE SA 5000

Attention: *Cameron Wood*
Via Email: *Cameron.wood@sawater.com.au*

FIRST REPORT – PUBLIC LIABILITY CLAIM

NAME AND ADDRESS OF ENTITY	SA WATER CORPORATION 250 Victoria Square, Adelaide SA 5000
GST INFORMATION	GST Status: Registered ABN: 69 336 525 019 ITC on GST claimed against premium: 100%
THIRD PARTY	Clause 6 (1) - Personal Affairs
LOCATION OF INCIDENT	112B Pratt Avenue, Pooraka SA 5095
DATE OF INCIDENT	9 February 2018
ALLEGATION	Third party's residence inundated with sewage
RECOVERY	No prospect indicated at this time
RESERVE	\$25,000

124 South Terrace, Adelaide, South Australia 5000
PO Box 662, Unley, South Australia 5061
◆ Tel +61 (0) 8 8378 4600 ◆ Fax +61 (0) 8 8212 2921 ◆ Email adelaide@crawco.com.au
Crawford & Company (Australia) Pty Ltd A.C.N. 002 317 133 A.B.N. 11 002 317 133

1 INTRODUCTION

- 1.1 We refer to your telephone and email instruction of 9 February 2018. We confirm that we contacted the third party shortly thereafter and attended the situation of loss that morning to conduct our inspection and interview.

2 THIRD PARTY

- 2.1 We were informed that **Clause 6 (1) - Personal Affairs** are the registered proprietors of the property at 112B Pratt Avenue, Pooraka. The third party and their two children aged 15 and 17 occupy the premises.

3 DISCOVERY

- 3.1 The third party discovered the loss on the morning of Friday 9 February 2018.

4 CIRCUMSTANCES

- 4.1 We understand that the street main was obstructed by tree roots with wastewater backing up and flowing into the third party's premises.

5 EXTENT OF LOSS/DAMAGE

- 5.1 It was indicated that the building insurer is AAMI which is attending to the building loss.
- 5.2 Wastewater flowed through all areas both inside and about the building. Carpets and rugs throughout were contaminated. Cushions, clothing, and other contents which had been left on the floor were also contaminated.
- 5.3 We have arranged for Cowan Restoration to remove and treat contents which can be salvaged.
- 5.4 Cowans also removed other items for dumping.
- 5.5 Prior to removal, the third party prepared a schedule of loss which is consistent with the various contents observed at the time of inspection.
- 5.6 The contents also included a laptop which is owned by the school which the third party's daughter attends. It was indicated that under the terms of provision, the third party is responsible for loss or damage howsoever caused.
- 5.7 The third party has provided a preliminary estimate of loss as summarised in the table below. We have requested invoices for various purchases and are arranging a quotation for replacement of the carpets.

Table 1: Preliminary Estimate	
Item	Adjusted Amount (\$)
Carpets	3,000
Carpets in Living Area	3,100

Pillows	750
Pillows	60
Large Cushions	700
Large Rugs	1,800
Small Rug	220
Blankets	300
Uniform	230
Graphics Calculator	250
School Bags	100
Backpacks	100
Laptop	TBA
Iron	50
Shirts	250
Pants	200
Shirts	150
Pants	300
Scarf	50
Books and Notebooks	TBA
Shoes	200
Wallet	TBA
Handbag and Makeup	250
Laptop Charger	TBA
Remotes for Television	TBA
Rice	50
Flour	20
Total	12,130

6 PHOTOGRAPHS

6.1 We attach photographs (**Appendix 1**) which indicate the nature and extent of the damage.

7 RESERVE

7.1 We recommend a reserve of \$25,000 be set aside against the file.

8 FUTURE ACTION

8.1 The building Insurer is attending to repair of the building.

8.2 We are confirming replacement costs for damaged contents including carpets. We will report again shortly. In the interim, we invite any comment or instruction you may have regarding the matter



Steve Owens

**ANZIIF (Snr Assoc), ACILA (UK), ACLA, FIFAA, CIP
Crawford & Company (Australia) Pty Ltd**

Direct E-mail: steve.owens@crawco.com.au

Direct Phone: (08) 8378 4626

Mobile Phone: 0438 900 788

Enclosure: Appendix 1 – Photograph Schedule

rkdSPO1581287R1-C

CRAWFORD & COMPANY

INSURED:	CRAWFORD FILE NUMBER:	POLICY / CLAIM NUMBER:	DATE OF LOSS:
SA Water Corporation	SPO1581287	06223280	09-Feb-18

Clause 6 (1) - Personal Affairs



PHOTOGRAPH # 1 :

PHOTOGRAPH # 2 :



GLOBAL TECHNICAL
SERVICESSM

Steve Owens
Loss Adjuster

CRAWFORD & COMPANY			
INSURED: SA Water Corporation	CRAWFORD FILE NUMBER: SPO1581287	POLICY / CLAIM NUMBER: 06223280	DATE OF LOSS: 09-Feb-18

Clause 6 (1) - Personal Affairs



PHOTOGRAPH # 3 :

PHOTOGRAPH # 4 :

CRAWFORD & COMPANY			
INSURED: SA Water Corporation	CRAWFORD FILE NUMBER: SPO1581287	POLICY / CLAIM NUMBER: 06223280	DATE OF LOSS: 09-Feb-18

Clause 6 (1) - Personal Affairs



PHOTOGRAPH # 5 :

PHOTOGRAPH # 6 :



GLOBAL TECHNICAL
SERVICESSM

Steve Owens
Loss Adjuster

CRAWFORD & COMPANY

INSURED: SA Water Corporation	CRAWFORD FILE NUMBER: SPO1581287	POLICY / CLAIM NUMBER: 06223280	DATE OF LOSS: 09-Feb-18
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Clause 6 (1) - Personal Affairs



PHOTOGRAPH # 7 :

PHOTOGRAPH # 8 :

CRAWFORD & COMPANY

INSURED: SA Water Corporation	CRAWFORD FILE NUMBER: SPO1581287	POLICY / CLAIM NUMBER: 06223280	DATE OF LOSS: 09-Feb-18
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Clause 6 (1) - Personal Affairs

PHOTOGRAPH # 9 :

PHOTOGRAPH # 10 :



9 April 2018

Our Reference: SPO1581287–Steve Owens
Claim Reference: 06223280

SA Water Corporation
250 Victoria Square
ADELAIDE SA 5000

Attention: *Cameron Wood*
Via Email: *Cameron.wood@sawater.com.au*

SECOND REPORT – PUBLIC LIABILITY CLAIM

NAME AND ADDRESS OF ENTITY	SA WATER CORPORATION 250 Victoria Square, Adelaide SA 5000
GST INFORMATION	GST Status: Registered ABN: 69 336 525 019 ITC on GST claimed against premium: 100%
THIRD PARTY	Clause 6 (1) - Personal Affairs
LOCATION OF INCIDENT	112B Pratt Avenue, Pooraka SA 5095
DATE OF INCIDENT	9 February 2018
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124 South Terrace, Adelaide, South Australia 5000
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Crawford & Company (Australia) Pty Ltd A.C.N. 002 317 133 A.B.N. 11 002 317 133

Privacy- Any personal information contained in this communication is used in accordance with the Privacy Act 1988 (Commonwealth) and is provided subject to your compliance with this Act.

1 DEVELOPMENTS

- 1.1 Replacement of carpets occurred on 5 and 6 April 2018. We enclose the contractor's invoice payment of which is in order and recommended below. (Appendix 1).
- 1.2 Salvageable contents were removed by Cowan Restoration Services. These contents are to be returned on 9 April 2018.
- 1.3 The Third Party has provided a schedule of damaged contents which cannot be restored. The Third Party has obtained estimates for replacement and also provided indicative costs where replacement was not possible. Sums appear reasonable. The schedule originally included replacement of a laptop. The Third Party arranged for the laptop to be cleaned and paid the contractor \$100.
- 1.4 We recommend an offer of settlement in the sum of \$6,330 as per the table below.

Table 1: Damaged Items	
Description	Amount (\$)
Custom made Pillows	750
Small pillows	60
Large Cushions	700
Large Rugs	2,000
Small Rug	220
Blankets	300
Uniform	230
Calculator	250
School Bags	100
Backpacks	100
Laptop	100
Iron	50
Ladies Shirts	250
Ladies Pants	200
Mens Shirts	150
Mens Pants	300
Scarf	50

Shoes	200
Wallet and Handbag	250
Rice	50
Flour	20
Total	6,330

2 PAYMENT RECOMMENDATION

Payment Recommendation				
Payee Details	Bank Details	Reference	Amount (\$)	
			Ex GST	Inc GST
Holden Hill Carpet Court ABN: 37 470 798 570	BSB: 065-189 A/C No: 100 13704	9199		4,400

3 FURTHER ACTION

- 3.1 We await the invoice from Cowan Restoration Services when we will report again. In the interim we await your confirmation an offer of settlement in the sum of \$6,330 is in order.



Steve Owens
ANZIIF (Snr Assoc), ACILA (UK), ACLA, FIFAA, CIP
GLOBAL TECHNICAL SERVICES
Crawford & Company (Australia) Pty Ltd
Direct E-mail: steve.owens@crawco.com.au
Direct Phone: (08) 8378 4626
Mobile Phone: 0438 900 788
Web: www.crawfordgts.com

Enclosure: *Appendix 1 – Holden Hill Carpet Court Tax Invoice*

tnsSPO1581287R2-C



Pratt Avenue, Pooraka
Mains fault history

Legend

Gravity Mains



Sewer Blockages

★ Blockage resulting in overflow

☆ Blockage, no overflow

