

Date: 26 March 2019

Our Ref: SN911

Mr Michael Brown MP  
Member for Playford  
Unit 1, 3 Wilkinson Road  
PARA HILLS SA 5096

Via email: [playford@parliament.sa.gov.au](mailto:playford@parliament.sa.gov.au)

Dear Mr Brown

### **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 18 January 2019, seeking access to:

*"All documents (including but not limited to reports, briefings, emails, notes, direct messages, minutes, plans and other documents) related to mains water leaks occurring in Mawson Lakes."*

You have indicated that the date range of the documents you seek is 05/07/2018 to 17/01/2019.

SA Water has identified 46 documents that fall within the scope of your request. Based on my assessment of the documents, I have determined to provide you access to 36 documents and partial access to ten documents.

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

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

#### **6—Documents affecting personal affairs**

- (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).

Document numbered 22, 23, 30, 32, 33, 35 and 41 contain the personal details, such as full names, home addresses, phone numbers, email addresses and account numbers of SA Water customers. Given the unrestricted public access that is afforded to a document once determined for release under the Act, I consider the disclosure of SA Water customer information to be unreasonable. Therefore, I have determined that sections of these documents are exempt from release pursuant to clause 6(1) of Schedule 1 to the Act. In making this determination, I have considered consultation advice provided by these customers.

On 5 March 2019, you confirmed that SA Water could redact the personal details of a SA Water customer who did not respond to SA Water's request for comment. Therefore, in addition to the redactions mentioned above, the personal details of this customer contained in document 32 have also been redacted.

Clause 17(c) of Schedule 1 to the Act states that:

**17—Documents subject to contempt etc**

*A document is an exempt document if it contains matter the public disclosure of which would, but for any immunity of the Crown—*

...

*(c) infringe the privilege of Parliament.*

Documents, 27, 28 and 29 are email exchanges providing content updates to a Parliamentary Briefing Note (PBN). I consider the disclosure of the PBN, which was prepared for the Minister for Environment and Water to be used in Parliament, to be an infringement of the privilege of Parliament. Therefore, I have determined to refuse access to sections of document 27 and 28 and the attachment to document 29, based on their exempt status under clause 17(c) 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 from the date of this determination. Internal review applications should be addressed to the Principal Officer, GPO Box 1751, Adelaide SA 5001.

In accordance with the requirements of the Premier and Cabinet Circular PC045, 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 have any queries in relation to the above, if you object to publication of your application on the disclosure log, 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](mailto:freedomofinformation@sawater.com.au).

Yours sincerely



Ben Roberts

**ACCREDITED FREEDOM OF INFORMATION OFFICER**

**Freedom of Information application: SN911 - Michael Brown MP - Water leaks in Mawson Lakes**

*"All documents (including but not limited to reports, briefings, emails, notes, direct messages, minutes, plans and other documents) related to mains water leaks occurring in Mawson Lakes." Date range: 05/07/2018 to 17/01/2019.*

No	Date	Author	Document Description	Determination	Clause	Reason
1	05/07/2018	SA Water	Significant Incident report - The Drive Mawson Lakes	Full release		
2	06/07/2018	SA Water	Significant Incident report - The Drive Mawson Lakes - update 7:42am	Full release		
3	06/07/2018	SA Water	Significant Incident report - The Drive Mawson Lakes - update 8:01am	Full release		
4	06/07/2018	SA Water	Significant Incident report - Grenada Ct Mawson Lakes	Full release		
5	06/07/2018	SA Water	Significant Incident report - Grenada Ct Mawson Lakes - update 9:53am	Full release		
6	06/07/2018	SA Water	Email concerning Mawson Lakes water	Full release		
7	06/07/2018	SA Water	Email concerning Mawson Lakes water - Facebook post	Full release		
8	06/07/2018	SA Water	Email concerning Mawson Lakes water - Facebook post update	Full release		
9	06/07/2018	SA Water	Email concerning Mawson Lakes water - Media holding lines	Full release		
10	06/07/2018	SA Water	Email concerning Mawson Lakes water - Media holding lines updated	Full release		
11	06/07/2018	SA Water	Email concerning Mawson Lakes water - breaks	Full release		
12	06/07/2018	SA Water	Email concerning Mawson Lakes water - breaks updated	Full release		
13	06/07/2018	SA Water	Customer Feedback Form - Bridges road Mawson Lakes	Full release		
14	06/07/2018	SA Water	Significant Incident report - Grenada Ct Mawson Lakes - update 7:27pm	Full release		
15	06/07/2018	SA Water	Email concerning Mawson Lakes water - Media holding lines updated	Full release		
16	06/07/2018	SA Water	Email concerning Mawson Lakes water - breaks updated	Full release		
17	07/07/2018	SA Water	Significant Incident report - Grenada Ct Mawson Lakes - update 5:45am	Full release		
18	07/07/2018	SA Water	Significant Incident report - The Drive Mawson Lakes - update 5:48am	Full release		
19	07/07/2018	SA Water	Maximo printout - The Drive, Mawson Lakes	Full release		
20	07/07/2018	SA Water	Email concerning Mawson Lakes water - breaks updated	Full release		

No	Date	Author	Document Description	Determination	Clause	Reason
21	07/07/2018	SA Water	Email concerning Mawson Lakes water - Facebook post - issue resolved	Full release		
22	07/07/2018	SA Water	Customer Feedback Form - Sanctuary Drive Mawson Lakes	Partial release	Clause 6(1)	Personal information
23	10/07/2018	SA Water	Customer Enquiry - Sanctuary Drive Mawson Lakes photos	Partial release	Clause 6(1)	Personal information
24	11/07/2018	SA Water	Customer complaint - Nelson Cres Mawson Lakes	Full release		
25	12/07/2018	SA Water	Service Request - Sanctuary Drive	Full release		
26	23/07/2018	SA Water	Customer case closure - Bridges road, Mawson Lakes	Full release		
27	24/07/2018	SA Water	Email concerning Mawson Lakes water - Facebook post	Partial release	Clause 17(c)	Parliamentary Privilege
28	24/07/2018	SA Water	Email concerning Mawson Lakes breaks - Email Info	Partial release	Clause 17(c)	Parliamentary Privilege
29	25/07/2018	SA Water	Email concerning Mawson Lakes significant breaks including attached Parliamentary Briefing Note	Partial release	Clause 17(c)	Parliamentary Privilege
30	01/08/2018	SA Water	Email concerning a SA Water customer enquiry - Sanctuary Dr Mawson Lakes	Partial release	Clause 6(1)	Personal information
31	01/08/2018	SA Water	Maximo printout - Augustine st, Mawson Lakes	Full release		
32	12/08/2018	SA Water	Email concerning a SA Water customer enquiry - Sanctuary Dr Mawson Lakes follow up	Partial release	Clause 6(1)	Personal information, Personal information redacted as agreed with applicant
33	16/08/2018	SA Water	Mawson Lakes Shopping Centre - priority work	Partial release	Clause 6(1)	Personal information
34	18/08/2018	SA Water	Maximo printout - Mawson Lakes Bvd, Mawson Lakes	Full release		
35	18/08/2018	SA Water	Email concerning priority work order - Mawson Lakes Bvd, Mawson Lakes	Partial release	Clause 6(1)	Personal information
36	23/08/2018	SA Water	Significant incident - Main St Mawson Lakes	Full release		
37	23/08/2018	SA Water	Significant incident - Main St Mawson Lakes - update 11:57am	Full release		
38	23/08/2018	SA Water	Maximo printout - Main St, Mawson Lakes	Full release		
39	24/08/2018	SA Water	Customer complaint - Elder Drive Mawson Lakes	Full release		
40	04/09/2018	SA Water	Maximo printout - Fourth Ave, Mawson Lakes	Full release		
41	02/11/2018	SA Water	Maximo printout - The Drive, Mawson Lakes	Partial release	Clause 6(1)	Personal information
42	09/11/2018	SA Water	Significant incident - Sanctuary Dr Mawson Lakes	Full release		
43	09/11/2018	SA Water	Significant incident - Sanctuary Dr Mawson Lakes - update 7:28am	Full release		
44	10/11/2018	SA Water	Significant incident - Sanctuary Dr Mawson Lakes - update 6:15am	Full release		
45	10/11/2018	SA Water	Maximo printout - Sanctuary Dr, Mawson Lakes	Full release		
46	06/01/2019	SA Water	Maximo printout - Elder Smith Rd, Mawson Lakes	Full release		

**Roberts, Ben**

**From:** CS Incident Management  
**Sent:** Thursday, 5 July 2018 8:02 PM  
**To:** IM Updates  
**Cc:** Niki Robinson; 'tony.tompkins@broadpectrum.com'  
**Subject:** Significant Incident: The Drive (St Kitts Pl), Mawson Lakes

**WATER MAIN INCIDENT**

Work Order Number	06445441
Location of water main failure	The Drive (St Kitts Pl), Mawson Lakes
Time reported to SA Water CSC	05/07/18 2:45 PM
Previously reported	No
Reported as (e.g. leak or break)	Leak on road
Time first technician on site	16:20
Time crew on site	18:53
Water outage Water restoration	18:47 TBA
Number of customer connections without water *	32
*SA Water is unable to ascertain how many people are without water. There may be a number of people connected to one meter, for example apartment blocks.	
Assets with critical functions without water (e.g. schools, hospitals) and contact made with them	No
Damage or flooding	No
SA Water Customer Support team attending site and services being provided	Yes - delivering water and speaking to affected customers that are home. Cards and cask water will be left for those that are not home.
Traffic restrictions	Local
Media in attendance	No
Main size Type Construction date	250mm Poly Vinyl Chloride Modified 04/08/2005
Failure code	TBA TBA

Cause Remedy	TBA
Previous history of failures on this section of main	No
Main on replacement program	No
Any other relevant information	
Official public response	Crew are on site, water supply turned off and our Community Support Team are assisting affected customers. SA Water apologises for the inconvenience and will safely complete the repairs as soon as possible.

**AMANDA CONNOLLY**

Service Continuity Coordinator

SA Water

E [amanda.connolly@sawater.com.au](mailto:amanda.connolly@sawater.com.au)

[www.sawater.com.au](http://www.sawater.com.au)

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**Roberts, Ben**

**From:** CS Incident Management  
**Sent:** Friday, 6 July 2018 7:42 AM  
**To:** IM Updates  
**Cc:** Niki Robinson; 'tony.tompkins@broadpectrum.com'  
**Subject:** Significant Incident - Grenada Ct, Mawson Lakes

**WATER MAIN INCIDENT**

Work Order Number	06445779
Location of water main failure	Grenada Ct, Mawson Lakes
Time reported to SA Water CSC	06/07/18 12:35 AM
Previously reported	No
Reported as (e.g. leak or break)	Leak on footpath
Time first technician on site	12:45am 6/7
Time crew on site	En route
Water outage Water restoration	3:00am 6/7 Tba
Number of customer connections without water *  *SA Water is unable to ascertain how many people are without water. There may be a number of people connected to one meter, for example apartment blocks.	51
Assets with critical functions without water (e.g. schools, hospitals) and contact made with them	No
Damage or flooding	No
SA Water Customer Support team attending site and services being provided	Yes - delivering water and speaking to affected customers that are home. Cards and cask water will be left for those that are not home.
Traffic restrictions	No
Media in attendance	No
Main size, type and construction date	Tba
Failure code Cause Remedy	Tba

Previous history of failures on this section of main	Tba
Main on replacement program	Tba
Any other relevant information	<p>Main break is located inside the grounds of Parafield Airport (behind Grenada Ct).</p> <p>Customers affected are located in the areas of Mawson Lakes, Parafield Gardens and Green Fields.</p>
Official public response	<p>Water supply turned off and our CS Team are on site assisting affected customers. SA Water apologises for the inconvenience and will safely complete the repairs and restore the water supply as quickly as possible.</p>

**LAURA GREAVES**

Service Continuity Coordinator

SA Water

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**Roberts, Ben**

**From:** CS Incident Management  
**Sent:** Friday, 6 July 2018 8:01 AM  
**To:** IM Updates  
**Cc:** Niki Robinson; 'tony.tompkins@broadpectrum.com'  
**Subject:** Significant Incident: The Drive (St Kitts Pl), Mawson Lakes - update 8:00am 6/7

Please see updates in green.

**LAURA GREAVES**

Service Continuity Coordinator

SA Water

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**Subject:** Significant Incident: The Drive (St Kitts Pl), Mawson Lakes

**WATER MAIN INCIDENT**

Work Order Number	06445441
Location of water main failure	The Drive (St Kitts Pl), Mawson Lakes
Time reported to SA Water CSC	05/07/18 2:45 PM
Previously reported	No
Reported as (e.g. leak or break)	Leak on road
Time first technician on site	16:20 5/7
Time crew on site	18:53 5/7
Water outage	18:47 5/7
Water restoration	TBA
Number of customer connections without water *	32
*SA Water is unable to ascertain how many people are without water. There may be a number of people connected to one meter, for example apartment blocks.	

Assets with critical functions without water (e.g. schools, hospitals) and contact made with them	No
Damage or flooding	No
SA Water Customer Support team attending site and services being provided	Yes - delivering water and speaking to affected customers that are home. Cards and cask water will be left for those that are not home.
Traffic restrictions	Local
Media in attendance	No
Main size Type Construction date	250mm Poly Vinyl Chloride Modified 04/08/2005
Failure code Cause Remedy	Water Connection Fault Tapping Band Failure Replace Service Band/Collar
Previous history of failures on this section of main	No
Main on replacement program	No
Any other relevant information	Update 6/7 – Due to a separate mains break on Grenada Ct this morning (wo 0644577) the above main will not be recharged until further investigation has been completed. Our CS Team will deliver water and speak to all affected customers this morning.
Official public response	SA Water apologises for the inconvenience and will restore the water supply as quickly as possible.

**AMANDA CONNOLLY**

Service Continuity Coordinator

SA Water

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**Roberts, Ben**

**From:** Hesketh, Clare  
**Sent:** Friday, 6 July 2018 10:10 AM  
**To:** CS Incident Management  
**Cc:** Blowers, Adam; Zugajev, Joshua  
**Subject:** FW: Significant Incident - Grenada Ct, Mawson Lakes - update 9:53am 6/7

Did the crew confirm whether there has been any impact on the airfield? Flooding water or outages?

---

**From:** CS Incident Management  
**Sent:** Friday, 6 July 2018 9:53 AM  
**To:** IM Updates  
**Cc:** Niki Robinson; tony.tompkins@broadpectrum.com  
**Subject:** Significant Incident - Grenada Ct, Mawson Lakes - update 9:53am 6/7

Please see updates in green.

**LAURA GREAVES**

Service Continuity Coordinator

SA Water

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**Sent:** Friday, 6 July 2018 7:42 AM  
**To:** IM Updates  
**Cc:** Niki Robinson; tony.tompkins@broadpectrum.com  
**Subject:** Significant Incident - Grenada Ct, Mawson Lakes

**WATER MAIN INCIDENT**

Work Order Number	06445779
Location of water main failure	Grenada Ct, Mawson Lakes
Time reported to SA Water CSC	06/07/18 12:35 AM
Previously reported	No
Reported as (e.g. leak or break)	Leak on footpath
Time first technician on site	12:45am 6/7
Time crew on site	9:31am 6/7
Water outage	3:00am 6/7
Water restoration	Tba

Number of customer connections without water *	51
*SA Water is unable to ascertain how many people are without water. There may be a number of people connected to one meter, for example apartment blocks.	
Assets with critical functions without water (e.g. schools, hospitals) and contact made with them	No
Damage or flooding	No
SA Water Customer Support team attending site and services being provided	Yes – delivered water and spoke to affected customers that were home. Cards and cask water left for those that were not home.
Traffic restrictions	No
Media in attendance	No
Main size, type and construction date	525AC main, constructed in 1978
Failure code Cause Remedy	Tba
Previous history of failures on this section of main	No
Main on replacement program	No
Any other relevant information	Main break is located inside the grounds of Parafield Airport (behind Grenada Ct).  Customers affected are located in the areas of Mawson Lakes, Parafield Gardens and Green Fields.
Official public response	Crew are now on site and our CS Team have assisted affected customers. SA Water apologises for the inconvenience and will safely complete the repairs and restore the water supply as quickly as possible.

**LAURA GREAVES**

Service Continuity Coordinator

SA Water

E [laura.greaves@sawater.com.au](mailto:laura.greaves@sawater.com.au)

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**Zugajev, Joshua**

**From:** CS Incident Management  
**Sent:** Friday, 6 July 2018 10:16 AM  
**To:** Hesketh, Clare; CS Incident Management  
**Cc:** Blowers, Adam; Zugajev, Joshua  
**Subject:** RE: Significant Incident - Grenada Ct, Mawson Lakes - update 9:53am 6/7

Airfield is not affected by water outage but unsure what is happening inside the grounds. I will try and get the guys to have a look but they may not be able to get access. As far as I know it was behind the street fence so I don't think it would be causing any dramas. See my dodge marking below!




---

**From:** Hesketh, Clare  
**Sent:** Friday, 6 July 2018 10:10 AM  
**To:** CS Incident Management  
**Cc:** Blowers, Adam; Zugajev, Joshua  
**Subject:** FW: Significant Incident - Grenada Ct, Mawson Lakes - update 9:53am 6/7

Did the crew confirm whether there has been any impact on the airfield? Flooding water or outages?

---

**From:** CS Incident Management  
**Sent:** Friday, 6 July 2018 9:53 AM  
**To:** IM Updates  
**Cc:** Niki Robinson; [tony.tompkins@broadpectrum.com](mailto:tony.tompkins@broadpectrum.com)  
**Subject:** Significant Incident - Grenada Ct, Mawson Lakes - update 9:53am 6/7

Please see updates in green.

**LAURA GREAVES**  
 Service Continuity Coordinator  
 SA Water  
 E [laura.greaves@sawater.com.au](mailto:laura.greaves@sawater.com.au)



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**From:** CS Incident Management

**Sent:** Friday, 6 July 2018 7:42 AM

**To:** IM Updates

**Cc:** Niki Robinson; [tony.tompkins@broadpectrum.com](mailto:tony.tompkins@broadpectrum.com)

**Subject:** Significant Incident - Grenada Ct, Mawson Lakes

**WATER MAIN INCIDENT**

Work Order Number	06445779
Location of water main failure	Grenada Ct, Mawson Lakes
Time reported to SA Water CSC	06/07/18 12:35 AM
Previously reported	No
Reported as (e.g. leak or break)	Leak on footpath
Time first technician on site	12:45am 6/7
Time crew on site	9:31am 6/7
Water outage Water restoration	3:00am 6/7 Tba
Number of customer connections without water *  *SA Water is unable to ascertain how many people are without water. There may be a number of people connected to one meter, for example apartment blocks.	51
Assets with critical functions without water (e.g. schools, hospitals) and contact made with them	No
Damage or flooding	No
SA Water Customer Support team attending site and services being provided	Yes – delivered water and spoke to affected customers that were home. Cards and cask water left for those that were not home.
Traffic restrictions	No
Media in attendance	No
Main size, type and construction date	525AC main, constructed in 1978
Failure code Cause Remedy	Tba
Previous history of failures on this section of main	No
Main on replacement program	No

Any other relevant information	<p>Main break is located inside the grounds of Parafield Airport (behind Grenada Ct).</p> <p>Customers affected are located in the areas of Mawson Lakes, Parafield Gardens and Green Fields.</p>
Official public response	<p>Crew are now on site and our CS Team have assisted affected customers. SA Water apologises for the inconvenience and will safely complete the repairs and restore the water supply as quickly as possible.</p>

**LAURA GREAVES**

Service Continuity Coordinator

SA Water

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**Roberts, Ben**

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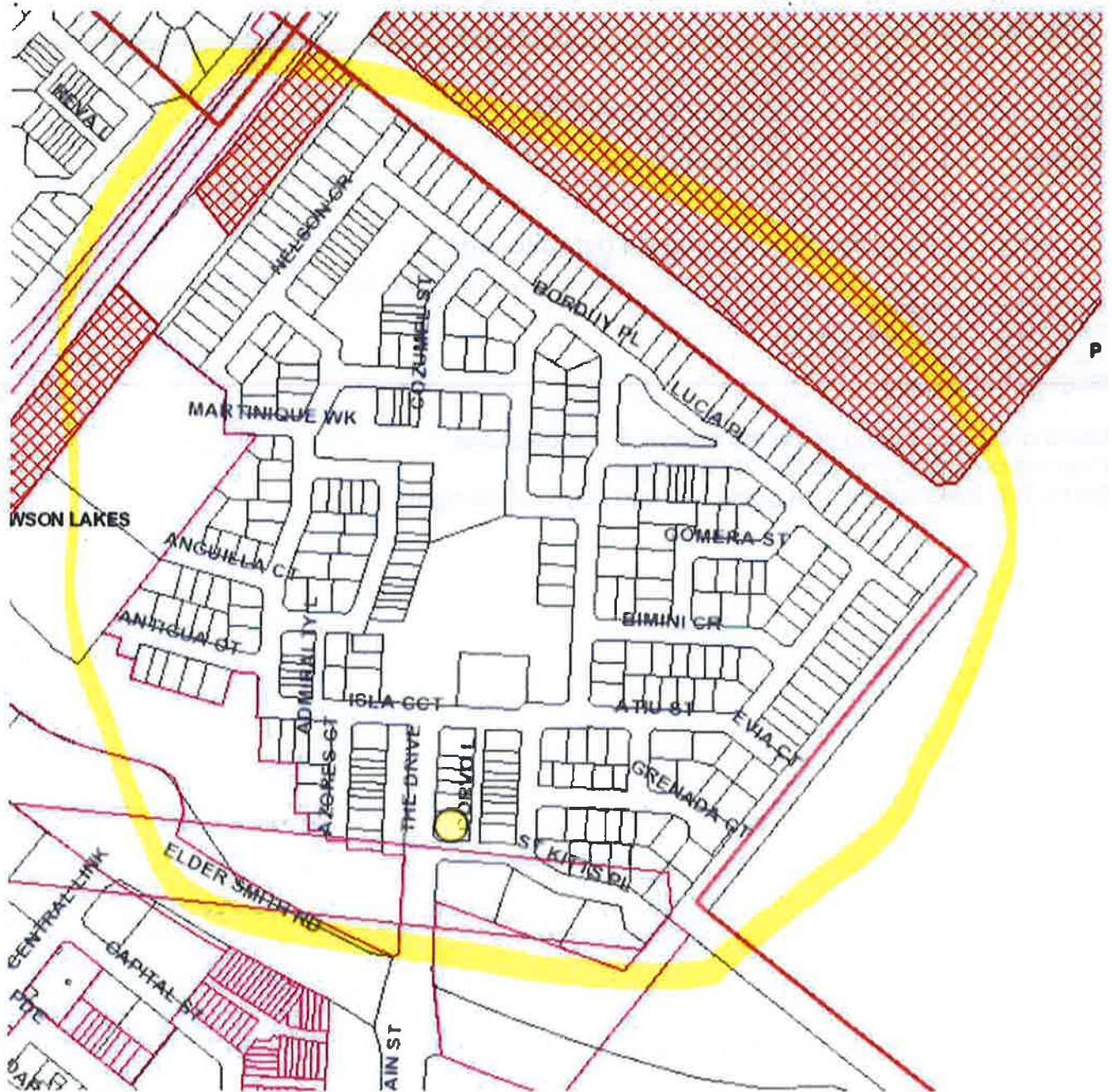
**From:** Hesketh, Clare  
**Sent:** Friday, 6 July 2018 3:59 PM  
**To:** Blowers, Adam  
**Subject:** FW: Mawson Lakes

Map below. I will update post info now and get CS to okay.

---

**From:** Connolly, Amanda  
**Sent:** Friday, 6 July 2018 3:58 PM  
**To:** Hesketh, Clare  
**Subject:** Mawson Lakes

Laura and Craig setting up on the reserve at Anguilla Lane.  
Guys will be on site until 20:30 – 21:00 tonight.  
Still no ETA, looks like it will be going well and truly into the night.



**Roberts, Ben**

---

**From:** Hesketh, Clare  
**Sent:** Friday, 6 July 2018 4:25 PM  
**To:** CS Incident Management  
**Subject:** RE: URGENT - Mawson Lakes water outage - FB post

Excellent, thanks heaps.

---

**From:** CS Incident Management  
**Sent:** Friday, 6 July 2018 4:24 PM  
**To:** Hesketh, Clare  
**Subject:** RE: URGENT - Mawson Lakes water outage - FB post

Yes

---

**From:** Hesketh, Clare  
**Sent:** Friday, 6 July 2018 4:23 PM  
**To:** CS Incident Management  
**Subject:** RE: URGENT - Mawson Lakes water outage - FB post

As in for the outage area?

---

**From:** CS Incident Management  
**Sent:** Friday, 6 July 2018 4:22 PM  
**To:** Hesketh, Clare; CS Incident Management  
**Subject:** RE: URGENT - Mawson Lakes water outage - FB post

AquaMap is showing that there is recycled water here.

---

**From:** Hesketh, Clare  
**Sent:** Friday, 6 July 2018 4:13 PM  
**To:** CS Incident Management  
**Subject:** Re: URGENT - Mawson Lakes water outage - FB post

Brill thanks. Posted and CCC advised.

Sent from my iPhone

On 6 Jul 2018, at 4:08 pm, CS Incident Management <[CSIncidentManagement@sawater.com.au](mailto:CSIncidentManagement@sawater.com.au)> wrote:

Sounds great.

Thank you

---

**From:** Hesketh, Clare  
**Sent:** Friday, 6 July 2018 4:01 PM  
**To:** CS Incident Management  
**Cc:** Zugajev, Joshua; Blowers, Adam  
**Subject:** URGENT - Mawson Lakes water outage - FB post  
**Importance:** High

Hi Amanda,

As discussed, see below our proposed FB post on the Mawson Lakes work/water outage. Let me know of any changes. Adam will also do a Google Maps version of your map to include with our post.

Thanks,

Clare

*Mains water supply to some SA Water customers in Mawson Lakes is temporarily interrupted while crews repair two water main breaks on Grenada Court and The Drive (St Kitts Place).*

*An alternate supply of bottled drinking water will be available for collection from our Community Support team, from the reserve at Anguilla Lane in Mawson Lakes, until around 9pm tonight.*

*Crews are working to complete repairs as quickly and safely as possible, and are hopeful water supply can be restored overnight. This will however depend on the complexity of the job.*

*Any customers in need of urgent assistance should call us on 1300 SA WATER.*

*We'll continue to provide updates via Facebook.*

**Clare Hesketh**

SENIOR MEDIA ADVISOR

**08 7424 2440 • 0477 723 973**

**[clare.hesketh@sawater.com.au](mailto:clare.hesketh@sawater.com.au)**

250 Victoria Square/Tarntanyangga ADELAIDE SA 5000

<image002.png> <image004.png> <image006.png> <image008.png> <image010.png>

**[sawater.com.au](http://sawater.com.au)**

<image011.png>



**Zugajev, Joshua**

**From:** Hesketh, Clare  
**Sent:** Friday, 6 July 2018 4:27 PM  
**To:** CCC Seniors; Customer Central  
**Cc:** CS Incident Management; SA Water Media; Babaniotis, Con; Blowers, Adam; Zugajev, Joshua  
**Subject:** RE: Mawson Lakes facebook post

Can the below info around the water collection point also please be added to the IVR? It can then be removed at 9pm, unless otherwise specified.

*Mains water supply to some SA Water customers in Mawson Lakes is temporarily interrupted while crews repair two water main breaks on Grenada Court and The Drive (St Kitts Place).*

*An alternate supply of bottled drinking water will be available for collection from our Community Support team, from the reserve at Anguilla Lane in Mawson Lakes, until around 9pm tonight.*

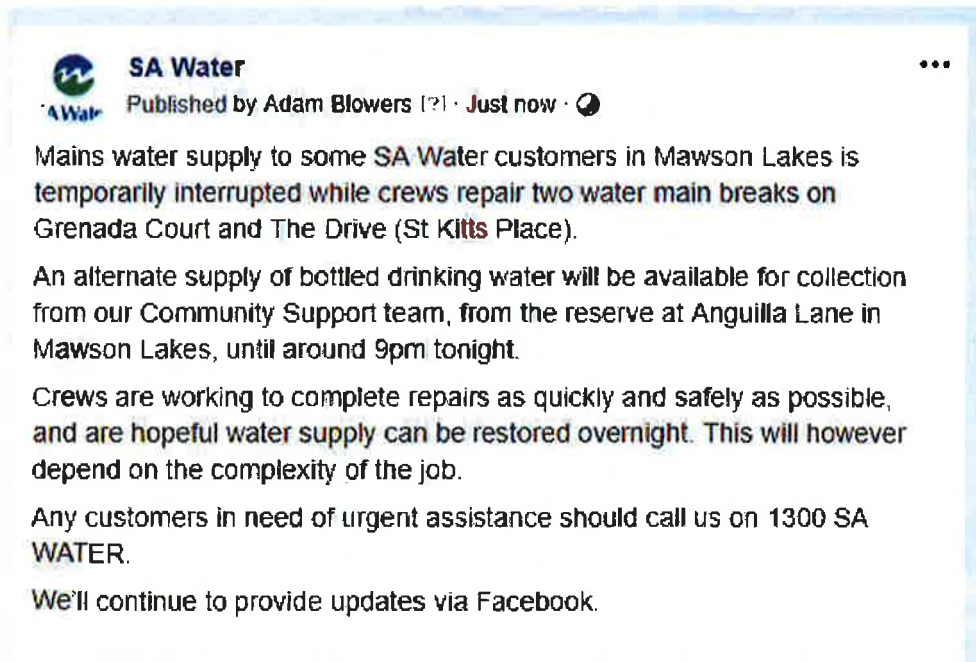
---

**From:** Blowers, Adam  
**Sent:** Friday, 6 July 2018 4:11 PM  
**To:** CCC Seniors; Customer Central  
**Cc:** CS Incident Management; SA Water Media; Babaniotis, Con  
**Subject:** Mawson Lakes facebook post

Hi team,

This has just been posted to Facebook.

Thanks,  
Adam



**Adam Blowers**  
DIGITAL COMMUNICATIONS ADVISOR

[adam.blowers@sawater.com.au](mailto:adam.blowers@sawater.com.au) • +61 491 225 929  
250 Victoria Square/Tarntanyangga ADELAIDE SA 5000



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SA Water respects and acknowledges the deep spiritual connection, knowledge and relationship Aboriginal and Torres Strait Islander people have to land and water.

**Please consider the environment before printing this email.**

**Roberts, Ben**

---

**From:** Hesketh, Clare  
**Sent:** Friday, 6 July 2018 5:14 PM  
**To:** Babaniotis, Con  
**Subject:** RE: Media holding lines - Mawson Lakes breaks

Ok cool.

---

**From:** Babaniotis, Con  
**Sent:** Friday, 6 July 2018 5:14 PM  
**To:** Hesketh, Clare  
**Subject:** Re: Media holding lines - Mawson Lakes breaks

No all good, I'll just let Aaron know when water is back on once you message me.

Sent from my Samsung Mobile on the Telstra Mobile Network

----- Original message -----

**From:** "Hesketh, Clare" <Clare.Hesketh@sawater.com.au>  
**Date:** 6/7/18 5:11 pm (GMT+09:30)  
**To:** "Babaniotis, Con" <Con.Babaniotis@sawater.com.au>  
**Subject:** RE: Media holding lines - Mawson Lakes breaks

Have you provided this to her, or do you want me to include her on any future internal correspondence as well?

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**From:** Babaniotis, Con  
**Sent:** Friday, 6 July 2018 5:10 PM  
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**Subject:** Re: Media holding lines - Mawson Lakes breaks

Just an FYI - Member for Playford Michael Brown MP called Emily at MO seeking info too.

Sent from my Samsung Mobile on the Telstra Mobile Network

----- Original message -----

**From:** "Hesketh, Clare" <Clare.Hesketh@sawater.com.au>  
**Date:** 6/7/18 5:06 pm (GMT+09:30)  
**To:** "Zugajev, Joshua" <Joshua.Zugajev@sawater.com.au>, CS Incident Management <CSIncidentManagement@sawater.com.au>  
**Cc:** "Jackson, Anna" <Anna.Jackson@sawater.com.au>, "Babaniotis, Con" <Con.Babaniotis@sawater.com.au>  
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Hi Josh and Amanda,

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Josh – I spoke to Anna on the phone, and she's okay to be spokesperson.

Thanks,

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We apologise for the inconvenience these incidents are causing, and assure the community we are working to complete repairs as quickly and safely as possible.

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A total of around 200 customers are temporarily without mains-supplied water while repairs are being carried out. Our Community Support team have earlier provided an alternate supply of drinking water to affected customers. Bottled water is also now available for collection from a reserve on Anguilla Lane in Mawson Lakes.

At this stage, we are hopeful water supply can be restored overnight. This will however depend on the complexity of the job. We'll continue to provide updates via Facebook.

Any customers in need of urgent assistance should call us on 1300 SA WATER.

**Clare Hesketh**

SENIOR MEDIA ADVISOR

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[sawater.com.au](http://sawater.com.au)

Proudly supplying world class water services to more than 1.6 million South Australians every day.





**Roberts, Ben**

---

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**Sent:** Wednesday, 19 December 2018 4:35 PM  
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Cc: "Jackson, Anna" <Anna.Jackson@sawater.com.au>, "Babaniotis, Con" <Con.Babaniotis@sawater.com.au>

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**To:** Hesketh, Clare  
**Cc:** CS Incident Management; Babaniotis, Con; Social Media; Blowers, Adam; Zugajev, Joshua  
**Subject:** Re: Media holding lines - Mawson Lakes breaks

Thanks all on mobile if you need me

Regards, Anna

On 6 Jul 2018, at 18:03, Hesketh, Clare <[Clare.Hesketh@sawater.com.au](mailto:Clare.Hesketh@sawater.com.au)> wrote:

Ok no worries. Keep me posted.

---

**From:** CS Incident Management  
**Sent:** Friday, 6 July 2018 6:02 PM  
**To:** Hesketh, Clare; CS Incident Management  
**Cc:** Jackson, Anna; Babaniotis, Con; Social Media; Blowers, Adam; Zugajev, Joshua  
**Subject:** RE: Media holding lines - Mawson Lakes breaks

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Amanda

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<image010.png>

**[sawater.com.au](http://sawater.com.au)**

<image011.png>



**Roberts, Ben**

---

**From:** Hesketh, Clare  
**Sent:** Friday, 6 July 2018 6:18 PM  
**To:** Jackson, Anna  
**Subject:** RE: Media holding lines - Mawson Lakes breaks

Will do.

---

**From:** Jackson, Anna  
**Sent:** Friday, 6 July 2018 6:11 PM  
**To:** Hesketh, Clare  
**Cc:** CS Incident Management; Babaniotis, Con; Social Media; Blowers, Adam; Zugajev, Joshua  
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250 Victoria Square/Tarntanyangga ADELAIDE SA 5000



**Roberts, Ben**

---

**From:** no\_reply@sawater.com.au  
**Sent:** Friday, 6 July 2018 6:45 PM  
**To:** Customer Resolution  
**Subject:** Feedback Form: New Submission

## Feedback Form: New Submission

### Form Information

Page Custom Form Name: Feedback Form  
Submission ID: 265744  
Time of submission: 06 Jul 2018 6:44pm  
Submission IP Address: 58.174.124.189

## Your Enquiry

Feedback Type Complaint  
Remain Anonymous No

## Your Contact Details

Title Mrs  
First Name Mandy  
LastName Jenkin  
Contact Number 0417853827  
Alternative Contact Number 0883595519  
E-mail mj1964@bigpond.com

## Property Details

State SOUTH AUSTRALIA

## Account Details

Account Holder Yes  
Contact No

Message Seriously not happy that we have been without water all day in The Bridges, Mawson Lakes. Really not good enough ... and even though your website says crews are onsite working on the problem, I have been past The Drive twice today & there were no crews there & definitely no work being undertaken. The estimated times that have been quoted during the day are just ridiculous & keep blowing out. Now it is supposed to be 9.45 pm tonight. Not good enough at all. We are expected to pay our bills on time ... with the expectation we actually have water when we turn on our taps. Please just get it fixed, no more excuses.

We're committed to delivering a great experience for every customer. We value and welcome your thoughts, please use this [link](#) to provide us with your feedback.

This is an automated email - replies are not monitored.

---

**South Australian Water Corporation disclaimer**

This e-mail and any attachments to it may be confidential and/or subject to legal professional privilege. If you are not the intended recipient you may not disclose or use the information contained in the message in any way. If received in error please delete all copies and contact the sender by return e-mail. No warranty is made that any attachments are free from viruses. It is the recipient's responsibility to establish its own protection against viruses and other damage.

**Roberts, Ben**

**From:** CS Incident Management  
**Sent:** Friday, 6 July 2018 7:27 PM  
**To:** IM Updates  
**Cc:** Niki Robinson; 'tony.tompkins@broadpectrum.com'  
**Subject:** Significant Incident - Grenada Ct, Mawson Lakes - UPDATE 06/07/18 21:26

Please see updates in green

**WATER MAIN INCIDENT**

Work Order Number	06445779
Location of water main failure	Grenada Ct, Mawson Lakes
Time reported to SA Water CSC	06/07/18 12:35 AM
Previously reported	No
Reported as (e.g. leak or break)	Leak on footpath
Time first technician on site	12:45am 6/7
Time crew on site	9:31am 6/7
Water outage Water restoration	3:00am 6/7 Tba
Number of customer connections without water *  *SA Water is unable to ascertain how many people are without water. There may be a number of people connected to one meter, for example apartment blocks.	51
Assets with critical functions without water (e.g. schools, hospitals) and contact made with them	No
Damage or flooding	No
SA Water Customer Support team attending site and services being provided	Yes – delivered water and spoke to affected customers that were home. Cards and cask water left for those that were not home.
Traffic restrictions	No
Media in attendance	No
Main size, type and construction date	525AC main, constructed in 1978
Failure code Cause Remedy	Tba

Previous history of failures on this section of main	No
Main on replacement program	No
Any other relevant information	<p>Main break is located inside the grounds of Parafield Airport (behind Grenada Ct).</p> <p>Customers affected are located in the areas of Mawson Lakes, Parafield Gardens and Green Fields.</p> <p>The 525 main is in the process of being recharged, this will be a slow process and will give supply to some customers once charged, then the 250 will be charged.</p> <p>Cask water is available from Anguilla Lane Reserve until 21:00, this evening. This has been communicated via social media and through the Call Centre.</p> <p>Vouchers have been organized for customers affected by The Drive (06445441) main break and will be delivered this evening.</p>
Official public response	<p>Crew are now on site and our CS Team have assisted affected customers. SA Water apologises for the inconvenience and will safely complete the repairs and restore the water supply as quickly as possible.</p>

**AMANDA CONNOLLY**

Service Continuity Coordinator

SA Water

E [amanda.connolly@sawater.com.au](mailto:amanda.connolly@sawater.com.au)

[www.sawater.com.au](http://www.sawater.com.au)

Follow us on [Twitter](#), [YouTube](#) and [Flickr](#)

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**Roberts, Ben**

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**To:** Freedom of Information  
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---

**From:** Zugajev, Joshua  
**Sent:** Friday, 6 July 2018 7:52 PM  
**To:** Connolly, Amanda; Hesketh, Clare  
**Subject:** FW: Media holding lines - Mawson Lakes breaks

Good job guys – thank you!

**Joshua Zugajev**  
 SENIOR MANAGER MEDIA RELATIONS

0467 774 311  
[joshua.zugajev@sawater.com.au](mailto:joshua.zugajev@sawater.com.au)

---

**From:** CS Incident Management  
**Sent:** Friday, 6 July 2018 7:20 PM  
**To:** Hesketh, Clare; CS Incident Management  
**Cc:** Jackson, Anna; Babaniotis, Con; Social Media; Blowers, Adam; Zugajev, Joshua  
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Do you know what the take up of water at the collection point has been like?

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<image020.png>

**[sawater.com.au](http://sawater.com.au)**

<image021.png>





**Roberts, Ben**

---

**From:** CS Incident Management  
**Sent:** Friday, 6 July 2018 7:57 PM  
**To:** Hesketh, Clare; CS Incident Management  
**Cc:** Jackson, Anna; Babaniotis, Con; Social Media; Blowers, Adam; Zugajev, Joshua  
**Subject:** RE: Media holding lines - Mawson Lakes breaks

Ok will do

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**From:** Hesketh, Clare  
**Sent:** Friday, 6 July 2018 7:55 PM  
**To:** CS Incident Management  
**Cc:** Jackson, Anna; Babaniotis, Con; Social Media; Blowers, Adam; Zugajev, Joshua  
**Subject:** Re: Media holding lines - Mawson Lakes breaks

Excellent, thanks Amanda. If it's overnight, just email or text first thing and then we'll post straight away.

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---

**From:** Hesketh, Clare  
**Sent:** Friday, 6 July 2018 6:04 PM  
**To:** CS Incident Management

**Cc:** Jackson, Anna; Babaniotis, Con; Social Media; Blowers, Adam; Zugajev, Joshua  
**Subject:** RE: Media holding lines - Mawson Lakes breaks

Ok no worries. Keep me posted.

---

**From:** CS Incident Management  
**Sent:** Friday, 6 July 2018 6:02 PM  
**To:** Hesketh, Clare; CS Incident Management  
**Cc:** Jackson, Anna; Babaniotis, Con; Social Media; Blowers, Adam; Zugajev, Joshua  
**Subject:** RE: Media holding lines - Mawson Lakes breaks

Charge up will be for all customers hopefully. If they do the 250 main I have been advised all customers will have water, the 525 will take a while to charge.

---

**From:** Hesketh, Clare  
**Sent:** Friday, 6 July 2018 5:43 PM  
**To:** CS Incident Management  
**Cc:** Jackson, Anna; Babaniotis, Con; Social Media; Blowers, Adam; Zugajev, Joshua  
**Subject:** RE: Media holding lines - Mawson Lakes breaks

Thanks for the update, if you let us know once any of this has been confirmed, and we can alter the FB post if necessary. I'll keep monitoring emails, and once water is back on, we will do another post – to clarify, is the charge up just for the Grenada Court customers then?

---

**From:** CS Incident Management  
**Sent:** Friday, 6 July 2018 5:33 PM  
**To:** Hesketh, Clare; Zugajev, Joshua; CS Incident Management  
**Cc:** Jackson, Anna; Babaniotis, Con  
**Subject:** RE: Media holding lines - Mawson Lakes breaks

Hi Clare

I have worked out the approximate total of properties affected is 359 from the 250 main and 525 main. A charge up has been called for but tech is still on another job. Just trying to organize somewhere for people to shower and vouchers are being organized for the customers The Drive shut off.

Regards

Amanda

---

**From:** Hesketh, Clare  
**Sent:** Friday, 6 July 2018 5:06 PM  
**To:** Zugajev, Joshua; CS Incident Management  
**Cc:** Jackson, Anna; Babaniotis, Con  
**Subject:** Media holding lines - Mawson Lakes breaks

---

Hi Josh and Amanda,

We haven't received any media enquiries on these breaks as yet, but I've put together the below holding lines just in case. Can you please

let me know of any changes? Amanda – I wasn't sure if you had a customer number confirmed (as per highlighted)?

Josh – I spoke to Anna on the phone, and she's okay to be spokesperson.

Thanks,

Clare

*SA Water crews are repairing two water main leaks in Mawson Lakes at Grenada Court and The Drive (St Kitts Place).*

*We apologise for the inconvenience these incidents are causing, and assure the community we are working to complete repairs as quickly and safely as possible.*

*The Drive leak was reported on Thursday at around 2.45pm, with a network technician attending later that afternoon.*

*The Grenada Court leak was reported just after midnight last night and a network technician was on site within 10 minutes.*

*A total of around 200 customers are temporarily without mains-supplied water while repairs are being carried out. Our Community Support team have earlier provided an alternate supply of drinking water to affected customers. Bottled water is also now available for collection from a reserve on Anguilla Lane in Mawson Lakes.*

*At this stage, we are hopeful water supply can be restored overnight. This will however depend on the complexity of the job. We'll continue to provide updates via Facebook.*

*Any customers in need of urgent assistance should call us on 1300 SA WATER.*

**Clare Hesketh**

SENIOR MEDIA ADVISOR

**08 7424 2440 • 0477 723 973**

**[clare.hesketh@sawater.com.au](mailto:clare.hesketh@sawater.com.au)**

250 Victoria Square/Tarntanyangga ADELAIDE SA 5000

**[sawater.com.au](http://sawater.com.au)**



**Roberts, Ben**

**From:** CS Incident Management  
**Sent:** Saturday, 7 July 2018 5:42 AM  
**To:** IM Updates  
**Cc:** Niki Robinson; 'tony.tompkins@broadpectrum.com'  
**Subject:** Significant Incident - Grenada Ct, Mawson Lakes - UPDATE 07/05/18 05:42

Updates in green

**WATER MAIN INCIDENT**

Work Order Number	06445779
Location of water main failure	Grenada Ct, Mawson Lakes
Time reported to SA Water CSC	06/07/18 12:35 AM
Previously reported	No
Reported as (e.g. leak or break)	Leak on footpath
Time first technician on site	12:45am 6/7
Time crew on site	9:31am 6/7
Water outage	3:00am 6/7
Water restoration	22:30 6/7
Number of customer connections without water *	51
*SA Water is unable to ascertain how many people are without water. There may be a number of people connected to one meter, for example apartment blocks.	
Assets with critical functions without water (e.g. schools, hospitals) and contact made with them	No
Damage or flooding	No
SA Water Customer Support team attending site and services being provided	Yes – delivered water and spoke to affected customers that were home. Cards and cask water left for those that were not home.
Traffic restrictions	No
Media in attendance	No
Main size, type and construction date	525AC main, constructed in 1978
Failure code	Tba
Cause	
Remedy	

Previous history of failures on this section of main	No
Main on replacement program	No
Any other relevant information	<p>Main break is located inside the grounds of Parafield Airport (behind Grenada Ct).</p> <p>Customers affected are located in the areas of Mawson Lakes, Parafield Gardens and Green Fields.</p> <p>The 525 main is in the process of being recharged, this will be a slow process and will give supply to some customers once charged, then the 250 will be charged.</p> <p>Cask water is available from Anguilla Lane Reserve until 21:00, this evening. This has been communicated via social media and through the Call Centre.</p> <p>Vouchers have been organized for customers affected by The Drive (06445441) main break and will be delivered this evening.</p>
Official public response	<p>Water supply restored and repairs safely completed. SA Water apologises for any inconvenience.</p>

**AMANDA CONNOLLY**

Service Continuity Coordinator

SA Water

E [amanda.connolly@sawater.com.au](mailto:amanda.connolly@sawater.com.au)

[www.sawater.com.au](http://www.sawater.com.au)

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Please consider the environment before printing this email.

**Roberts, Ben**

**From:** CS Incident Management  
**Sent:** Saturday, 7 July 2018 5:48 AM  
**To:** IM Updates  
**Cc:** Niki Robinson; 'tony.tompkins@broadpectrum.com'  
**Subject:** Significant Incident: The Drive (St Kitts Pl), Mawson Lakes - UPDATE 7/7 05:47

Updates in green

**WATER MAIN INCIDENT**

Work Order Number	06445441
Location of water main failure	The Drive (St Kitts Pl), Mawson Lakes
Time reported to SA Water CSC	05/07/18 2:45 PM
Previously reported	No
Reported as (e.g. leak or break)	Leak on road
Time first technician on site	16:20 5/7
Time crew on site	18:53 5/7
Water outage	18:47 5/7
Water restoration	00:05 7/7
Number of customer connections without water *	32
*SA Water is unable to ascertain how many people are without water. There may be a number of people connected to one meter, for example apartment blocks.	
Assets with critical functions without water (e.g. schools, hospitals) and contact made with them	No
Damage or flooding	No
SA Water Customer Support team attending site and services being provided	Yes - delivering water and speaking to affected customers that are home. Cards and cask water will be left for those that are not home.
Traffic restrictions	Local
Media in attendance	No
Main size	250mm
Type	Poly Vinyl Chloride Modified
Construction date	04/08/2005
Failure code	Water Connection Fault Tapping Band Failure



Cause Remedy	Replace Service Band/Collar
Previous history of failures on this section of main	No
Main on replacement program	No
Any other relevant information	Update 6/7 – Due to a separate mains break on Grenada Ct this morning (wo 0644577) the above main will not be recharged until further investigation has been completed. Our CS Team will deliver water and speak to all affected customers this morning.
Official public response	Water supply restored and repairs safely completed. SA Water apologises for any inconvenience.

**AMANDA CONNOLLY**

Service Continuity Coordinator

SA Water

E [amanda.connolly@sawater.com.au](mailto:amanda.connolly@sawater.com.au)

[www.sawater.com.au](http://www.sawater.com.au)

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Please consider the environment before printing this email.

**Water main Leaks / Breaks**

Mawson Lakes 05/07/18 – 17/01/19

Reported as	Leak on road
Status	Closed
Date	5/07/2018
Work Order	06445441 06445601 - CST
Street Name	The Drive (St Kitts Pl)
Suburb	Mawson Lakes
Allwater Area	North
Time reported to CSC	05/07/18 2:45 PM
Water/Sewer	Water
No customers affected	32
Water off	Yes
Time boundary worker onsite	
Time technician onsite	5/07/2018 4:20 PM
Time crew onsite	5/07/2018 6:55 PM
Water off time	5/07/2018 6:45 PM
Water restoration time	7/07/2018 12:05 AM
Critical customers	No
Damage or flooding	
CS Attendance Required	Yes
CS Attendance	Yes
Attendance criteria	3 - Water delivery
DPTI Road	No
Traffic restrictions	
Media in attendance	No
Main Details	250mm  Poly Vinyl Chloride Modified  04/08/2005
Repair Information	Water Connection Fault Tapping Band Failure Replace Service Band/Collar
Previous history of failures	No
Mains replacement program	No
Attended by	Greaves, Laura; Billett, Craig; Mayger, Rick; Bishop, Peter
Dispatch notes	
CS Coordinator Notes	Update 6/7 – Due to a separate mains break on Grenada Ct this morning (wo 0644577) the above main will not be recharged until further investigation has been completed. Our CS Team will deliver water and speak to all affected customers this morning.  Due to the valves being closed on this job and - Grenada- The entire section of this area do not have water. There are over 100 properties.  Techs cant turn any valves back on as they need to pump out water first. Once they have done

that they may be able to turn a valve back on. If not this whole area will be affected until the repair in the airfield is complete. At this stage will not organise pallets of water to be delivered as we are unsure on what timeframe we are looking at. Craig and Laura to possibly deliver water to the entire section until we know further

**Water delivery details:**

Angulla Ln, Mawson Lakes - Infront of culdersac on reserve  
Contact for council is Liz - 8406 8216

06/07/18 Vouchers being delivered to those in this shut off. The guys didn't finish delivering them tonight so have sent email to Eddie and Mandy requesting Maggie and Sam to go out Saturday morning to finish delivering voucher. Maggie has the vouchers and paper work

07/07/2018 CS have now delivered vouchers to customers sat morning

**Zugajev, Joshua**

---

**From:** Jackson, Anna  
**Sent:** Saturday, 7 July 2018 7:30 AM  
**To:** Hesketh, Clare  
**Cc:** CS Incident Management; Babaniotis, Con; Social Media; Blowers, Adam; Zugajev, Joshua  
**Subject:** Re: Media holding lines - Mawson Lakes breaks

Thanks team, good work.

Regards, Anna

On 7 Jul 2018, at 07:22, Hesketh, Clare <[Clare.Hesketh@sawater.com.au](mailto:Clare.Hesketh@sawater.com.au)> wrote:

Fantastic work! Will get Adam to post the info now to FB.

Sent from my iPhone

On 7 Jul 2018, at 5:58 am, CS Incident Management <[CSIncidentManagement@sawater.com.au](mailto:CSIncidentManagement@sawater.com.au)> wrote:

Morning

Water is fully back on at Mawson Lakes with both mains being fully charged by 12:30 this morning.

Community Support Team will be attending again this morning to finish delivering the vouchers to those affected in The Drive shut off. There are 71 customers totally in this shut off but only 32 properties.

Regards

Amanda

---

**From:** Hesketh, Clare  
**Sent:** Friday, 6 July 2018 7:55 PM  
**To:** CS Incident Management  
**Cc:** Jackson, Anna; Babaniotis, Con; Social Media; Blowers, Adam; Zugajev, Joshua  
**Subject:** Re: Media holding lines - Mawson Lakes breaks

Excellent, thanks Amanda. If it's overnight, just email or text first thing and then we'll post straight away.

Sent from my iPhone

On 6 Jul 2018, at 7:19 pm, CS Incident Management <[CSIncidentManagement@sawater.com.au](mailto:CSIncidentManagement@sawater.com.au)> wrote:

We've gone through about half, I think roughly 150 casks.

Full water restoration may not be until the early hours of the morning. I'll make sure I'm notified when this happens if it's after I finish in the office tonight.

---

**From:** Hesketh, Clare  
**Sent:** Friday, 6 July 2018 7:09 PM  
**To:** CS Incident Management  
**Cc:** Jackson, Anna; Babaniotis, Con; Social Media; Blowers, Adam; Zugajev, Joshua  
**Subject:** Re: Media holding lines - Mawson Lakes breaks

Thanks Amanda. We won't post to FB until supply to all customers has been restored. If you can confirm when this happens, that would be great.

Do you know what the take up of water at the collection point has been like?

Sent from my iPhone

On 6 Jul 2018, at 7:02 pm, CS Incident Management  
<[CSIncidentManagement@sawater.com.au](mailto:CSIncidentManagement@sawater.com.au)> wrote:

The 525 main is in the process of being recharged, this will give some customers water, then they'll charge the 250 which unfortunately will be the customers from last night. I have given Maggie what vouchers we had in the office and between herself, Laura and Craig they will buy the rest and go and deliver those to the customers in The Drive shut off.  
I have the 2 on callers attending to relieve Laura and Craig at the reserve so they can get the vouchers and deliver them.

---

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**Sent:** Friday, 6 July 2018 6:04 PM  
**To:** CS Incident Management  
**Cc:** Jackson, Anna; Babaniotis, Con; Social Media; Blowers, Adam; Zugajev, Joshua  
**Subject:** RE: Media holding lines - Mawson Lakes breaks

Ok no worries. Keep me posted.

---

**From:** CS Incident Management  
**Sent:** Friday, 6 July 2018 6:02 PM  
**To:** Hesketh, Clare; CS Incident Management  
**Cc:** Jackson, Anna; Babaniotis, Con; Social Media; Blowers, Adam; Zugajev, Joshua  
**Subject:** RE: Media holding lines - Mawson Lakes breaks

Charge up will be for all customers hopefully. If they do the 250 main I have been advised all customers will have water, the 525 will take a while to charge.

---

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**Sent:** Friday, 6 July 2018 5:43 PM  
**To:** CS Incident Management  
**Cc:** Jackson, Anna; Babaniotis, Con; Social Media; Blowers, Adam; Zugajev, Joshua  
**Subject:** RE: Media holding lines - Mawson Lakes breaks

Thanks for the update, if you let us know once any of this has been confirmed, and we can alter the FB post if necessary. I'll keep monitoring emails, and once water is back on, we will do another post – to clarify, is the charge up just for the Grenada Court customers then?

---

**From:** CS Incident Management  
**Sent:** Friday, 6 July 2018 5:33 PM  
**To:** Hesketh, Clare; Zugajev, Joshua; CS Incident Management  
**Cc:** Jackson, Anna; Babaniotis, Con  
**Subject:** RE: Media holding lines - Mawson Lakes breaks

Hi Clare

I have worked out the approximate total of properties affected is 359 from the 250 main and 525 main. A charge up has been called for but tech is still on another job. Just trying to organize somewhere for people to shower and vouchers are being organized for the customers The Drive shut off.

Regards

Amanda

---

**From:** Hesketh, Clare  
**Sent:** Friday, 6 July 2018 5:06 PM  
**To:** Zugajev, Joshua; CS Incident Management  
**Cc:** Jackson, Anna; Babaniotis, Con  
**Subject:** Media holding lines - Mawson Lakes breaks

Hi Josh and Amanda,

We haven't received any media enquiries on these breaks as yet, but I've put together the below holding lines just in case. Can you please let me know of any changes? Amanda – I wasn't sure if you had a customer number confirmed (as per highlighted)?

Josh – I spoke to Anna on the phone, and she's okay to be spokesperson.

Thanks,

Clare

SA Water crews are repairing two water main leaks in Mawson Lakes at Grenada Court and The Drive (St Kitts Place).

We apologise for the inconvenience these incidents are causing, and assure the community we are working to complete repairs as quickly and safely as possible.

The Drive leak was reported on Thursday at around 2.45pm, with a network technician attending later that afternoon.

The Grenada Court leak was reported just after midnight last night and a network technician was on site within 10 minutes.

A total of around 200 customers are temporarily without mains-supplied water while repairs are being carried out. Our Community Support team have earlier provided an alternate supply of drinking water to affected customers. Bottled water is also now available for collection from a reserve on Anguilla Lane in Mawson Lakes.

At this stage, we are hopeful water supply can be restored overnight. This will however depend on the complexity of the job. We'll continue to provide updates via Facebook.

Any customers in need of urgent assistance should call us on 1300 SA WATER.

**Clare Hesketh**

SENIOR MEDIA ADVISOR

08 7424 2440 • 0477 723 973

[clare.hesketh@sawater.com.au](mailto:clare.hesketh@sawater.com.au)

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<image021.png>



**Roberts, Ben**

---

**From:** Hesketh, Clare  
**Sent:** Saturday, 7 July 2018 7:32 AM  
**To:** Blowers, Adam; Social Media  
**Cc:** CS Incident Management; Zugajev, Joshua; Babaniotis, Con; Jackson, Anna  
**Subject:** FB post - Mawson Leaks incidents resolved

**Importance:** High

Hi Adam,

Can you please post the below to FB and email the CCC as per usual process?

Thanks,

Clare

*Mains water supply has now been restored to SA Water customers in Mawson Lakes, affected by two water main leaks in the area.*

*Our crews worked through the day yesterday and into last night to complete repairs to the damaged pipes.*

*Some customers may notice cloudy water when they first turn on their taps, which is caused by air and fine sediment entering the pipes or being stirred up by changes in water movement and pressure. We advise people to run their taps for a minute or two to help this clear.*

*We thank the community for their patience while we worked to resolve the incidents as quickly and safely as possible.*

*If you have any questions, or are still experiencing issues, please call our Customer Care Centre on 1300 SA WATER.*

**Clare Hesketh**  
 SENIOR MEDIA ADVISOR

**08 7424 2440 • 0477 723 973**  
[clare.hesketh@sawater.com.au](mailto:clare.hesketh@sawater.com.au)  
 250 Victoria Square/Tarntanyangga ADELAIDE SA 5000



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Proudly supplying world class water services to  
 more than 1.6 million South Australians every day.





**Roberts, Ben**

---

**From:** no\_reply@sawater.com.au  
**Sent:** Saturday, 7 July 2018 9:31 AM  
**To:** Customer Resolution  
**Subject:** Feedback Form: New Submission

## Feedback Form: New Submission

### Form Information

Page Custom Form Name: Feedback Form

Submission ID: 265811

Time of submission: 07 Jul 2018 9:31am

Clause 6 (1) - Personal Affairs

### Your Enquiry

Feedback Type Complaint

Remain Anonymous No

### Your Contact Details

Title Ms

First Name Sian

LastName Rundle

Clause 6 (1) - Personal Affairs

### Property Details

State SOUTH AUSTRALIA

### Account Details

Account Holder Yes

Account Number Clause 6 (1) - Personal Affairs

Account Holder's Name Ms Sian Rundle

Contact Yes

Message I reported a water leak on the nature strip of my property on a Sunday several weeks ago. SA Water came out in that day and said they would be back to dig up the nature strip to see what was going on. Nothing happened. On 3 July 2018 at @ 9pm we heard heavy equipment (an excavator) outside our house. On investigation we found workmen had not only dug up our nature strip but had also trespassed onto my property and dug up the landscaping to access the fault. We never gave you permission to destroy our property ( that landscaping was expensive) and do not understand why a non essential leak had to be fixed so late at night using heavy equipment in a quiet residential area. In addition, even though we were at home no one bothered to knock on the door to warn

us and the water was also turned off without warning too (albeit for a short time) work continued until 23:15 - 23:30 which kept the neighbourhood awake. The workmen also cut through the footpath as part of the process leaving an unmarked tripping hazard on their finish. They did attempt to put the landscaping back the way it was but it looks bloody awful and will all have to be redone. Throwing topsoil over the problem is not restoring the garden! I called and spoke to SA Water on Tues 3 July 2018 at 8:30am. I was supposed to be contacted that day but was not. I am putting my complaint in writing and if I do not hear from you within 7 working days to discuss this then I will be contacting the ombuddman

---

We're committed to delivering a great experience for every customer. We value and welcome your thoughts, please use this [link](#) to provide us with your feedback.

This is an automated email - replies are not monitored.

---

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Roberts, Ben

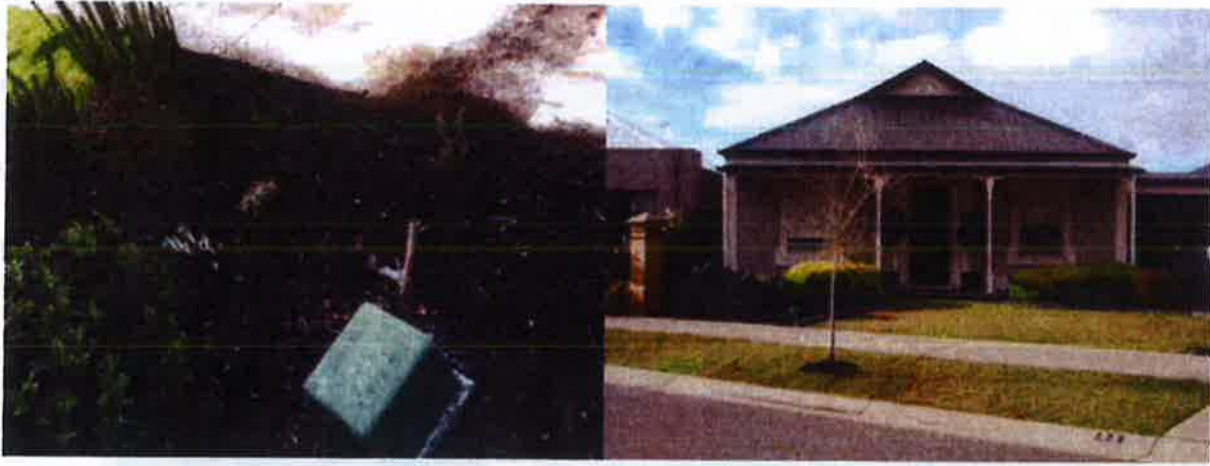
**From:** Sian Rundle  
**Sent:** Tuesday, 10 July 2018 7:45 AM  
**To:** Customer Resolution  
**Subject:** Re: SA Water Enquiry AD93222 -

Clause 6 (1) - Personal Affairs

Clause 6 (1) - Personal Affairs







Hi

Laura,

Before and after photos. Please note the agaves in the before photo had been removed and the garden planted with small shrubs. These shrubs have all been damaged and the black bark chip mixed with a lot of mud and topsoil and whilst your contractors tried to replicate what was there the garden no longer has the tidiness and symmetry created by our gardener.

Trust these assist

Sian Rundle

Sent from my iPhone

On 9 Jul 2018, at 12:36 pm, Customer Resolution <[customer.Resolution@sawater.com.au](mailto:customer.Resolution@sawater.com.au)> wrote:

Dear Sian

I refer to your email in regards to the repair of a water leak on the nature strip of your property on 3 July 2018.

On behalf of SA Water I apologise for the inconvenience this matter has caused and I will be assisting to rectify this for you as a priority.

Could you please respond to this email with pictures of the current state of your landscaping and the footpath.

If you happen to have any previous shots of the landscaping before the works were completed I would appreciate if you could send these through also.

As discussed, I will be the case manager for your complaint and I can be contacted directly by telephoning 7424 3820 or via email [customer.resolution@sawater.com.au](mailto:customer.resolution@sawater.com.au)

Kind Regards

**Laura Jones**

CUSTOMER ADVOCACY AND RESOLUTION ADVISOR

[customer.resolution@sawater.com.au](mailto:customer.resolution@sawater.com.au) • 7424 3820

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<image006.png>

**Roberts, Ben**

**From:** Hocking, Jenel  
**Sent:** Wednesday, 11 July 2018 2:16 PM  
**To:** Customer Resolution  
**Subject:** RE: Customer Complaint - AD93253 - 35 Nelson Cres, Mawson Lakes SA 5095

Hi Michael

I can confirm that customers in Nelson Cres were not given vouchers.  
As previously mentioned the shutoff was just too large to visit all customers and the only customers given vouchers were the ones in the original shutoff

Thanks

Jenel Hocking | Acting Community Support Manager  
SA Water Corporation  
SA Water House | 250 Victoria Sq | Adelaide SA 5000  
m 0436 672 256 e [Jenel.Hocking@sawater.com.au](mailto:Jenel.Hocking@sawater.com.au)

---

**From:** Customer Resolution  
**Sent:** Wednesday, 11 July 2018 9:27 AM  
**To:** Hocking, Jenel  
**Subject:** RE: Customer Complaint - AD93253 - 35 Nelson Cres, Mawson Lakes SA 5095

Hi Jenel,

Thank you for your reply.

The reason I ask is that in our 'Significant Incident' folder it advises that 'Vouchers have been organised for customers affected by The Drive (06445441) main break and will be delivered this evening (07/07/2018).'

Is this a standard response? Or was the situation reassessed and deemed too large an area to issue the vouchers?

Just want as much information as possible when deciding what Service Gesture or compensation to provide customer.

Kind Regards,

**Michael Aloisi**

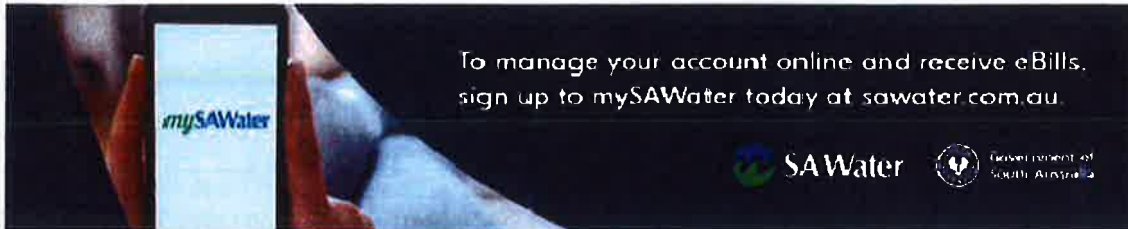
Customer Advocacy & Resolution Advisor

[michael.aloisi@sawater.com.au](mailto:michael.aloisi@sawater.com.au) • T 7424 2076  
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SA Water respects and acknowledges the deep spiritual connection, knowledge and relationship Aboriginal and Torres Strait Islander people have to land and water.

**Please consider the environment before printing this email.**

---

**From:** Hocking, Jenel  
**Sent:** Wednesday, 11 July 2018 8:30 AM  
**To:** Customer Resolution  
**Subject:** RE: Customer Complaint - AD93253 - 35 Nelson Cres, Mawson Lakes SA 5095

Hi Michael

Due to the size of the shut off it was impossible to door knock every customer. We did visit as many customers as possible in the initial shutoff but due to a large main also needing to be shut off it affected customers over 3 different suburbs.  
We provided information through Social Media and also our call centre of where customers could pick up cask water if it was needed.  
Vouchers were not provided to customers

Thanks

Jenel Hocking | Acting Community Support Manager  
SA Water Corporation  
SA Water House | 250 Victoria Sq | Adelaide SA 5000  
m 0436 672 256 e [Jenel.Hocking@sawater.com.au](mailto:Jenel.Hocking@sawater.com.au)

---

**From:** Customer Resolution  
**Sent:** Tuesday, 10 July 2018 3:20 PM  
**To:** Hocking, Jenel  
**Subject:** Customer Complaint - AD93253 - 35 Nelson Cres, Mawson Lakes SA 5095

Hi Jenel,

Sorry to bother you.

As you may have guessed, I have received a complaint about the recent Main break in Mawson Lakes where customers were without water for close to 24hrs.

I haven't been able to get in contact with the customer as yet but was curious to know whether the Community Support team visited the property above and if so, whether any water/vouchers were provided to them?

Any help would be greatly appreciated.

Kind Regards,

---

**Michael Aloisi**  
CUSTOMER ADVOCACY & RESOLUTION ADVISOR

**Roberts, Ben**

---

**From:** Customer Resolution  
**Sent:** Thursday, 12 July 2018 3:59 PM  
**To:** CCC Seniors  
**Subject:** Service Request Needed - 55 Sanctuary Dr, Mawson lakes

**Importance:** High

Hi

I was wondering if you could arrange someone to lodge a SR for me, as requested by Allwater.

Allwater completed work for a water meter leak at above address on 03/07/18 Wo 06328743. The concrete path was cut as part of this and the customer claims this is now an unsafe tripping hazard.

Allwater have asked if a work order can be created for them to make the site safe.

Thanks

**Laura Jones**

CUSTOMER ADVOCACY AND RESOLUTION ADVISOR

**customer.resolution@sawater.com.au • 7424 3820**

250 Victoria Square/Tarntanyangga ADELAIDE SA 5000



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SA Water respects and acknowledges the deep spiritual connection, knowledge and relationship Aboriginal and Torres Strait Islander people have to land and water.



**Roberts, Ben**

**From:** Customer Resolution  
**Sent:** Monday, 23 July 2018 4:17 PM  
**To:** mj1964@bigpond.com  
**Subject:** SA Water Enquiry - AD93253 - Case Closure due to no contact

Hi Mandy,

As I haven't had a response after numerous attempts and understand that the Water Supply was restored on the 6/07/2018 around 10.30pm, this case will be closed as un-contactable.

As stated in my previous email, If you believe that this matter is still outstanding, please contact me on (08) 7424 3820 or reply via email.

Thanks again for taking the time to raise this matter with us.

Sincerely,

**Michael Aloisi**

Customer Advocacy & Resolution Advisor

[customer.resolution@sawater.com.au](mailto:customer.resolution@sawater.com.au) • T 7424 3820  
 250 Victoria Square/Tampanyangga ADELAIDE SA 5000



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**Please consider the environment before printing this email.**

**From:** Customer Resolution  
**Sent:** Monday, 16 July 2018 12:09 PM  
**To:** mj1964@bigpond.com  
**Subject:** SA Water Enquiry - AD93253 - Follow Up

Hi Mandy,

Just touching base to see if you have had a chance to review my previous email.

If you could please respond with the relevant information or call me on (08) 7424 3820 that would be great.

If I don't receive contact by the 23/07/2018 I will be closing the case as un-contactable.

Bear mind, should you make contact after this date and the matter is still outstanding, your case can be re-opened and investigated for you.

Kind Regards,

**Michael Aloisi**

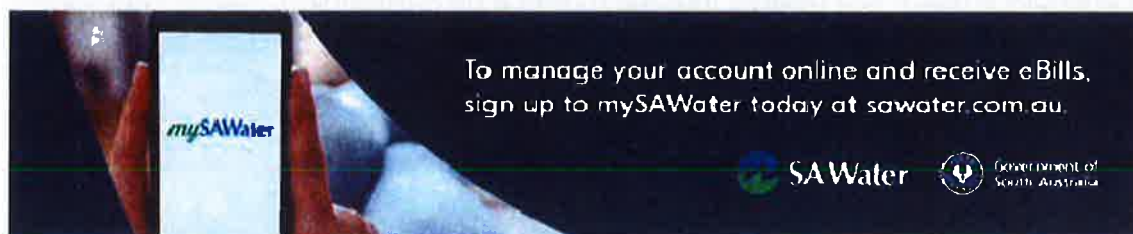
Customer Advocacy & Resolution Advisor

**[customer.resolution@sawater.com.au](mailto:customer.resolution@sawater.com.au) • T 7424 3820**

250 Victoria Square/Tarntanyangga ADELAIDE SA 5000



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---

**From:** Customer Resolution

**Sent:** Tuesday, 10 July 2018 11:42 AM

**To:** [mj1964@bigpond.com](mailto:mj1964@bigpond.com)

**Subject:** SA Water Enquiry - AD93253

Our ref: AD93253

Dear Mandy,

Account number: Please provide if you are an account holder

Property location: Please provide

Thank you for your enquiry on 06/07/2018.

If you could respond with the details requested above that would be great. Also, please advise if you were contacted by our Community Support team over the weekend and if so, whether they provided any assistance or guidance relating to your concern.

In the meantime, I will be the case manager for your enquiry. Please contact me on (08) 7424 3820 or by reply email should you wish to discuss your enquiry further.

Yours sincerely

**Michael Aloisi**

CUSTOMER ADVOCACY & RESOLUTION ADVISOR

**[michael.aloisi@sawater.com.au](mailto:michael.aloisi@sawater.com.au) • 7424 3820**

250 Victoria Square/Tarntanyangga ADELAIDE SA 5000



**Roberts, Ben**

---

**From:** Babaniotis, Con  
**Sent:** Tuesday, 24 July 2018 1:48 PM  
**To:** Harvey, Jadyne  
**Subject:** Mawson Lakes

Hey Jadyne

Can you review? Ill also update the PB.

Thanks.

Con

Clausa 17 (c) - Documents subject to Contempt



Page 1

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Page 1

Page 1





**Roberts, Ben**

---

**From:** Babaniotis, Con  
**Sent:** Tuesday, 24 July 2018 1:53 PM  
**To:** 'Tai, Aaron (DEW)'  
**Cc:** Harvey, Jadyne; 'March, James (DEWNR)'  
**Subject:** Mawson Leaks Break - Email Info

Hi Aaron,

Please find email info on the breaks in time for this afternoon's Parliament.

I'm in the process of updating the PBN.

Clause 17 (c) - Documents subject to Contempt



Thanks,

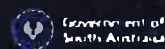
**Con Babaniotis**  
MANAGER MINISTERIAL LIAISON

**Con.Babaniotis@sawater.com.au • 7424 3737 • 0422 325 629**  
250 Victoria Square/Tarntanyangga ADELAIDE SA 5000



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**Please consider the environment before printing this email.**



**Roberts, Ben**

---

**From:** Babaniotis, Con  
**Sent:** Wednesday, 25 July 2018 9:53 AM  
**To:** Harvey, Jadyne  
**Subject:** FW: PBN update - significant breaks and leaks  
**Attachments:** Significant Breaks and Leaks PBN - 24 July.docx

Hey Jadyne

Updated PBN for your review.

Thanks,

Con

---

**From:** Hocking, Jenel  
**Sent:** Wednesday, 25 July 2018 8:08 AM  
**To:** Babaniotis, Con  
**Subject:** FW: PBN update - significant breaks and leaks

Hi Con,

Sorry for the late reply as I was in meetings all afternoon.

This information is correct

Thanks

Jenel Hocking | Acting Community Support Manager  
SA Water Corporation  
SA Water House | 250 Victoria Sq | Adelaide SA 5000  
m 0436 672 256 e [Jenel.Hocking@sawater.com.au](mailto:Jenel.Hocking@sawater.com.au)

---

**From:** Babaniotis, Con  
**Sent:** Tuesday, 24 July 2018 4:32 PM  
**To:** Hocking, Jenel  
**Subject:** FW: PBN update - significant breaks and leaks

Hi Jenel,

Any chance on getting this one back by first thing tomorrow morning?

Thanks,

Con

---

**From:** Babaniotis, Con  
**Sent:** Tuesday, 24 July 2018 2:34 PM  
**To:** Hocking, Jenel  
**Subject:** PBN update - significant breaks and leaks

Hi Jenel,

I've been asked to provide a further update pf the breaks and leaks PBN to cover off on Mawson Lakes.

Can you just run through the information and check for accuracy, while updating as required?

I wasn't sure on the SLA for a leak on footpath - 5 hours?

Would appreciate if you could get back to me ASAP

Thanks,

**Con Babaniotis**

MANAGER MINISTERIAL LIAISON

**Con.Babaniotis@sawater.com.au • 7424 3737 • 0422 325 629**

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**Please consider the environment before printing this email.**

**Roberts, Ben**

---

**From:** Customer Resolution  
**Sent:** Wednesday, 1 August 2018 11:35 AM  
**To:** Sian Rundle  
**Subject:** FW: SA Water Enquiry AD93222 - Clause 6 (1) - Personal Affairs

Dear Sian

I have requested further information on the timing of the repairs at your property. As I mentioned, the work was allocated to a crew to be completed on 03/07/18 as part of our afternoon works. It appears that due to delays from previous works for the day, the start time for the repair was later than anticipated however the repair still went ahead.

I acknowledge the noise from the work affected you and other residents in your street at such a late hour and we sincerely regret this. I can assure you that your direct feedback on this incident has been passed on to our maintenance partner, Allwater in the interests of improving our customer experience in the future and this includes the lack of notice provided when the works commenced. This matter has been taken very seriously.

To recognise your inconvenience I have applied a service gesture to your SA Water account of \$100.00. You will see notice of this on your next account.

Please forward me the quote from your gardener to reinstate your front garden once this information is available.

If you require any further information please let me know.

Kind Regards

**Laura Jones**  
CUSTOMER ADVOCACY AND RESOLUTION ADVISOR  
7424 3820

---

**From:** Customer Resolution  
**Sent:** Monday, 30 July 2018 12:39 PM  
**To:** Sian Rundle  
**Subject:** RE: SA Water Enquiry AD93222 - Clause 6 (1) - Personal Affairs

Dear Sian

My apologies, I do remember now we were waiting for the pavement to be repaired. I will await the quote once you receive this.

I am still investigating in regards to the timing of the works. We do have an afternoon shift that was allocated this work to complete but I am also questioning the appropriateness of completing it at such a late hour. I will provide you with a response to this once I have all of the information. Thanks for your patience in this regards.

Kind Regards

**Laura Jones**

---

**From:** Sian Rundle Clause 6 (1) - Personal Affairs  
**Sent:** Friday, 27 July 2018 1:39 PM  
**To:** Customer Resolution  
**Subject:** Re: SA Water Enquiry AD93222 Clause 6 (1) - Personal Affairs

Hi Laura,

If you recall we were waiting for the pavement to be repaired. That occurred this week and we have booked to get the gardener to quote next Weds. I couldn't do it sooner because it's tax season and, as an accountant, getting time off at this time of year is tricky. Will revert in due course.

Did you have any further feedback about the time of the work and lack of notice?

Kind regards,

Sian Rundle  
Sent from my iPhone

On 27 Jul 2018, at 10:47 am, Customer Resolution <[customer.Resolution@sawater.com.au](mailto:customer.Resolution@sawater.com.au)> wrote:

Dear Sian

I am just emailing to check if you've been able to get a quote from your gardener yet for reinstatement of the garden?

Kind Regards

**Laura Jones**  
CUSTOMER ADVOCACY AND RESOLUTION ADVISOR  
7424 3820

---

**From:** Sian Rundle Clause 6 (1) - Personal Affairs  
**Sent:** Thursday, 12 July 2018 1:08 PM  
**To:** Customer Resolution  
**Subject:** Re: SA Water Enquiry AD93222 Clause 6 (1) - Personal Affairs

Dear Laura,  
Thank-you.

I will organise a quote from my gardener to repair the damage and provide this to you before proceeding to make sure you are comfortable with same. I do not expect it will be a huge cost. I will wait until the footpath is fixed as this will allow some time to see if the plants survive which may save some of the expenses.  
I will revert in due course.

Sian Rundle  
Sent from my iPhone

On 12 Jul 2018, at 10:59 am, Customer Resolution <[customer.Resolution@sawater.com.au](mailto:customer.Resolution@sawater.com.au)> wrote:

Dear Sian

After investigating this matter, I just wanted to check what your preferred option would be in regards to fixing up your garden. We are happy to complete either option so we can resolve this component of your complaint.

SA Water can arrange for its original contractor to re-attend with some specific instructions on what should be completed.

Or, you could use your own landscaper to fix this up for you so you are 100% happy with it and SA Water will reimburse you for the costs.

We suggest this is completed after we have fixed up the concrete path.

I will also provide a response in regards to the time of the repairs and the lack of notice received.

Please let me know your preferred option in regards to the landscaping.

Kind Regards

**Laura Jones**

CUSTOMER ADVOCACY AND RESOLUTION ADVISOR  
7424 3820

---

**From:** Sian Rundle **Clause 6 (1) - Personal Affairs**

**Sent:** Tuesday, 10 July 2018 7:45 AM

**To:** Customer Resolution

**Subject:** Re: SA Water Enquiry AD93222 - **Clause 6 (1) - Personal Affairs**

<image001.jpg><image002.jpg><image003.jpg><image004.jpg><image005.jpg><image006.jpg><image007.jpg><image008.jpg>I Hi Laura,

Before and after photos. Please note the agaves in the before photo had been removed and the garden planted with small shrubs. These shrubs have all been damaged and the black bark chip mixed with a lot of mud and topsoil and whilst your contractors tried to replicate what was there the garden no longer has the tidiness and symmetry created by our gardener.

Trust these assist

Sian Rundle

Sent from my iPhone

On 9 Jul 2018, at 12:36 pm, Customer Resolution  
<[customer.Resolution@sawater.com.au](mailto:customer.Resolution@sawater.com.au)> wrote:

Dear Sian

I refer to your email in regards to the repair of a water leak on the nature strip of your property on 3 July 2018.

On behalf of SA Water I apologise for the inconvenience this matter has caused and I will be assisting to rectify this for you as a priority.



Could you please respond to this email with pictures of the current state of your landscaping and the footpath.

If you happen to have any previous shots of the landscaping before the works were completed I would appreciate if you could send these through also.

As discussed, I will be the case manager for your complaint and I can be contacted directly by telephoning 7424 3820 or via email [customer.resolution@sawater.com.au](mailto:customer.resolution@sawater.com.au)

Kind Regards

**Laura Jones**

CUSTOMER ADVOCACY AND RESOLUTION ADVISOR

[customer.resolution@sawater.com.au](mailto:customer.resolution@sawater.com.au) • 7424 3820

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<image005.png>

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<image006.png>

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Reported as	Main break on road
Status	Closed
Date	1/08/2018
Work Order	06481562
Street Name	Augustine St
Suburb	Mawson Lakes
Allwater Area	North
Time reported to CSC	01/08/18 6:29 PM
Water/Sewer	Water
No customers affected	24
Water off	No
Time boundary worker onsite	
Time technician onsite	
Time crew onsite	
Water off time	
Water restoration time	
Critical customers	
Damage or flooding	
CS Attendance Required	No
CS Attendance	No
Attendance criteria	
DPTI Road	No
Traffic restrictions	
Media in attendance	
Main Details	
Repair Information	
Previous history of failures	
Mains replacement program	No
Attended by	
Dispatch notes	
CS Coordinator Notes	<p>Maximo notes regarding location " Under the bridge / eldersmith rd. SAPOL indicated causing traffic".</p> <p>Location is not very clear will need confirmation from tech. Have added shut off plan for Augustine St.</p> <p>1/08/18 Dispatch advised that this was irrigation</p>
Field team notes	



**Roberts, Ben**

---

**From:** Sian Rundle  
**Sent:** Sunday, 12 August 2018 10:29 AM  
**To:** Customer Resolution  
**Subject:** Fwd: SA Water Enquiry AD93222

Hi Laura,

Landscaper has asked me to pay him and then seek reimbursement from you. He will schedule the work as soon as the weather improves.

Once complete I will provide a copy of the paid account and photographic evidence that the repair has occurred for your records.

Many Thanks,

Sian Rundle  
 Sent from my iPhone

Begin forwarded message:

**From:** "Peter" <[peter@greenthumbz.com.au](mailto:peter@greenthumbz.com.au)>  
**Date:** 11 August 2018 at 4:31:36 pm ACST  
**To:** "Sian Rundle"  
**Subject:** RE: SA Water Enquiry AD93222

Best you pay me .... should be able to get to it late next week if we get some half decent weather !!!

Pete  
 Greenthumbz

**From:** Sian Rundle  
**Date:** 7 August 2018 at 10:11:41 am ACST  
**To:** [peter@greenthumbz.com.au](mailto:peter@greenthumbz.com.au)  
**Subject:** Fwd: SA Water Enquiry AD93222

Hi Pete,  
 Please see attached email from SA Water. Did you want to invoice them directly or have us pay you and then get them to reimburse us.

I am happy either way but will need a bill marked "paid" to be able to claim the money back.

If you could let me know we can book the work in.

Thanks

Sian Rundle  
 Sent from my iPhone

Begin forwarded message:

**From:** Customer Resolution

**<**customer.Resolution@sawater.com.au**>**

**Date:** 7 August 2018 at 9:49:58 am ACST

**To:** Sian Rundle **Clause 6 (1) - Personal**

**Subject: RE: SA Water Enquiry AD93222** **Clause 6 (1) - Personal Affairs**  
**Clause 6 (1) - Personal Affairs**

Thanks Sian. I can approve this for reimbursement.

At this point you could pay your landscaper to complete this and we will reimburse you directly into your bank account upon a copy of the paid invoice being sent to us.

Or if you do not wish to do this please ask your landscaper to invoice SA Water directly for the works upon completion.

Let me know what the best option is for you.

Kind Regards

Laura Jones

CUSTOMER ADVOCACY AND RESOLUTION ADVISOR

7424 3820

-----Original Message-----

**From:** Sian Rundle **Clause 6 (1) - Personal Affairs**

**Sent:** Monday, 6 August 2018 7:06 PM

**To:** Customer Resolution

**Subject:** SA Water Enquiry AD93222 **Clause 6 (1) - Personal Affairs**  
**Clause 6 (1) - Personal Affairs**

Hi Laura,

Quote for repairs herewith.

Regards,

Be green - read on the screen

---

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**Roberts, Ben**

---

**From:** Hesketh, Clare  
**Sent:** Thursday, 16 August 2018 5:19 PM  
**To:** CS Incident Management  
**Cc:** Blowers, Adam; Zugajev, Joshua  
**Subject:** RE: Priority Work Order 06507804 - Mawson Lakes Shopping Centre

Excellent, thanks!

---

**From:** CS Incident Management  
**Sent:** Thursday, 16 August 2018 5:18 PM  
**To:** Hesketh, Clare  
**Cc:** CS Incident Management  
**Subject:** RE: Priority Work Order 06507804 - Mawson Lakes Shopping Centre

Hi Clare

Water is back on at this one

Someone came and turned the meter tap off and facilities management was able to turn it back on again

All good

Thanks

Eddie

---

**From:** Hesketh, Clare  
**Sent:** Thursday, 16 August 2018 4:41 PM  
**To:** CS Incident Management  
**Cc:** Blowers, Adam; Zugajev, Joshua  
**Subject:** RE: Priority Work Order 06507804 - Mawson Lakes Shopping Centre

Thanks Eddie.

---

**From:** CS Incident Management  
**Sent:** Thursday, 16 August 2018 4:40 PM  
**To:** Hesketh, Clare  
**Subject:** RE: Priority Work Order 06507804 - Mawson Lakes Shopping Centre

Hi Clare

Bronwyn has some more info you may find useful

Thanks

Eddie

---

**From:** Swadling, Bronwyn  
**Sent:** Thursday, 16 August 2018 4:36 PM  
**To:** G Allwater All SAW House Dispatch (GAllwaterAllSAWHouseDispatch@broadpectrum.com); CS Incident Management

**Subject:** RE: Priority Work Order 06507804 - Mawson Lakes Shopping Centre  
**Importance:** High

Hi

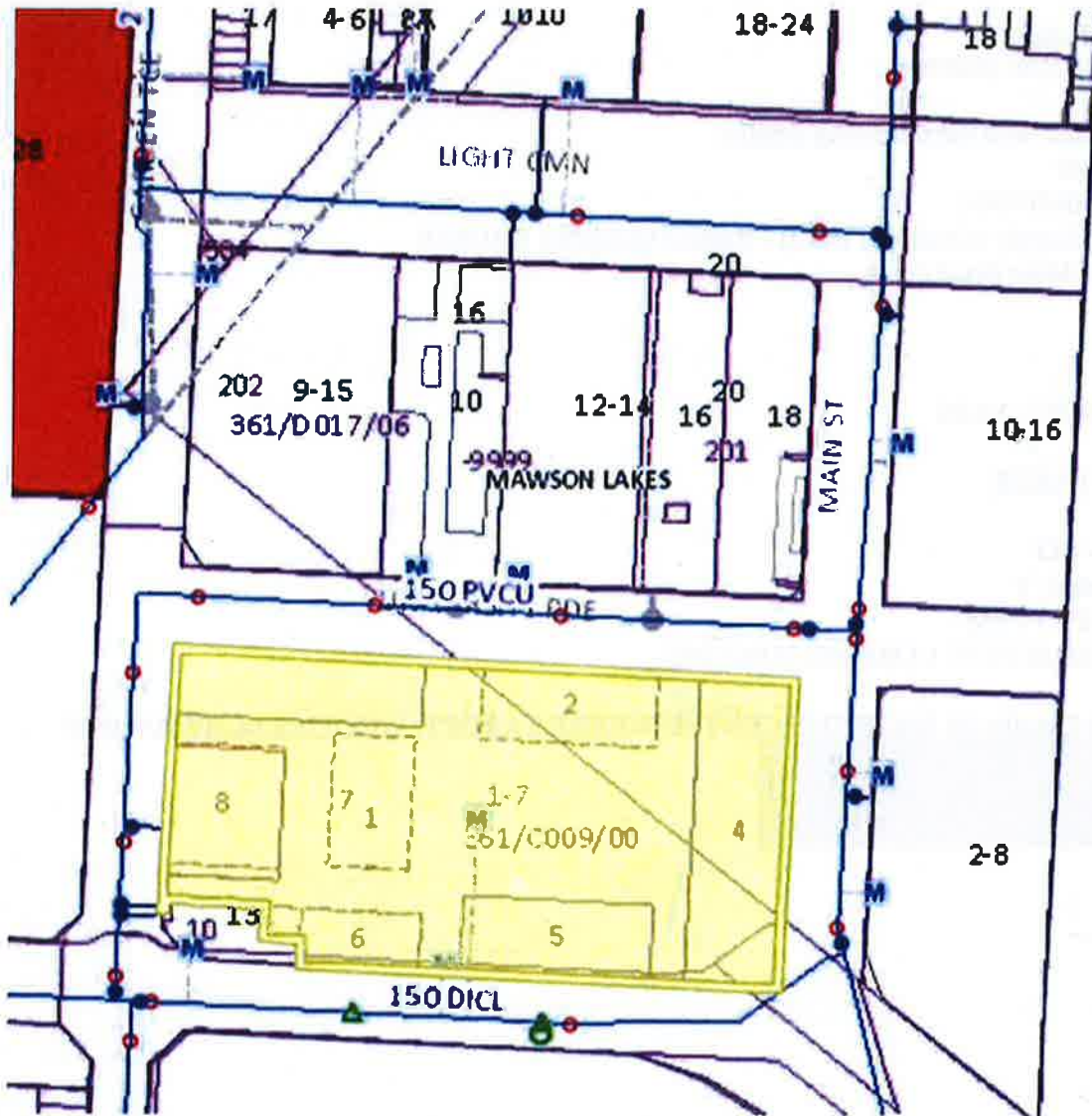
Can I please be kept updated on this one as Mawson Lakes Shopping centre are a major customer.

Meter locations for the two halves of the shopping centre are below, I don't believe the location put in maximo is correct as it shows on maximo map as being a fair distance from the shopping centre.

X21140021	40MM DAVEYSHEP	STH MAIN UNI INTERSECTION.IN G BED.LEFT GAUCI HAIR.EAST SIDE
X30440041	40MM DAVEYSHEP	OPP RHS BOOSTER CNR M.L.B. GARDEN STREET BOX NEAR CHICKEN SHOP IN GDN
X30240044	40MM DAVEYSHEP	SHOP CAR PARK UNIVERSITY PD. STH OF UNI MAIN INTERSECTION.EAST SIDE. G BE
RWM050019	50MM FLOSTAR	IN UNIVERSITY DR IN G/BED 10M LEFT BUS STOP C.1 M LEFT GREEN IRR BOX
RWM350007	50MM RWM	MAWSON LAKES BLVD CNR GDN TCE OPP LHS BOOSTER BOXES
RWM145060	50MM RWM	ON UNIVERSITY PDE SHOP CAR PARK. 2M LEFT OF POTABLE MTR. 230 MAWSON I
K30240008	50MM ELSTER	ON GARDEN TCE / HEIGHT COMMON STH CNR
K11140036	50MM ELSTER	LIGHT COMMON WEST OF CARPARK ENTRANCE TO WOOLIES OP FIRE BOOSTER
K30240020	50MM ELSTER	Position B
RWM115027	50MM ELSTER	Position A
RWM115008	50MM RWM	LIGHT COMMON WEST OF CARPARK ENTRANCE TO WOOLIES OP FIRE BOOSTER
RWM115002	50MM RWM	Position B

Shopping Centre location:





Thanks  
Bronwyn

**Bronwyn Swadling**

Business Relations Consultant

**Bronwyn.Swadling@sawater.com.au • 7424 3591 • 0455 065 940**

250 Victoria Square/Tampanyangga ADELAIDE SA 5000



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**From: MAXIMO**

**Sent: Thursday, 16 August 2018 4:13 PM**

**To:** Priority Work Order Alerts  
**Subject:** Priority Work Order 06507804

New Workorder created with the following details:

SR Number: 00861949

Workorder Number: 06507804

WO Description: No Supply (Occupied Land) - Reason Unknown SHEREE

Classification: Water Main Breakdown

Lot Number:

Unit Number:

Street Number:

Street name: MAWSON LAKES

Street Type: BVD

Suburb: MAWSON LAKES

Postcode: 5095

DPTI Street Class? - NO

Dual Supply Connected: Y

Target start: 16/08/18 4:10 PM

Address Owner: COMMUNITY CORP NO 21867 INC

Phone number:

Additional Customer Details: IN SHOPPING CENTRE WHERE TARGET, WOOLIES SUBWAY ETC

Clause 6 (1) - Personal Affairs

SLA Attend 1 Hr

--- End of Message ---

Reported as	Main Break on Road
Status	Closed
Date	18/08/2018
Work Order	06510234
Street Name	Mawson Lakes Bvd
Suburb	Mawson Lakes
Allwater Area	North
Time reported to CSC	18/08/18 11:10 AM
Water/Sewer	Water
No customers affected	46
Water off	No
Time boundary worker onsite	
Time technician onsite	18/08/2018 1:20 PM
Time crew onsite	
Water off time	
Water restoration time	
Critical customers	No
Damage or flooding	
CS Attendance Required	No
CS Attendance	No
Attendance criteria	
DPTI Road	
Traffic restrictions	
Media In attendance	
Main Details	
Repair Information	
Previous history of failures	
Mains replacement program	No
Attended by	
Dispatch notes	
CS Coordinator Notes	Unable to locate leak.



**Roberts, Ben**

---

**From:** Hesketh, Clare  
**Sent:** Saturday, 18 August 2018 1:46 PM  
**To:** CS Incident Management  
**Cc:** Blowers, Adam; Zugajev, Joshua  
**Subject:** Re: Priority Work Order 06510234

Ok cool thanks.

Sent from my iPhone

On 18 Aug 2018, at 1:43 pm, CS Incident Management <[CSIncidentManagement@sawater.com.au](mailto:CSIncidentManagement@sawater.com.au)> wrote:

Hi

Tech was unable to find any leaks. May have just been stormwater

Thanks

Jenel Hocking | Acting Community Support Manager  
 SA Water Corporation  
 SA Water House | 250 Victoria Sq | Adelaide SA 5000  
 m 0436 672 256 e [Jenel.Hocking@sawater.com.au](mailto:Jenel.Hocking@sawater.com.au)

---

**From:** CS Incident Management  
**Sent:** Saturday, 18 August 2018 11:37 AM  
**To:** Hesketh, Clare; CS Incident Management  
**Cc:** Blowers, Adam; Zugajev, Joshua  
**Subject:** RE: Priority Work Order 06510234

Not yet.

The job has been assigned and I will let you know when the tech attends

Jenel Hocking | Acting Community Support Manager  
 SA Water Corporation  
 SA Water House | 250 Victoria Sq | Adelaide SA 5000  
 m 0436 672 256 e [Jenel.Hocking@sawater.com.au](mailto:Jenel.Hocking@sawater.com.au)

---

**From:** Hesketh, Clare  
**Sent:** Saturday, 18 August 2018 11:35 AM  
**To:** CS Incident Management  
**Cc:** Blowers, Adam; Zugajev, Joshua  
**Subject:** Fwd: Priority Work Order 06510234

Do you have any more info on this one?

Sent from my iPhone

Begin forwarded message:

**From:** "[maximo@sawater.com.au](mailto:maximo@sawater.com.au)" <[maximo@sawater.com.au](mailto:maximo@sawater.com.au)>  
**Date:** 18 August 2018 at 11:13:42 am ACST  
**To:** <[PriorityWorkOrderAlerts@sawater.com.au](mailto:PriorityWorkOrderAlerts@sawater.com.au)>  
**Subject:** Priority Work Order 06510234

New Workorder created with the following details:

SR Number: 00862509

Workorder Number: 06510234

WO Description: Main Break on Road Minor Water Flow No Damage

DAVID

Classification: Water Main Breakdown

Lot Number:

Unit Number:

Street Number:

Street name: MAWSON LAKES

Street Type: BVD

Suburb: MAWSON LAKES

Postcode: 5095

DPTI Street Class? - NO

Dual Supply Connected: Y

Target start: 18/08/18 11:10 AM

Address Owner: COMMUNITY CORP NO 21152 INC

Phone number:

Additional Customer Details: between parkway round about and Pomeranian  
rd on western side. lifted road and water gushing out.

Clause 6 (1) - Personal Affairs

Reported 18/08/18 11:10 AM

SLA Attend 5 Hrs

--- End of Message ---

**Roberts, Ben**

**From:** CS Incident Management  
**Sent:** Thursday, 23 August 2018 9:16 AM  
**To:** IM Updates  
**Cc:** 'yannick.monrolin@sa.gov.au'; 'tony.tompkins@broadpectrum.com'  
**Subject:** Significant Incident- Main St, Mawson Lakes

**WATER MAIN INCIDENT**

Work Order Number	06514920
Location of water main failure	Main St
Time reported to SA Water CSC	23/8/18 2.41am
Previously reported	No
Reported as (e.g. leak or break)	Leak on road
Time first technician on site	3.00am approx
Time crew on site	3.50am
Water outage Water restoration	3.00am Approx TBA
Number of customer connections without water *	9
*SA Water is unable to ascertain how many people are without water. There may be a number of people connected to one meter, for example apartment blocks.	
Assets with critical functions without water (e.g. schools, hospitals) and contact made with them	* Child Care Centre- Currently not operating. Only running inductions so no children onsite. * Goodwill Medical Centre * Mawson Lakes Veterinary Hospital
Damage or flooding	No
SA Water Customer Support team attending site and services being provided	Yes – delivered water to critical customers.
Traffic restrictions	Localised- Speed limit reduced to 25km on Main St
Media in attendance	No
Main size, type and construction date	250PVC 26/5/2005
Failure code Cause Remedy	TBA



Previous history of failures on this section of main	06514294 22/8/18 Leak on road
Main on replacement program	No
Any other relevant information	<p>Leak on road (06514294) repaired last night. Found to be leaking again on recharge.</p> <p>Valve down near airport is causing customers North of Elder Smith Drive to experience low to no pressure. Currently unsure of the number of properties affected. Community Support team will continue to monitor and deliver to customers requesting water.</p>
Official public response	SA Water apologises for the inconvenience and will safely complete the repairs and restore the water supply as quickly as possible.

**Jenel Hocking** | Acting Community Support Manager  
 SA Water Corporation  
 SA Water House | 250 Victoria Sq | Adelaide SA 5000  
 m 0436 672 256 e [Jenel.Hocking@sawater.com.au](mailto:Jenel.Hocking@sawater.com.au)

**Roberts, Ben**

**From:** CS Incident Management  
**Sent:** Thursday, 23 August 2018 11:57 AM  
**To:** IM Updates  
**Cc:** 'yannick.monrolin@sa.gov.au'; 'tony.tompkins@broadpectrum.com'  
**Subject:** Significant Incident- Main St, Mawson Lakes Update-11.55am

Updates in green

Jenel Hocking | Acting Community Support Manager  
 SA Water Corporation  
 SA Water House | 250 Victoria Sq | Adelaide SA 5000  
 m 0436 672 256 e [Jenel.Hocking@sawater.com.au](mailto:Jenel.Hocking@sawater.com.au)

**From:** CS Incident Management  
**Sent:** Thursday, 23 August 2018 9:16 AM  
**To:** IM Updates  
**Cc:** yannick.monrolin@sa.gov.au; tony.tompkins@broadpectrum.com  
**Subject:** Significant Incident- Main St, Mawson Lakes

**WATER MAIN INCIDENT**

Work Order Number	06514920
Location of water main failure	Main St
Time reported to SA Water CSC	23/8/18 2.41am
Previously reported	No
Reported as (e.g. leak or break)	Leak on road
Time first technician on site	3.00am approx
Time crew on site	3.50am
Water outage Water restoration	3.00am Approx 10.40am
Number of customer connections without water *  *SA Water is unable to ascertain how many people are without water. There may be a number of people connected to one meter, for example apartment blocks.	9
Assets with critical functions without water (e.g. schools, hospitals) and contact made with them	* Child Care Centre- Currently not operating. Only running inductions so no children onsite. * Goodwill Medical Centre * Mawson Lakes Veterinary Hospital
Damage or flooding	No

SA Water Customer Support team attending site and services being provided	Yes – delivered water to critical customers.
Traffic restrictions	Localised- Speed limit reduced to 25km on Main St
Media in attendance	No
Main size, type and construction date	250PVC 26/5/2005
Failure code Cause Remedy	Break Joint Leak Repair
Previous history of failures on this section of main	06514294 22/8/18 Leak on road
Main on replacement program	No
Any other relevant information	<p>Leak on road (06514294) repaired last night. Found to be leaking again on recharge.</p> <p>Valve down near airport is causing customers North of Elder Smith Drive to experience low to no pressure. Currently unsure of the number of properties affected. Community Support team will continue to monitor and deliver to customers requesting water.</p>
Official public response	Water supply restored and repairs safely completed. SA Water apologises for any inconvenience.

Jenel Hocking | Acting Community Support Manager  
SA Water Corporation  
SA Water House | 250 Victoria Sq | Adelaide SA 5000  
m 0436 672 256 e [Jenel.Hocking@sawater.com.au](mailto:Jenel.Hocking@sawater.com.au)

Reported as	Leak on road
Status	Closed
Date	23/08/2018
Work Order	06514920
Street Name	Main St
Suburb	Mawson Lakes
Allwater Area	North
Time reported to CSC	23/08/18 2:41 AM
Water/Sewer	Water
No customers affected	9
Water off	Yes
Time boundary worker onsite	
Time technician onsite	23/08/2018 3:00 AM
Time crew onsite	23/08/2018 3:50 AM
Water off time	23/08/2018 3:00 AM
Water restoration time	23/08/2018 10:40 AM
Critical customers	Medical Centre and Child Care Centre
Damage or flooding	
CS Attendance Required	Yes
CS Attendance	Yes
Attendance criteria	3 - Water delivery
DPTI Road	No
Traffic restrictions	Localised- Speed limit reduced to 25km on Main St
Media in attendance	
Main Details	
	250PVC 26/5/2005
Repair Information	Break
	joint leak
Previous history of failures	
Mains replacement program	No
Attended by	Carbone, Frances; Greaves, Laura
Dispatch notes	
CS Coordinator Notes	<p>Original workorder 06514294. Rebreak on chargeup</p> <p>Leak on road (06514294) repaired last night. Found to be leaking again on recharge.</p> <p>Valve down near airport is causing customers North of Elder Smith Drive to experience low to no pressure. Currently unsure of the number of properties affected.</p> <p>Community Support team will continue to monitor and deliver to customers requesting water.</p>



**Roberts, Ben**

---

**From:** Maddern, Graham  
**Sent:** Friday, 24 August 2018 11:42 AM  
**To:** Nitschke, Ashley; Chirkoff, Andrew  
**Subject:** FW: Customer complaint (Wijesinghe) - 32, ELDER DRIVE, MAWSON LAKES - Due Date: 29/08/2018

Just to confirm new workorder for correct address 06518070... attended and job now complete..customer onsite and happy with outcome ....I cancelled previous w/o with wrong address from maximo to stop confusion

**Graham Maddern**  
**SA Water**  
**Metropolitan Network Dispatcher**  
**Work Health Safety Rep**  
 Adelaide Services Alliance  
 Level 8, SA Water House  
 250 Victoria Square | Adelaide SA 5000  
 GPO Box 1977 | Adelaide SA 5001  
 T: +61 8 7424 3993/2/4 M: 0412081678  
 E: [Graham.Maddern@sawater.com.au](mailto:Graham.Maddern@sawater.com.au)  
**One Team. Growing People. Creating the Future.**




---

**From:** Customer Resolution [mailto:customer.Resolution@sawater.com.au]  
**Sent:** Friday, 24 August 2018 9:45 AM  
**To:** ALLWater Dispatchers (All Water)  
**Cc:** Nitschke, Ashley; Mason, Darren  
**Subject:** Customer complaint (Wijesinghe) - 32, ELDER DRIVE, MAWSON LAKES - Due Date: 29/08/2018

**\*\* This mail has been sent from an external source \*\***  
 Hi Allwater,

Below is a customer complaint regarding a reported leak before the water meter. I found the work order for this job which is 06491974. This is the second report however both jobs were booked for the wrong address.

In Mawson Lakes there is an Elder Circuit and an Elder Drive. This customer is located on Elder Drive. Can you please update the address on the WO.

Can we please go out there asap and fix the leak. This was initially reported on 31 July and the leak is still there.

Regards,

**Andrew Chirkoff**  
 CUSTOMER ADVOCACY & RESOLUTION ADVISOR  
 7424 3820

**From:** no\_reply@sawater.com.au [mailto:no\_reply@sawater.com.au]

**Sent:** Thursday, 23 August 2018 10:06 AM

**To:** Customer Resolution

**Subject:** Feedback Form: New Submission

## Feedback Form: New Submission

### Form Information

Page Custom Form Name: Feedback Form

Submission ID: 291260

Time of submission: 23 Aug 2018 10:05am

Submission IP Address: 58.170.20.198

### Your Enquiry

Feedback Type Complaint

Remain Anonymous No

### Your Contact Details

Title Mr

First Name Wineya

LastName Wijesinghe

Contact Number 0422548315

Alternative Contact Number 0422548315

E-mail wpwije@yahoo.com.sg

### Property Details

### Account Details

Account Holder No

Account Holder's Name Wineya Wijesinghe

Contact Yes

Message It is pretty unfortunate that your fault reporting system cannot identify the street addresses correctly still, Maswon Lakes is not new and these roads are nearly 20 years old now, all the fault reports that I submit from my address at No 32 Elder Drive Mawson Lakes get reported as No 32 Elder CCt, and further more the rude operators doesn't know how to respond when ask why and my water meter is leaking more than a month now, reference numbers are 00858234 and 00855149. I reckon, we are paying more than you deserve for these services so please take some action on these issues.

---

We're committed to delivering a great experience for every customer. We value and welcome your thoughts, please use this [link](#) to provide us with your feedback.

This is an automated email - replies are not monitored.



Reported as	Leak on footpath
Status	Closed
Date	4/09/2018
Work Order	06513385
Street Name	Fourth Ave
Suburb	Mawson Lakes
Allwater Area	North
Time reported to CSC	21/08/18 4:31 PM
Water/Sewer	Water
No customers affected	
Water off	No
Time boundary worker onsite	
Time technician onsite	4/09/2018 11:15 AM
Time crew onsite	4/09/2018 8:55 AM
Water off time	
Water restoration time	
Critical customers	No
Damage or flooding	No
CS Attendance Required	No
CS Attendance	No
Attendance criteria	
DPTI Road	No
Traffic restrictions	
Media in attendance	
Main Details	
Repair Information	
Previous history of failures	
Mains replacement program	
Attended by	
Dispatch notes	
CS Coordinator Notes	advised by dispatch of outage water only off for about half an hour, shut off and recharge times not advised in maximo.



Reported as	Leak on road
Status	Closed
Date	2/11/2018
Work Order	06615066 06627729 - CST
Street Name	The Drive
Suburb	Mawson Lakes
Allwater Area	North
Time reported to CSC	24/10/18 1:36 PM
Water/Sewer	Water
No customers affected	1
Water off	No
Time boundary worker onsite	
Time technician onsite	1/11/2018 2:55 PM
Time crew onsite	1/11/2018 12:00 AM
Water off time	1/11/2018 9:00 AM
Water restoration time	1/11/2018 4:20 PM
Critical customers	Yes - self-identified critical customer <b>Clause 6 (1) - Personal Affairs</b>
Damage or flooding	
CS Attendance Required	Yes
CS Attendance	Yes
Attendance criteria	3 - Water delivery
DPTI Road	No
Traffic restrictions	
Media in attendance	
Main Details	
Repair Information	2/11/18 - Request received from call centre to deliver cask water to self-identified critical customer <b>Clause 6 (1) - Personal Affairs</b>
Previous history of failures	
Mains replacement program	
Attended by	Carbone, Frances
Dispatch notes	
CS Coordinator Notes	<p>2/11/18 - Customer apparently has no supply due to valve still being down as a result of a parked vehicle being on it. Our CS team attended and delivered cask water to customer.</p> <p>4/11/18 - 10am Customer called to advise still has no water supply - just a trickle. (WO# 06630975 entered for low supply) at 8 Grenada Ct Mawson Lakes. Spoke with DI in dispatch who wasn't aware of this job and asked if we could have someone attend today to see if we can have the valve that needs to be turned back on as previously a car over the valve so no access. DI will have someone attend today not sure of time. Rang Frances regarding previous water delivery confirmed need to redeliver due to confirmation the valve has not been turned back on. Also rang Sam to attend with Frances.</p> <p>4/11/18 - 1.40pm - DI advised tech onsite checked valve and no properties should be affected he also went to 8 Grenada Ct Mawson Lakes and found their water meter was turned off. He has turned meter back on.</p>



**WATER MAIN INCIDENT**

Work Order Number	06641069
Location of water main failure	Sanctuary Dr Mawson Lakes
Time reported to SA Water CSC	09/11/18 10:40am
Previously reported	No
Reported as (e.g. leak or break)	Leak on road – Flowing
Time first technician on site	1.40pm
Time crew on site	4.25pm
Water outage	2.52pm
Water restoration	7.00pm
Number of customer connections without water *	66
*SA Water is unable to ascertain how many people are without water. There may be a number of people connected to one meter, for example apartment blocks.	
Assets with critical functions without water (e.g. schools, hospitals) and contact made with them	No
Damage or flooding	No
SA Water Customer Support team attending site and services being provided	Yes – delivered water and spoke to affected customers that were home. Cards and cask water left for those that were not home.
Traffic restrictions	Localised
Media in attendance	No
Main size	100mm
Type	Poly Vinyl Chloride Modified
Construction date	2003

<b>Problem</b>	Water Connection Fault
<b>Cause</b>	Tapping Band Failure
<b>Remedy</b>	Replace Service Band/Collar
<b>Previous history of failures on this section of main</b>	05388439 - Leak on Road - 17/07/2016
<b>Main on replacement program</b>	No
<b>Any other relevant information</b>	No
<b>Official public response</b>	Water supply restored and repairs safely completed. SA Water apologises for any inconvenience.

**Roberts, Ben**

**From:** CS Incident Management  
**Sent:** Friday, 9 November 2018 7:28 PM  
**To:** IM Updates  
**Cc:** yannick.monrolin@sa.gov.au; tony.tompkins@broadpectrum.com;  
 mark.bell@allwater.net.au; bruce.wood@allwater.net.au;  
 karl.wassermann@allwater.net.au  
**Subject:** Significant Incident Sanctuary Dr Mawson Lakes

**WATER MAIN INCIDENT**

Work Order Number	06641069
Location of water main failure	Sanctuary Dr Mawson Lakes
Time reported to SA Water CSC	09/11/18 10:40am
Previously reported	No
Reported as (e.g. leak or break)	Leak on road – Flowing
Time first technician on site	1.40pm
Time crew on site	4.25pm
Water outage Water restoration	2.52pm 7.00pm
Number of customer connections without water *	66
*SA Water is unable to ascertain how many people are without water. There may be a number of people connected to one meter, for example apartment blocks.	
Assets with critical functions without water (e.g. schools, hospitals) and contact made with them	No
Damage or flooding	No
SA Water Customer Support team attending site and services being provided	Yes – delivered water and spoke to affected customers that were home. Cards and cask water left for those that were not home.
Traffic restrictions	Localised
Media in attendance	No
Main size Type Construction date	100mm Poly Vinyl Chloride Modified 2003
Problem Cause	TBA – No information provided as yet TBA



Remedy	TBA
Previous history of failures on this section of main	05388439 - Leak on Road - 17/07/2016
Main on replacement program	No
Any other relevant information	No
Official public response	Water supply restored and repairs safely completed. SA Water apologises for any inconvenience.

Regards

**Kerry Hill**

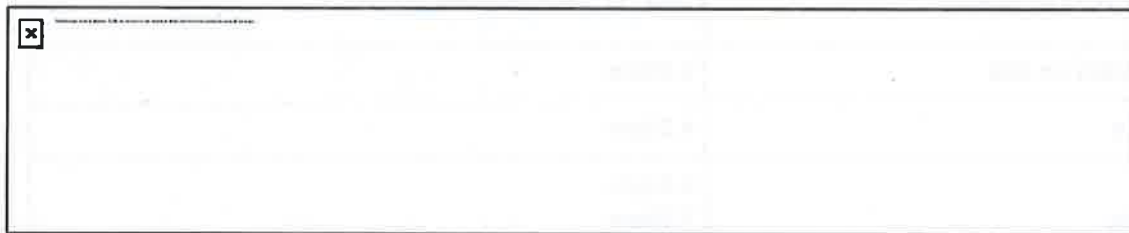
Service Impact Management Officer

[kerry.hill@sawater.com.au](mailto:kerry.hill@sawater.com.au)

250 Victoria Square/Tarntanyangga ADELAIDE SA 5000



[sawater.com.au](http://sawater.com.au)



SA Water

respects and acknowledges the deep spiritual connection, knowledge and relationship Aboriginal and Torres Strait Islander people have to land and water.

**Please consider the environment before printing this email.**

**Roberts, Ben**

**From:** CS Incident Management  
**Sent:** Saturday, 10 November 2018 6:15 AM  
**To:** IM Updates  
**Cc:** yannick.monroli@sa.gov.au; tony.tompkins@broadpectrum.com;  
 mark.bell@allwater.net.au; bruce.wood@allwater.net.au;  
 karl.wassermann@allwater.net.au  
**Subject:** Significant Incident Sanctuary Dr Mawson Lakes update 10/11/18 6:14am

Please see updates in green.

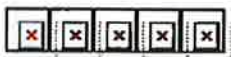
Regards

**Kwasi Antwi**

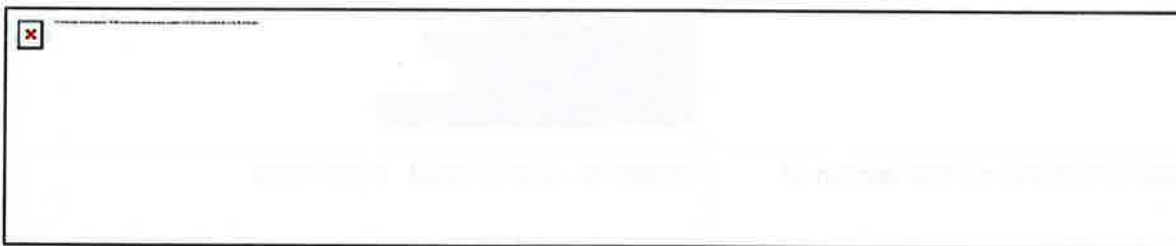
Service Continuity Coordinator

[kwasi.antwi@sawater.com.au](mailto:kwasi.antwi@sawater.com.au)

250 Victoria Square/Tarntanyangga ADELAIDE SA 5000



[sawater.com.au](http://sawater.com.au)



SA Water respects and acknowledges the deep spiritual connection, knowledge and relationship Aboriginal and Torres Strait Islander people have to land and water.

[www.sawater.com.au](http://www.sawater.com.au)

250 Victoria Square/Tarntanyangga, Adelaide SA 5000

GPO Box 1751, Adelaide SA 5001

**WATER MAIN INCIDENT**

Work Order Number	06641069
Location of water main failure	Sanctuary Dr Mawson Lakes
Time reported to SA Water CSC	09/11/18 10:40am
Previously reported	No
Reported as (e.g. leak or break)	Leak on road – Flowing
Time first technician on site	1.40pm
Time crew on site	4.25pm
Water outage	2.52pm
Water restoration	7.00pm

Number of customer connections without water *	66
*SA Water is unable to ascertain how many people are without water. There may be a number of people connected to one meter, for example apartment blocks.	
Assets with critical functions without water (e.g. schools, hospitals) and contact made with them	No
Damage or flooding	No
SA Water Customer Support team attending site and services being provided	Yes – delivered water and spoke to affected customers that were home. Cards and cask water left for those that were not home.
Traffic restrictions	Localised
Media in attendance	No
Main size Type Construction date	100mm Poly Vinyl Chloride Modified 2003
Problem Cause Remedy	Water Connection Fault Tapping Band Failure Replace Service Band/Collar
Previous history of failures on this section of main	05388439 - Leak on Road - 17/07/2016
Main on replacement program	No
Any other relevant information	No
Official public response	Water supply restored and repairs safely completed. SA Water apologises for any inconvenience.

Regards

**Kerry Hill**

Service Impact Management Officer

[kerry.hill@sawater.com.au](mailto:kerry.hill@sawater.com.au)

250 Victoria Square/Tarntanyangga ADELAIDE SA 5000



[sawater.com.au](http://sawater.com.au)

Reported as	Leak on Road - Flowing
Status	Closed
Date	9/11/2018
Work Order	06641069 06641360 - CST
Street Name	Sanctuary Dr
Suburb	Mawson Lakes
Allwater Area	North
Time reported to CSC	09/11/18 10:40 AM
Water/Sewer	Water
No customers affected	66
Water off	Yes
Time boundary worker onsite	
Time technician onsite	9/11/2018 1:40 PM
Time crew onsite	9/11/2018 4:25 PM
Water off time	9/11/2018 2:50 PM
Water restoration time	9/11/2018 7:00 PM
Critical customers	No
Damage or flooding	
CS Attendance Required	Yes
CS Attendance	Yes
Attendance criteria	3 - Water delivery
DPTI Road	No
Traffic restrictions	Localised
Media in attendance	No
Main Details	100, Poly Vinyl Chloride Modified, 2003
Repair Information	Water Connection Fault Tapping Band Failure Replace Service Band/Collar
Previous history of failures	05388439 - Leak on Road - 17/07/2016
Mains replacement program	No
Attended by	Antoniou, Sam; Billett, Craig
Dispatch notes	
CS Coordinator Notes	
Field team notes	
Time of last update	10/11/2018 6:15 AM



Reported as	Leak on Footpath
Status	Closed
Date	6/01/2019
Work Order	06737743
Street Name	Elder Smith Rd
Suburb	Mawson Lakes
Allwater Area	North
Time reported to CSC	06/01/19 3:58 PM
Water/Sewer	Water
No customers affected	
Water off	No
Time boundary worker onsite	6/01/2019 4:45 PM
Time technician onsite	
Time crew onsite	
Water off time	
Water restoration time	
Critical customers	TBA - multiple mains in vicinity, will need confirmation from tech.
Damage or flooding	
CS Attendance Required	No
CS Attendance	No
Attendance criteria	
DPTI Road	
Traffic restrictions	
Media in attendance	
Main Details	
Repair Information	Water Connection Fault
	No Fault
	No action. Council Irrigation pipe burst. Council on site.
Previous history of failures	
Mains replacement program	
Attended by	
Dispatch notes	
CS Coordinator Notes	Maximo notes "NEAR TRAIN / BUS INTERCHANGE ... "
Field team notes	