

AM 2426 Asset Entry Procedure

Service Delivery

November 2021

Table of Contents

| | |
|---|---|
| 1. Purpose | 3 |
| 2. Scope | 3 |
| 3. Responsibility..... | 3 |
| 4. Definitions..... | 3 |
| 5. Procedure | 4 |
| 5.1. Asset Entry by contacting the NOCC | 4 |
| 5.2. Asset Entry via field terminal | 4 |
| 5.3. Asset Entry via Montage Onsite/ Offsite by Mechanical and Electrical (M&E) Principal Contractors | 4 |
| 5.4. Asset Entry via text (South East Water employees only)..... | 4 |
| 5.5. Site entry (front gate) or Sewer Maintenance structure | 5 |
| 5.6. Site Exit (leaving site) | 5 |
| 6. Monitoring..... | 5 |
| 7. Administrative controls..... | 6 |
| 7.1. Safe Work Method Statement (SWMS)..... | 6 |
| 8. Training and competency..... | 6 |
| 9. References | 6 |
| 9.1. Legislation | 6 |
| 9.2. South East Water documentation..... | 6 |
| 10. Revision status | 7 |
| 10.1. Revision table..... | 7 |
| 10.2. Review intervals | 7 |

1. Purpose

The purpose of this procedure is to set out South East Water’s minimum requirements for access to South East Water assets.

2. Scope

This procedure applies as a minimum requirement to all employees, contractors and other persons who maintain, open or enter South East Water assets.

Entry to South East Water assets can only be undertaken by authorised employees and contractors.

An asset entry is required to be logged for all works undertaken on:

- live sewers,
- inspection and maintenance of assets including pump stations, tanks, pressure reducing valve installations (PRV’s), and
- for maintenance structure cover lifting.

An asset entry may also be logged for works on other assets (such as at a customer’s property) using a service pipe ID or any other asset in the vicinity of the works.

Where access may be required over a number of consecutive days, an Asset Entry Number (AEN) must be obtained prior to entering on each day.

All ‘Hazard Alerts’ and ‘No Go Area’ notifications are applicable for all methods of entry. Refer to Hazards in Montage.

If attending a job where another South East Water employee or contractor is onsite, a new asset entry must be created.

Water Recycling Plants (WRP’s) and Lynbrook and Heatherton sites are excluded from this procedure. Information on entry to these sites is [linked here](#).

3. Responsibility

Service Delivery are the document owners of the asset entry system and authorise the asset entry to South East Water assets.

Asset entry requests on site should be conducted by contacting the NOCC.

4. Definitions

| | |
|------------------------------|---|
| Asset Entry Number (AEN) | A reference number issued by the South East Water Network Operations Control Centre (NOCC) to a person authorised to access South East Water assets or a mobile asset entry using mobile number 0427 841 866 . |
| Faults and Emergencies (F&E) | South East Water Faults and Emergencies call centre. |
| Montage | Works management system for operations and maintenance of South East Water assets. |
| NOCC | South East Water Network Operations Control Centre. |

5. Procedure

Below are all of the approved methods available for an asset entry.

It is imperative that each asset entry is closed out.

5.1. Asset Entry by contacting the NOCC

For planned works, all South East Water employees and contractors must provide prior notification of an asset entry by logging the job on Montage.

Sewer works undertaken by Land Development and Liveable Water Solutions (LWS) require notification in writing to the South East Water Service Delivery Sewer Network Team at least two working days prior to the date of the planned entry.

For site inspections requiring asset entry, communication needs to be made to the NOCC for approval and to obtain an AEN.

5.2. Asset Entry via field terminal

All works carried out on South East Water civil assets associated with live sewer require an asset entry to be logged. Principal contractors who have access to field terminals may conduct this in accordance with South East Water document *AM 2664 Montage Field Terminal Asset Entry Work Instruction*. Currency of principal contractor confined space entry competencies is monitored by the South East Water Contract Performance team.

5.3. Asset Entry via Montage Onsite/ Offsite by Mechanical and Electrical (M&E) Principal Contractors

All works carried out by M&E principal contractors are created on Montage based on a facility asset number. An AEN is automatically generated when the contractor is 'onsite' and cancelled when 'offsite' via a Field Terminal. This information is maintained by the South East Water Contract Performance team.

5.4. Asset Entry via text (South East Water employees only)

Due to the need to verify confined space qualifications this method is available to South East Water employees only and must not be used by contractors/ consultants.

The South East Water employee's mobile phone number needs to be registered on the Montage Asset Entry System and authorised. This method is not to be used when conducting Confined Space Entry (the system will provide a text prompt).

An asset entry can be logged when conducting inspections by texting **0427 841 866** and indicating 'In <Asset Number> <expected time on site in hours>'.
To close the Asset Entry, text 'Out <Asset Number>'.

For example (Water Reservoir):

To enter **In WR150 3**

To close **Out WR150**

For example (Maintenance access structure):

To enter **In MRD4-16 1**

To close **Out MRD4-16**

5.5. Site entry (front gate) or Sewer Maintenance structure

- Call South East Water on **1300 493 680**. If no answer, the call will automatically divert to Faults & Emergencies (F&E) on **132 812**.
- Quote Montage Number or Manage Developer Works - Q Number as appropriate.
- Quote either the site number (usually located at front gate), for example: *WR60 Knox Reservoir*, or the asset number, such as the maintenance structure (MH) number (available on GT Viewer).
- The caller provides their identity and mobile phone number and the identity of the work party, their company name(s), the work being undertaken and the estimated duration of the works.
- If, during the works, the estimated duration of the works provided is likely to be exceeded, the asset entry will need to be extended by calling the number above.

An **asset entry will then be logged and AEN provided**, which should be recorded.

For each Montage task, one call would be required to enter (onsite) and one call to exit (offsite). This is for each task, regardless of how many maintenance structure covers (manhole covers) are opened or accessed on the same task.

5.6. Site Exit (leaving site)

- Site to be left locked and secured, and in a clean and tidy condition.
- Call South East Water on **1300 493 680**. If no answer, the call will automatically divert to Faults & Emergencies (F&E) on **132 812**.
- Provide the AEN and advise that works are complete.

6. Monitoring

The NOCC (business hours) and F&E (after hours) will monitor the status of asset entries and follow up any which have exceeded the duration provided. Overdue asset entries will be checked every 30 minutes.

The following categories of asset entry will not be followed up for the reasons described below:

- **Water Recycling Plants (WRP's)**. The NOCC will follow up only during normal working hours (7 am to 4 pm). If there are any overdue, the NOCC will try to contact the crew and if they get no response, the NOCC will then contact the WRP Operator. After hours, the WRP Duty Officer will follow up on contractors working after hours.
- **Telecommunications Companies (Telcos)**. If there is an overdue asset entry the NOCC will check the cameras to see if the Telco crew is still present. If so, they will contact them to get an update on the estimated exit time. If the cameras do not show a Telco crew still present, they will enter a comment only. All cases involving absent crews or overdue asset entries must be reported to the official point of contact or Contract Manager responsible for that Telco.
- **Capital works contractors who have taken over the Asset**. No overdue asset entry follow up is required. However, the NOCC will continue to monitor SCADA alarms. If an access door is left open they will contact the contractor.

If the NOCC are unable to reach the work party nominated on the asset entry, they will co-ordinate to send someone to check on the crew. The relevant contractor will be responsible for any costs associated with this service.

7. Administrative controls

7.1. Safe Work Method Statement (SWMS)

If any **high risk construction work** is being conducted as part of the works, a compliant Safe Work Method Statement (SWMS) must be developed for the work and reviewed, agreed and understood by the work party prior to the works commencing.

8. Training and competency

For works involving confined space entry, restricted space entry or lifting of South East Water sewer maintenance structure covers, the asset entry system is checked to ensure the confined space competency of each person nominated in the work party is current. If a confined space competency is not recorded or is expired for any crew member, the crew will be denied an AEN until a current confined space entry competency is received by South East Water.

9. References

9.1. Legislation

- Occupational Health and Safety Act 2004 (Victoria)
- Occupational Health and Safety Regulations 2017 (Victoria)

9.2. South East Water documentation

- AM 2035 Lifting of Sewer Maintenance Structure Covers Procedure
- AM 2664 Montage Field Terminal Asset Entry Work Instruction
- BS 1955 Confined Space Entry Procedure
- BS 2722 Restricted Space Procedure

10. Revision status

10.1. Revision table

| Date | Description | By | Approval by |
|------------|---|--------------------------|-------------|
| 21/08/2013 | Document creation | DP | DSt |
| 21/10/2014 | Document revisions and addition of Network Operation Centre | MN | DSt |
| 20/12/2017 | Revised as part of Confined Space Entry review project | D Sweeney | D Stewart |
| 19/07/2018 | Minor revisions following release of revised Confined Spaces Compliance Code, stakeholder feedback and standardisation with the Victorian Urban Water Authorities (UWA) | D Sweeney | T Schubach |
| 10/06/2020 | Revisions following feedback and planned internal review | D Sweeney | T Schubach |
| 13/08/2020 | Technical process revisions by Network Delivery | D McCreesh, D Sweeney | J Hribar |
| 23/11/2021 | Changed 'owner' of document to Service Delivery to reflect updated organisational structure. Added option of logging asset entry for works on water assets. | D Sweeney | P Grimson |

10.2. Review intervals

This document shall be reviewed and revised as necessary at no greater than two yearly intervals.