

Industry Notification: Revised Notification Timeframes for Live Water Processes

South East Water is committed to delivering a consistently high level of service to all our customers, with a focus on ensuring the availability and quality of our water supply.

In our efforts to maintain these standards, South East Water conducted a review of the 'Live Water' processes and the associated notification timeframes for land development projects and major government projects (Road and Rail) under the Other Authority Works processes. This review was guided by South East Water's commitment to meet the regulatory requirements set by the Essential Services Commission and to allow for better resource management to meet customers' requests.

As a result of the review, notification timeframes required for Live Water requests submitted for land development projects and Other Authority Works effective from the 5 February 2024 will be as follows:

Live Water Process	Notification Timeframe (Current)	Notification Timeframe (Revised) 5 Feb 2024
Shutdown works – Land Development Projects	5 Days	10 Days
Shutdown works – Other Authority Works	5 Days	15 Days
Swabbing works – Land Development Projects and Other Authority Works.	2 Days	5 Days
TUP - Tapping Under Pressure works. Land Development Projects and Other Authority Works.	2 Days	10 Days
No Connection Re-open valves works. Land Development Projects and Other Authority Works.	1 Day	5 Days
No special action required Form	No Change	

It should be noted, the above time frames align with the current practices of Greater Western Water and Yarra Valley Water providing the development industry a consistent approach to managing 'Live Water' requests.

The changes will be reflected in Manage Developer Works and the Land Development Policies and Pricing Manual in the coming months.

Should you have any questions regarding the above, please contact:

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