
	Work Instruction	W0022
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Work instruction:	Date Raised
Job Codes	18/06/2012

Work Description		
Correct coding descriptions		
Instruction		
Code	Purpose	Est. Time
Desktop Products		
BFS	To allow engineer to send data back from site	N/A
CAD	If CAD drawing needed from India	N/A
COM	If a complaint is received	N/A
IAD	Internal audit (EM responsibility)	N/A
IVL	Desktop validation	2hrs
LIC	If licence / permits needed	N/A
SCH	If utility searches are needed	N/A
WVL	Water mains desktop validation	2hrs
SVL	Septic Tank Validation	2hrs
Repair Products		
ARC	Assist repair crew (Auger man to help repair crew)	Job Dependent
IDR	Drain repair for subs claim	Job Dependent
NDR	Drain repair for non-account holder i.e. private works	Job Dependent
RDR	Return to repair	Job Dependent
UDR	Drain repair for drain claim	Job Dependent
SDR	Drain Repair Special Project	Job Dependent
WRD	Water mains investigation & repair (find & fix)	4hrs
WDR	Water Mains Repair	Job Dependent
WSP	Water Mains Special Project	Job Dependent
WCT	Water Main Connection	4hrs
SKP	Skip	Job Dependent
WRR	Water Mains Replacement	Job Dependent
Survey Products		
BES	Bespoke investigation for any client	Job Dependent
CLD	Level & CCTV survey	4hrs
CON	Condition survey of drainage	2hrs
CVC	Vac tanker - combi	Job Dependent
EVL	Site based validation	2hrs
ICC	CCTV survey for subs claim	2hrs
JET	Jetting of drains	2hrs
LSD	Level survey without CCTV	3hrs
RCT	If someone needed to attend to root cut	2hrs
RTN	Unpaid return to site by Auger engineer	Job Dependent
SNG	If Auger man needs to return to undertake snagging on drain repair e.g. reinstatement	Job Dependent
SPL	Appointing external specialist e.g. landscape gardener	N/A

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UCC	CCTV survey for drain claim	2hrs
UJT	Emergency unblock	1hr
UVC	Vacuum Tanker	4hrs
WCC	Water mains investigation by Auger Engineer	2hrs
WMI	Water mains investigation – Half Day	4hrs
SIN	Septic Tank Investigation	2hrs
WMU	Water Main Measure Up	2hrs
Survey Products		
ASI	Attended site investigation	4hrs
DEM	Demac crack monitoring	1hr
PLM	Precise level monitoring	2hrs
RCS	Concrete Sample – Auger Report	N/A
RRS	Root Sample – Auger Report	N/A
RSS	Soil Sample – Auger Report	N/A
RWS	Water Sample – Auger Report	N/A
USI	Unattended site investigation	3hrs
Other Products		
DRV	Driver attending site to swap van for servicing	3 hrs
IAD	Internal Audit	Job Dependent
Responsibilities		
Engineers		
Key Objectives		
Clear explanation of instructions		