

## Wtx Case

|                   |                                   |                     |                     |
|-------------------|-----------------------------------|---------------------|---------------------|
| Number            | WCS5071864                        | State               | Closed              |
| Analysis code     | SE20 - SEWER BLOCKAGE             | First name          | sonya               |
| Priority          | P3                                | Last name           | macandrew           |
| Issue location    | RH15 9LH - VICTORIA HOUSE, 66 VIC | Phone number        | 07810335512         |
| Caller location   | RH15 9LH - VICTORIA HOUSE, 66 VIC | Email address       | Sonya@civil.co.uk   |
| Call sentiment    | Customer satisfied                | Contact (On behalf) | sonya macandrew     |
| Water supply zone |                                   | Caller type         | CU - Customer       |
| Workgroup         | CCBRR01                           | Opened              | 19/09/2024 13:59:22 |
|                   |                                   | Opened by           |                     |
| Short description | blocked shared drain              |                     |                     |

### Work notes

#### Activity

26/12/2024 05:51:43 **System** - Changed: Closed, Closed by, State

Closed: 26/12/2024 05:51:43

Closed by: Waterworx Work Order API

State: Closed was: Resolved

27/09/2024 06:51:43 **Waterworx Work Order API** - Changed: Resolution reason, State

Resolution reason: Tasks Closed

State: Resolved was: In Progress

27/09/2024 06:51:43 **Waterworx Work Order API** - Changed: Work notes

State for case task [code]WTASK0056932[/code] changed to Closed

20/09/2024 13:26:42 **Mame Mbaye** - Changed: Work notes

13774931

[OM- 20-SEP-2024] Risk assessment completed on FYLD

[OM- 20-SEP-2024] Arrived on site. Spoke to customer on phone. Unchartered surface water mh on boundary. Unsure on ownership as mapping shows same boundary but buildings have a line and a separation. Used tracing dye and CCTV'd d/s from 0955 to 0951. Found dye. CCTV d/s approx 7m, found an obstruction. Unable to pull out due to curve in pipe. D/s surface water mh not accessible as area close/ fenced off. Pushed obstruction d/s. CCTV d/s, flow restored and no obstructions. Would like to request a site visit from SW to confirm boundary of buildings and ownership of unchartered mh. W3W candle.torch.factored. Donut check not applicable - no internal or external flooding

20/09/2024 09:36:37 - Changed: Work notes

Good news, our engineer Liam will be there within an hour. If you are not home, we will still try to fix the issue from outside. 13774931

19/09/2024 14:11:22 **Waterworx Work Order API** - Changed: Work request number, Work request product

Work request number: 000006055687

Work request product: ELLIPSE

19/09/2024 14:09:01 **System** - Changed: Text messages

Text messages:

Text message sent to 07810335512: Sorry you've had to report a problem. We've raised your issue WCS5071864.

19/09/2024 14:06:52 - Changed: Work order task

Work order task: WTASK0056932

19/09/2024 14:06:51 - Changed: State

State: In Progress was: Open

19/09/2024 14:06:51 - Changed: Call sentiment

Call sentiment: Customer satisfied

19/09/2024 14:06:45 [REDACTED] - Changed: Work notes

WEBFORM RECIEVED 18/9/24

text

developer services passed enquiry from mrs macandrew regarding a property her company is working in advising of a blocked shared drain at the property no access issues called to advise no answer vm left advising job raised and that i will call back

19/09/2024 14:01:14 **Waterworx CBR API** - Changed: Analysis code, Priority, Work notes, Workgroup

Analysis code: SE20 - SEWER BLOCKAGE-PUBLIC

Priority: P3 was: - None -

1: Waste Water Blockage

Response: Start Decision Tree

2: IN THE SW AREA

Response: YES

3: ARE WE ALREADY AWARE

Response: NO

4: PROPERTY BUILT AFTER 2011

Response: NO

5: WHERE AFFECTED BY BLOCKAGE

Response: GROUND FLOOR

6: SIMILAR HISTORY OF THE ISSUE

Response: NO

7: WHAT IS THE TYPE OF SEWER

Response: PUBLIC / NOT MAPPED

8: ARE THERE ANY ACCESS ISSUES

Response: NO / DONT KNOW

9: HAS THE JOB BEEN CLOSED IN 14 DAYS

Response: NO

10: BLOCKAGE

Response: Update Case

Workgroup: CCBRR01

19/09/2024 13:59:49 [REDACTED] - Changed: Proximity checked

Proximity checked: true was: false

19/09/2024 13:59:22 [REDACTED] - Changed: Assigned to, Assignment group, Caller location, Caller location is, Caller type, Channel, Contact (On behalf), Email address, First name, In Your Area pin raised, Interaction, Issue location, Last name, Opened by, Phone number, Preferred contact, Priority, Proximity checked, Reason type, Remote triage, Request for bottled water, Retailer customer, Sample received, Short description, State, Title, Work note flagged, Workgroup, WQ Form sent, WQ Form submitted

Assigned to: [REDACTED]

Assignment group: Waterworx Agents

Caller location: RH15 9LH - VICTORIA HOUSE, 66 VICTORIA ROAD

Caller location is: The issue location

Caller type: CU - Customer

Channel: W - Webform

Contact (On behalf): sonya macandrew

Email address: Sonya@civil.co.uk

First name: sonya

In Your Area pin raised: false

Interaction: WINT5112337

Issue location: RH15 9LH - VICTORIA HOUSE, 66 VICTORIA ROAD

Last name: macandrew

Opened by: [REDACTED]

Phone number: 07810335512

Preferred contact: Phonecall (Landline, Mobile)

Priority: - None -

Proximity checked: false

Reason type: US - OTHER REASON (COMPANY)

Remote triage: false

Request for bottled water: No

Retailer customer: false

Sample received: false

Short description: blocked shared drain

State: Open

Title: mrs

Work note flagged: false

Workgroup: (Empty)

WQ Form sent: false

WQ Form submitted: false

Response time(ms): 551, network: 4, server: 449, browser: 98