

Water Networks Technician

Unit WNTC13 Customer Side Leakage

This training specification has been developed from the water process technician standard. The specification details the **minimum** training specification, as agreed by industry employers, to deliver the skills and knowledge required to carry out and prove customer side leakage operations in the water sector.

The specification details the critical requirement of the activity to carry out the work outlined and does not preclude employers from adding to the skills and knowledge detailed by the specification in their own training programmes.

All work must be carried out to approved procedures and practices and in accordance with statutory health, safety and environmental requirements.

What does this specification look like?

Water networks technicians need to be able to:

- CSL1 Understand ownership of water pipes
- CSL2 Confidently select, set-up, maintain and operate appropriate leakage detection equipment to undertake clean water / customer side network investigations in accordance with company procedures
- CSL3 Carry out leakage detection operations safely and ensure that company procedures are carried out to restore the network to its normal operating condition
- CSL4 Understand company policies and procedures under section 75 Water Industry Act 1991

What do I need to take this module?

Candidates to be **assessed** as competent in this area should have successfully completed the modules shown below or have evidence demonstrating an equivalent level of competence

1. National Water Hygiene Scheme
2. WNTC10 – Leakage detection operations
3. WNTC15 - Wayleaves – operations in private land
4. Location and avoidance of underground apparatus

Performance Criteria

To achieve this unit, you will need to be able to:

General Requirements

- P1. Identify the work area to be accessed using company documentation, systems and work instructions
- P2. Select, inspect and wear required PPE in line with company procedures
- P3. Carry out a site specific risk assessment of the work area, identifying the hazards and implementing the control measures required
- P4. Maintain accurate and up to date records
- P5. Report information and data to the designated person

Task Specific - Customer Side Leakage

- P6. Understand the ownership of pipes on a clean water network
- P7. Where an acoustic leak noise has been detected on a local fitting, prove customer side leakage by isolating the supply at the boundary stop tap
- P8. Interpret property drawings (if possible) and company data associated with customers supply pipe work
- P9. Minimise the area of investigation by using further stop tap checks on customers' property
- P10. Use underground locating equipment in order to determine the location of pipe work
- P11. Use leakage methods and equipment to accurately pin point the location of the customer side leak. This must cover:
 - a) Visual
 - b) Sounding
- P12. Serve notice to customers affected by a leaking pipe
- P13. Promote repair of the leak to company standards
- P14. Confirm that the leak has been repaired satisfactorily and ensure that the customer is kept informed
- P15. Maintain and store leakage equipment in line with manufacturers' recommendations e.g. annual calibration

Knowledge and Understanding

To achieve this unit, you will need to know and understand:

General Requirements

- K1. The principles of Health, Safety and Environmental legislation in relation to working with water
- K2. The organisation's safety rules, policies and procedures relating to working with water
- K3. The hazards associated with working on the clean water network and the correct way to respond to them
- K4. How to select, inspect and use PPE when working with water
- K5. How to carry out a site specific risk assessment and identify workplace hazards
- K6. How to respond in the event of an emergency situation in the workplace environment
- K7. How to leave the work area in a safe and secure condition
- K8. The company recording and reporting process

Task Specific - Customer Side Leakage

- K9. Ownership of water pipes on a clean water network
- K10. Specific health & safety requirements relating to customer side leakage detection operations
- K11. Current legislation relating to water supply and distribution
- K12. Company policies for repair of private supply pipes
- K13. Data collection, recording, and reporting requirements

How will it be assessed?

To achieve this unit, you will need to be able to provide evidence of the performance criteria and the knowledge and understanding requirements listed above.

Assessment types:

1. External assessment – an external accrediting body will assess against a national minimum standard
2. Internal assessment process – a company led on-going assessment against requirements
3. End-point assessment – see assessment plan for further details here (will be Energy & Utility Skills defined)

What type of evidence will be expected?

To achieve this unit, you will need to be able to provide evidence of the performance criteria and the knowledge and understanding requirements listed above.

Evidence types:

1. On-going local assessments
 - a) Assessment plan, review, feedback, standard assessment sheets
2. Knowledge based learning
 - a) Classroom, exams, assignments, Q&A sessions, e-learning modules
3. Evidence portfolios
 - a) Learning logs, photos, observation sheets

Assessment types and process

