



CAPABILITY STATEMENT



☎ 1800 77 55 11

📍 2/10 Melissa Pl, Kings Park NSW 2148

🌐 www.primewater.com.au

WE HAVE A LARGE & DIVERSE TEAM OF TRADE AND SUPPORT STAFF INCLUDING:

- Plumbers
- Pump Technicians
- Mechanical Fitters
- Electricians
- HSSE Specialists
- Project Managers
- Consulting Engineers
- Admin & Support Staff

75+ Team Members

OUR VEHICLE FLEET ENSURES ALL JOBS ARE EFFICIENTLY MANAGED IN-HOUSE

- 8x Custom Fitted Mech/Elec Vans
- 12x Plumbers Utes
- 3x Vacuum Trucks (1T, 2T & 15T)
- 4x Specialist (Jetting, CCTV & Crane)

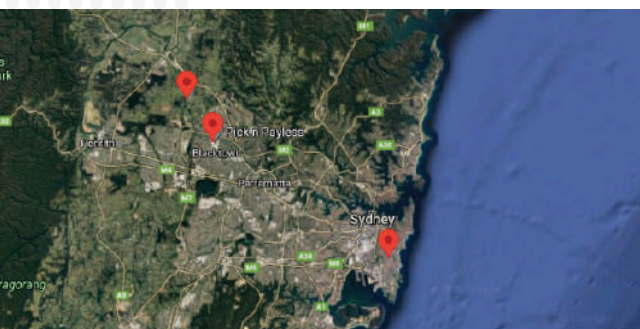


WORKS WE UNDERTAKE:

COMMERCIAL | RETAIL | RESIDENTIAL | PLANT ROOM | INDUSTRIAL | WATER TREATMENT

- Plumbing Maintenance
- Pump Management
- Electrical Works
- 24hr Callouts
- Tank Maintenance
- Hydraulic Consulting
- Water Treatment & UV
- Vacuum Truck Works
- Heights Safety Specialists
- Odour Control Systems

8000+
JOBS p.a



WE ARE LOCATED ALL OVER SYDNEY WITH 20+ VEHICLES ROAMING THE CBD!

Kings Park – Prime Water HQ

Mascot – CBD Store & Admin Facility

Riverstone – HQ to IMEA

COMPANY ACCREDITATIONS

Prime Water undertake thousands of work orders and projects annually from basic preventative and reactive tasks through to full upgrades and new installations including design and construct. We utilise both experienced in house technicians and manage external consultants for specialised tasks. To ensure our efficient and streamlined service deliveries remain second to none we implement and maintain high standards across all facets of our infrastructure and systems.

#1 PRIORITY:

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**SAFETY OF WORKFORCE,
CLIENTS, PUBLIC AND THE
ENVIRONMENT.**

LICENSING

**Electrical License – EA53105 | Plumbing License – 177207C
EPA Environment Protection License - 13412**

SYSTEM ACCREDITATIONS



QMS Certification Services

ISO 14001

Environmental System



QMS Certification Services

ISO 9001

Quality System



QMS Certification Services

ISO 45001

WHS System

INSURANCES

- \$50m Public & Products Liability
- \$10m Professional Indemnity
- Workers Compensation

INDUSTRY AFFILIATIONS

- WPCG – Petroleum Industry Contractor
- ACAPMA – Member Company
- Master Plumbers Association
- RIW – Rail Industry Accredited



**WORKPLACE
CLEARANCE
GROUP**



PUMPS

SPECIALISED & MULTI FACETED ASSETS

Not for your average plumber



ELECTRICAL

- CONTROL SYSTEMS
- CIRCUITRY
- BMS



PLUMBING

- PIPEWORK & MANIFOLDS
- PITS & CIVIL SCOPES
- VALVES



FITTING

- FABRICATION
- MECHANICAL SEALS
- MOTOR ALIGNMENTS



SPECIALIST

- DESIGN
- PIT CLEANS
- VACUUM TRUCKS

PRIME WATER
 SystemCheck™ AUSTRALIA

PROUD TO BE THE LEADING PUMP TEAM IN FACILITY AND INFRASTRUCTURE SYSTEMS ACROSS SYDNEY

Contact Us 24/365: 1800 77 55 11 or info@primewater.com.au

PUMP & PIT SERVICES

Prime Water Australia has a dedicated department to all pump assets and related infrastructure. This department is headed up by Service Manager - Steven Cooper who is supported by our Admin Team, Field Supervisors & Technicians. We have 12 Technical Teams with various specialities (Electricians, Fitters, Plumbers & Mechanical Engineers – All Confined Space Specialists) ensuring that we can service any and all requirements for our client partners.

Submersible Pumps & Pit Maintenance Procedures - LEVEL 1

- Attend site and gain access to and open the pump pit/tank, complete a visual inspection of the pit with particular attention to: corrosion, pipe work condition, pump removal chains, float switch mounting and operation, guide rail condition, pit contamination.
- Remove all accessible pit litter using non-intrusive method (catch net) or escalate if required for cleaning by vacuum truck.
- Check system function, float & pressure switches, panel indicators, alarms etc.
- Check control panel condition and operation (pump rotation, sequencing and & electrical connections).
- Check and record current draw readings for all pumps in system in accordance with SystemCheck checklist.
- Carry out insulation tests on each motor and record the results. (If $<20M\Omega$ quote for further testing).
- Check that all pumps have been placed back on line in auto and all rubbish has been removed.
- Record all results on the SystemCheck report and quote any necessary repairs. Have the report signed by the client representative where possible before Prime Water Australia leaves site.

Submersible Pumps Maintenance Procedures – LEVEL 2

- Follow Level 1 Procedures.
- Check operation of all isolation & check valves and exercise all isolation valves.
- Check that pedestal rails are secure where applicable.
- Check pumps for cavitation.
- Remove pumps from pit.
- Check pumps for excessive bearing noise.
- Check for contamination of mechanical seal chamber and check & replace oil where applicable.
- Re-install pumps in pit & commission system ensuring everything is online and auto.
- Record all results on the SystemCheck report and quote any necessary repairs. Have the report signed by the client representative where possible before Prime Water Australia leaves site.



Before



After

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PUMP & PIT SERVICES

Vacuum Truck Fleet:

PWA maintain a specialist fleet of 3 vacuum trucks in the Sydney Metro for use on all client sites during preventative, corrective and emergency works alike. Our fleet is custom made for works on pits, tanks and traps across Stormwater, Sewer, Grease, Oily Water and other such waste types. Our trucks range in size from 1T for small cleans up to 15T for larger assets. Having our own equipment allows for Extremely Reactive Service Provision and like all of our specialist services, our fleet is available 24/365 to assist your team when you need it most.



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Custom Control Panels:

Our in-house engineering team build control panels for all hydraulic and water treatment needs. From simple single transfer pump systems to pressure and booster systems for hotels and skyscrapers through to specialised Stainless Outdoor and Industrial water treatment and control systems, there is no job too large or small for our specialist team.



Value Add Services:

- On call team of technicians 24/365. We are the benchmark across Sydney for emergency call outs.
- Dedicated specialists – we provide industry leading service and advice relating to your hydraulic assets.
- Dewatering equipment – large submersible hire pump range available to customers – especially useful in large pit works to allow for efficient draining of system allowing safe CSE access to pits & pumps.
- Whole team trained and highly experienced in CSE and WAH procedures for Pit and Pump Works.
- CSE Equipment: Gentries, Lifting Gear, Winches, Davits, Ropes & Harnesses all owned and operated by PWA.

PUMP & PIT SERVICES

Previous Projects:

Our Team of technicians have undertaken thousands of pit and tank cleans in the history of the company operation. This includes management of assets across:

- Stormwater Infrastructure for councils including water catchment, water retention, GPTs & other systems.
- Parramatta Justice Precinct – System Maintenance and Pit Cleans to 400,000L stormwater tanks.
- Commercial High-Rise assets including all potable water tanks & systems through to sewer and trade waste.
- Shopping Centre Contracts – many of the best-known facilities across CBD & Greater Sydney areas.
- Pits and tanks in residential environments (subsoil, stormwater, sewer),
- Grey & Black Water Treatment Facilities including manual pit cleans on systems up to 3,000,000 capacity across balance, settlement, MBR and trade waste tanks.
- Infrastructure – All Tunnels in Sydney have been or are maintained by Prime Water for stormwater and emergency/1-in-100-year flood pumps.
- Emergency pump out of flooded facilities including blocked stormwater pits, basements & industrial facilities.



Balance Tank Clean for Barangaroo's Blackwater Treatment Plant. Having never been cleaned before there was 30T+ of solid waste to be removed. Our team of CSE Specialists worked over multiple weekends (minimising odour release in business hours) to bring the tank back to an as new standard and undertake a full condition report on the hydraulic infrastructure and tank linings.



Smith St Parramatta – Sydney HQ building. We undertook a tank clean to the tanks in the water treatment system. As you can see there was a heavy buildup of rag and the aerators were blocked from functioning correctly. We first installed safe access to the side of the tank to allow for rescue of a worker should the worst happen, then cleaned out the tanks of the residual waste and finally replaced the full manifold and aerator setups. The system is now back online and working perfectly once again – preventative maintenance of such assets is key to their performance.

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PLUMBING

Prime Water Australia has a dedicated Plumbing Department looking after all general plumbing requirements. This department is headed up by a Plumbing & Projects Manager (Joshua Gafa) who is supported by our Plumbing Supervisors, Coordinators and Administrative Support Team.

Our Team & Fleet

In the field we have up to 20 plumbers and apprentices circulating Sydney's suburbs at any time as well as our specialist vehicles including boiling and cold water jetting vehicles, vacuum trucks and crane vehicles. In the office we utilise simPRO as an enterprise management system to efficiently log and track all work requests and asset data from commencement to completion. We provide a portal for clients to log in and track all ongoing works.

Works undertaken by PWA's Plumbing Team:

- General Plumbing Works (Reactive, Preventative and Project Based)
- Fixtures & Fittings, managing blockages, leaks and all water & sewer based issues.
- Warm & Hot Water Service installations, maintenance and upgrades.
- Jetting Works to preventatively manage blockages as well as reactively clearing problem drains.
- CCTV & Camera Inspections and Reporting to best manage critical drainage infrastructure.
- Vacuum Truck Services for all pit / tank cleaning and dewatering requirements. We are the only plumbing company in Sydney who maintain our own vacuum trucks.
- Heights Safety Installations, Roofing Works & Preventative Roof Cleans.

Experience

Prime Water are the incumbent supplier to massive Sydney based contracts as seen in the table below. We go out of our way to adjust our service delivery to best match the need of our clients. Please do not hesitate to ask us how we can best partner with and support your team in the management of your property portfolio.



We undertake thousands of work orders per annum for City of Sydney. We manage over 250 properties for all Hydraulic needs and successfully manage all KPI's and customer service requirements in a timely and efficient manner. We have expanded on the plumbing contract to offer additional services including heights safety installations and other supporting infrastructure management.



We are a nominated hydraulics contractor for Sydney Water and we undertake a multitude of tasks for this client. From general preventative plumbing tasks including RPZs, Safety Showers, Hot Water Units and Tanks we also lean on our specialist electrical and pump departments to manage all UV Water Treatment and Pump Servicing requirements whenever required.



Prime Water are the incumbent Hydraulic supplier to many Sydney based Westfield Properties. We undertake all preventative plumbing, tank, pump, pit cleaning and other related maintenance and project works. We also assist our client partners and undertake large scale project works to trade waste, sewer and potable water lines for the client.

PROJECT MANAGEMENT

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**PRIME WATER AUSTRALIA
PROUDLY DELIVER PROJECT
WORKS FOR OUR CLIENT
PARTNERS EVERY DAY.**

**FROM PLUMBING MINOR WORKS
TO INFRASTRUCTURE PROJECTS
VALUE \$3M+ PER PROJECT.**



- **MINIMISE DOWNTIME.**
- **MANAGE ALL STAKEHOLDERS.**
- **SCHEDULE WORKS TO BEST SUIT CLIENT NEEDS.**
- **CRITICAL FOCUS ON SAFETY AND QUALITY DELIVERABLES.**

SCOPES WE UNDERTAKE:

*Civil Infrastructure and Pits •
Pipelines for Water and Wastewater •
Hot & Warm Water Systems •
Grease Traps / Separators / Interceptors •
Custom Control Panels •*

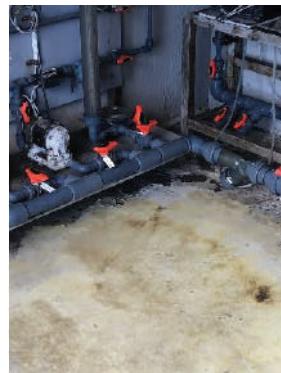
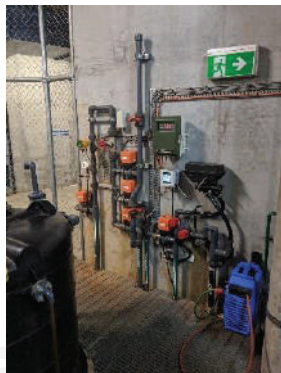
*Head Contractor •
Feasibility Studies & Budgeting •
Water Treatment Plant D&C •
Pump Stations •
Tanks •*

TREATMENT PLANT

Specialist Technicians for Specialist Assets

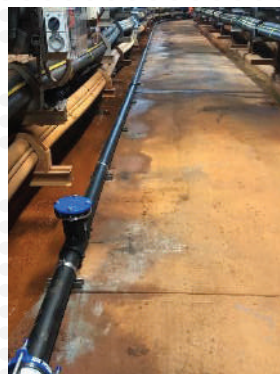
SCOPES WE UNDERTAKE:

- DESIGN & CONSTRUCT
- UV DOSING
- ODOUR CONTROL
- CHEMICAL DOSING



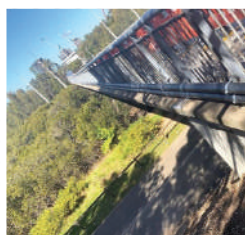
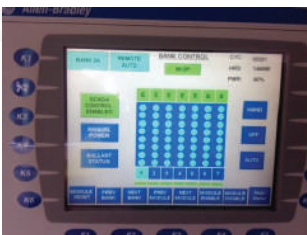
ELECTRICAL

- DESIGN & CONSTRUCT
- UV DOSING
- ODOUR CONTROL
- CHEMICAL DOSING



PLUMBING

- MANIFOLDS
- CIVIL
- PIPELINES
- TANKS
- PITS
- BUNDS



FITTING

- STRIP & REPAIR OF MECHANICAL PLANT
- MOTOR ALIGNMENTS
- FABRICATION



DESIGN & CONSTRUCT >>>
OPERATION & MAINTENANCE

WATER TREATMENT

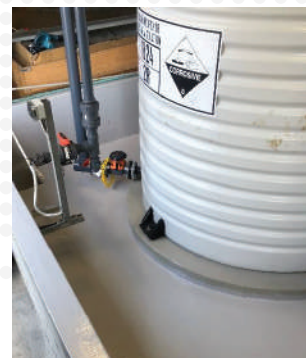
Prime Water Australia has a specialised team of engineers installing and maintaining Water Treatment Plants for our client partners. We DESIGN, CONSTRUCT & MAINTAIN SYSTEMS for the following applications:

- WASTEWATER
- GROUNDWATER
- LEACHATE
- TRADE WASTE
- RAINWATER
- CONTAMINATION



PWA technicians and engineers are skilled and experienced across a multitude of equipment types. From specialised dewatering systems and ground water treatment to sewage and industrial waste treatment processes we have you covered. We can construct and maintain the following systems and many more:

- CENTRIFUGES
- CONTROLLERS
- CUSTOM PANELS
- OIL SEPARATORS
- SLUDGE PRESSES
- INLINE FILTRATION
- MUNCHERS
- CHEMICAL SUPPLY
- DOSING RIGS
- UV TREATMENT
- DAF UNITS
- AERATION



SCOPES & UNDERTAKINGS

Proactive:

- Lifecycle Management / Cost Mitigation.
- Custom Asset Testing Regimes.
- Maintaining efficient and reliable systems to capacity.

Reactive:

- 24/365 Reactive & Emergency On Call Capability
- Emergency attendances onsite within 2hrs
- Specialist equipment owned and operated (Vac Trucks)

Project:

- Panel Manufacturing & SCADA in-house.
- International Procurement for range and pricing optimisation.
- Consultancy including ITPs and Commissioning of Systems

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UV WATER TREATMENT

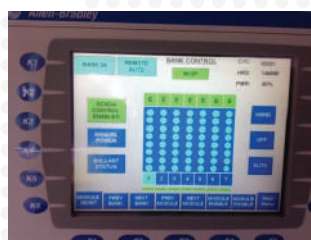
Prime Water Australia has a specialised team of electricians and apprentices dedicated to management of UV Water Treatment Plants. Our main contracts in this environment are Sydney Water's Waste Treatment Plant Network across the Sydney, Wollongong and Central Coast regions. Prime Water are the sole nominated contractor for these works and undertake all preventative, reactive (including urgent) and project works to these sites. PWA Design/Supply/Install & Maintain Systems and procure ALL parts for UV Disinfection Systems including but not limited to the following applications:

- WASTE WATER
- CHLORAMINE REDUCTION
- POTABLE WATER
- INDUSTRIAL WASTE
- RAIN WATER
- FOOD & BEVERAGE



PWA is in a unique position to provide your organisation with a "One Stop Shop" for UV Disinfection solutions. We have engineers and technicians with proven extensive experience in servicing and troubleshooting of leading and trusted brands in the UV Disinfection industry, many of whom we are supply & service partners with, including:

- Wedeco
- Trojan
- Berson
- Bewades
- Hanovia
- Sterilight
- Advance
- Philips



SCOPES & UNDERTAKINGS

Proactive:

- Cleaning and General Maintenance of Systems
- Bulk Lamp & Quartz sleeve Replacements
- Re-calibration/validation of UV Sensors
- Lifecycle management – tracking EOL hours of UV Lamps & Ballasts.
- Maintenance of UV Transmittance sensors
- Maintenance of Wiper Systems Automatic - Pneumatic, Hydraulic

Reactive:

- URGENT CALLOUTS & AFTER HOURS SUPPORT
- CRITICAL SPARES held for All major UV Systems
- Diagnostics & Repairs

Project:

- Design and Construct of New Installs to any capacity
- Panel & Controller Upgrades ensuring efficiency of systems
- International procurement to achieve most competitive rates
- Provide Condition Reports and recommendations.

TANK WORKS

To provide the most complete service to our clients we expand our knowledge base, skill set and tooling to ensure that we really are a one stop shop for all hydraulic assets at our client properties. Tanks are just one of the many areas of our expertise. Please see below and overleaf further information surrounding tank works and recommendations

TANK UPGRADES:

Prime Water have undertaken extensive upgrades of existing cast iron, poly and steel tanks for our clients.

Works undertaken include potable water, rainwater, hydrant and sewer tanks which have assisted to alleviate past issues with supply, corrosion and other asset related issues.

We also provide all temporary tanks & systems during the works period to ensure that no services are left offline at any time.

All of our new specification tanks are designed with WHS in mind including side access panels for safe and efficient access to tanks for inspection and servicing alike.



TANK MAINTENANCE:

As seen adjacent, cleaning of tanks (especially Potable water) is imperative for cleanliness and to ensure safe water supplies are always provided to customers and staff alike.

As required we will install safe access panels to the side of tanks which better allow for access and rescue should it ever be required. Tanks are drained down and cleaned back to an as

new standard before being refilled, having the air gap and necessary float and other such infrastructure tested and then recommission to be fully online.

Combine your tank servicing with our Plumbing and Pump Service teams for best pricing, efficiency and results. Our trademarked Systemcheck Maintenance regime can be applied to all hydraulic assets in your property in accordance with Australian Standards and best practice guidelines. Combination of all assets will ensure reduced attendances and better overall management of your assets. Our allocated technicians on your property portfolio will get to know all of quirks surrounding each and every element and system including all of the connecting infrastructure, valves and other such equipment.

TANK MANAGEMENT RECOMMENDATIONS & INFORMATION

Potable Tanks

The most recent legislation concerning the cleaning of potable water tanks is NSW Codes of practice section 2.3.4 as per the following;

- Storage tanks for drinking purposes shall be regularly tested, cleaned and disinfected to ensure good drinking quality water is provided. Cleaning intervals shall not exceed two (2) years.
- The required air gap shall be maintained for all tanks.
- Inspection of satisfactory air gap requirements shall be carried out in accordance with the requirements of AS/NZS 3500.1 Section 4 and shall take place at intervals not exceeding one (1) year. A license shall undertake the inspection. The licensee shall give written statement of compliance on the appropriate form to the Authority. Prime Water will register the backflow - air gap with Sydney Water and implement review schedule.
- Records of maintenance shall be retained on site by the property owner/occupier for a period of not less than seven (7) years
- Tanks will be cleaned as per AS3500.1 -2015 Appendix H

Fire Tanks

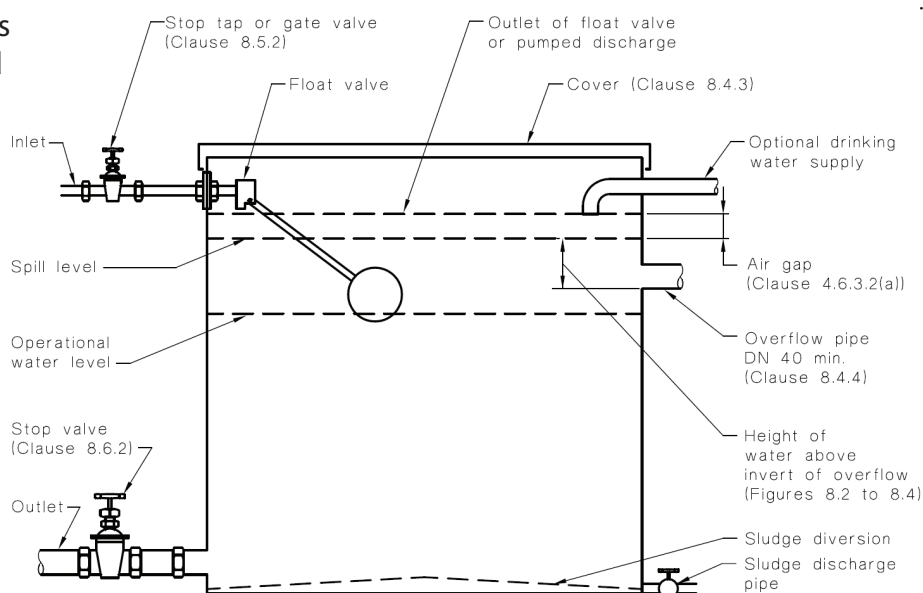
Tanks used to supply fire protection services will be serviced and inspected as per AS1851-2012 section 5 using table 5.4.3. Monthly and six monthly inspections can be done by the building owner or fire service provider. The yearly and ten yearly should be done by an experienced tank technician.

Rainwater Tanks

The guidance on use of rainwater tanks by the department of health recommends the following; "Tanks should be inspected every 2-3 years for the presence of accumulated sediments. If the bottom of the tank is covered with sediment the tank should be cleaned".

All Tanks

All water storage tanks with a main top up connection shall comply with AS3500.1-2015 sections 4, 8 and Appendix G. Measurement of spill levels, inlets, and overflows shall be in accordance with the diagram below and included in reports provided for each tank inspected.





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We look forward to hearing from you, please call us 24hrs a day on **1800 77 55 11** to arrange a scheduled meeting or emergency callout!

