

## Message

**From:** Lloyd, Tim [Tim.Lloyd@sew.com.au]  
**Sent:** 4/04/2025 11:53:13 AM  
**To:** Tully, Julian [Julian.Tully@sew.com.au]; Ramamurthy, Prerna [Prerna.Ramamurthy@sew.com.au]  
**Subject:** Fw: 5 Prospect Hill Road McCrae

Hi there, see below note from Rob (ex Melbourne Water), who has managed to get the leak on his private property fixed. It was not straight forward by all accounts. Not sure of the next step to flag this in our system as resolved but can I leave that with you.

Do we routinely make a leakage adjustment to the customers bill for these situations?

Thanks  
Tim

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**From** **Personal Information**  
**Sent:** Friday, April 4, 2025 11:50 AM  
**To:** Lloyd, Tim <Tim.Lloyd@sew.com.au>  
**Subject:** FW: 5 Prospect Hill Road McCrae

**This Message Is From an Untrusted Sender**

You have not previously corresponded with this sender.

Think before you click on links, open attachments or respond to this message.

Report Suspicious

Hi Tim

The leak at 5 Prospect Hill Road has been fixed.

Regards  
Rob A'Vard

-----Original Message-----

**From:** Rob AVard **Personal Information**  
**Sent:** Thursday, 3 April 2025 10:28 AM  
**To:** Tim.Lloyd@sew.com.au  
**Subject:** 5 Prospect Hill Road McCrae

Hi Tim

Could you call me on **Personal Information**  
I would like to talk to you about progress on fixing the leak.

Regards  
Rob A'Vard  
Sent from my iPhone