This form is provided per Appendix D of SA Water Technical Standard TS 0104 and shall be used as the basis for information to be escalated in the event of this being necessary to resolve a technical misalignment/issue.

| Issue Escalation Form *(for use with TS 0104 only)* | | | | |
| --- | --- | --- | --- | --- |
| Project ID: | (project identifier) | | **Date opened:** | (date form is completed) |
| Title: | (unique issue identifier or title) | | **Date identified:** | (date issue first identified) |
| SA Water Representative: | (SA Water Representative under the contract/engagement) | | **Form completed by:** | (person completing this form) |
| Parties involved | | | | |
| (names, roles and organisations of those involved) | | | | |
| Issue description | | | | |
| (one or two sentences that clearly define the issue) | | | | |
| Background | | | | |
| (a brief paragraph providing the issue’s context and criticality of infrastructure involved (refer TS 0109)) | | | | |
| Options | | | | |
| (available options to resolve issue) | | | | |
| Implications | | | | |
| (implications of each option above to SA Water (e.g. TOTEX considerations, safety, corporate risk, operational/maintenance, customer/community, corporate sustainability objectives etc.) | | | | |
| Activities to date | | | | |
| (describe activities project has undertaken to date, with chronology of events leading to escalation) | | | | |
| Decision | | | | |
| (outcome from decision makers to whom issue is escalated, inclusive of any actions/conditions for the project team to action) | | | | |
| Approved:  *(decision maker/s approving final decision)* | |  | | |

Version History

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| --- | --- | --- | --- |
| Version | Date | Author | Comments |
| 1.0 | 16-08-2024 | Matthew Davis | First issue (of TS 0104) |
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