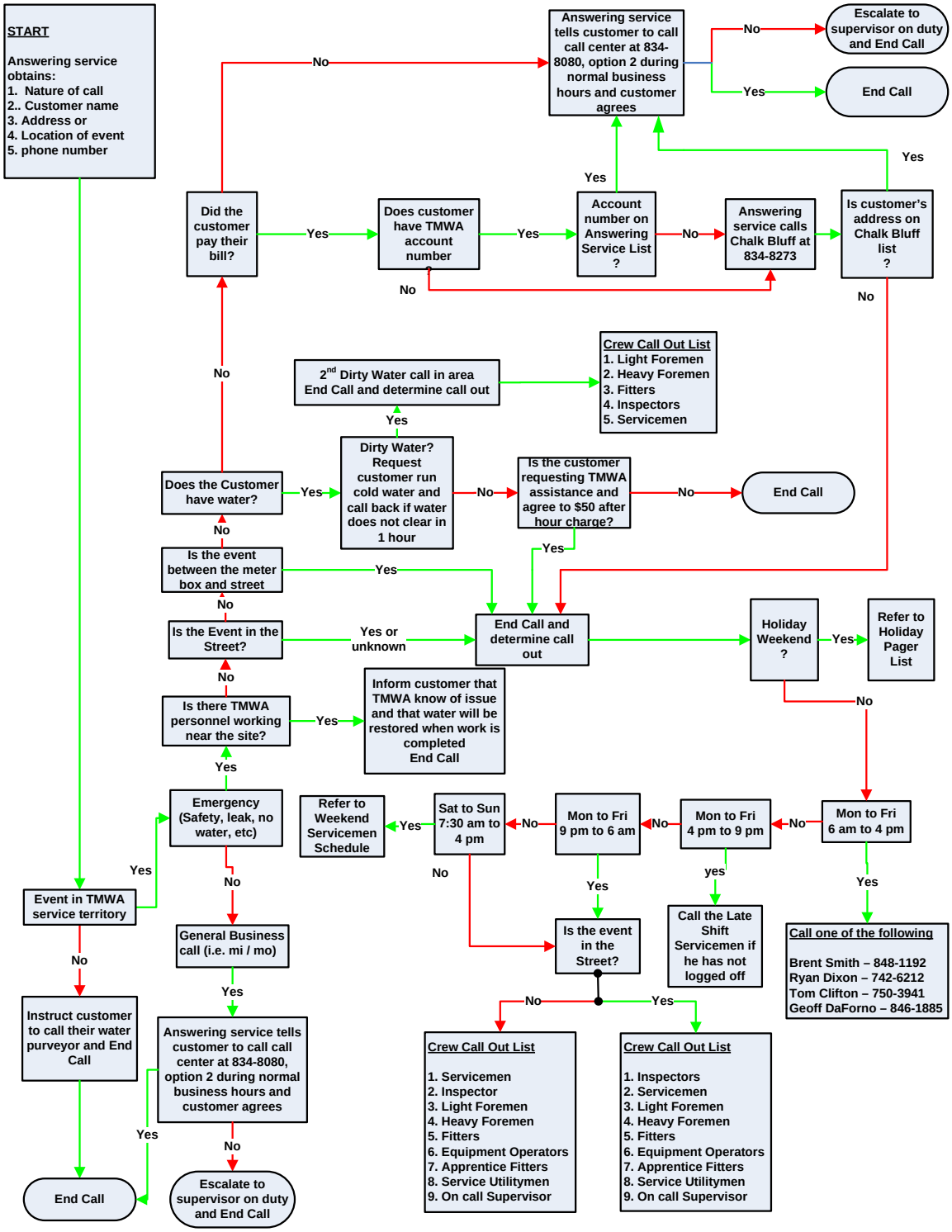
START
Answering service obtains:
1. Nature of call
2.. Customer name
3. Address or
4. Location of event
5. phone number
Answering service tells customer to call call center at 834-8080, option 2 during normal business hours and customer agrees
No
Escalate to supervisor on duty and End Call
Yes
End Call
Yes
Did the customer pay their bill?
No
Yes
Does customer have TMWA account number
Yes
Account number on Answering Service List ?
No
Answering service calls Chalk Bluff at 834-8273
Is customer's address on Chalk Bluff list ?
No
No
Crew Call Out List
1. Light Foremen
2. Heavy Foremen
3. Fitters
4. Inspectors
5. Servicemen
2nd Dirty Water call in area End Call and determine call out
Yes
Does the Customer have water?
Yes
Dirty Water? Request customer run cold water and call back if water does not clear in 1 hour
No
Is the customer requesting TMWA assistance and agree to $50 after hour charge?
No
End Call
Yes
No
Is the event between the meter box and street
Yes
No
Is the Event in the Street?
Yes or unknown
End Call and determine call out
Holiday Weekend ?
Yes
Refer to Holiday Pager List
No
No
Is there TMWA personnel working near the site?
Yes
Inform customer that TMWA know of issue and that water will be restored when work is completed
End Call
Yes
Emergency (Safety, leak, no water, etc)
Refer to Weekend Servicemen Schedule
Yes
Sat to Sun 7:30 am to 4 pm
No
Mon to Fri 9 pm to 6 am
No
Mon to Fri 4 pm to 9 pm
No
Mon to Fri 6 am to 4 pm
Yes
Event in TMWA service territory
No
No
Yes
yes
Yes
Call the Late Shift Servicemen if he has not logged off
Call one of the following
Brent Smith – 848-1192
Ryan Dixon – 742-6212
Tom Clifton – 750-3941
Geoff DaForno – 846-1885
General Business call (i.e. mi / mo)
Is the event in the Street?
No
Yes
Yes
Instruct customer to call their water purveyor and End Call
Answering service tells customer to call call center at 834-8080, option 2 during normal business hours and customer agrees
Yes
No
Crew Call Out List
1. Servicemen
2. Inspector
3. Light Foremen
4. Heavy Foremen
5. Fitters
6. Equipment Operators
7. Apprentice Fitters
8. Service Utilitymen
9. On call Supervisor
Crew Call Out List
1. Inspectors
2. Servicemen
3. Light Foremen
4. Heavy Foremen
5. Fitters
6. Equipment Operators
7. Apprentice Fitters
8. Service Utilitymen
9. On call Supervisor
End Call
Escalate to supervisor on duty and End Call