

## TMWA Emergency Call-out Procedures for the Answering Service

Any TMWA crew personnel with a D2 or greater certification is qualified to respond to after hour emergencies. The differentiation between the groups is only to address equalization of overtime. An emergency is defined as an event that requires TMWA personnel to respond immediately. An emergency may include repair cut-outs, no water calls, water leaks, etc. Document calling parties, name, phone #, address, and address and location of Emergency (street, sidewalk, yard, house, etc).

1. Emergency Call-out Procedures during **Regular Work Hours (Monday through Friday 6 AM until 5 PM)**
  - a. Call Brent Smith at 848-1192 (cell)  
or Ryan Dixon at 742-6212 (cell)  
or Tom Clifton at 750-3941 (cell)  
or Geoff DaForno at 846-1885 (cell)
2. Emergency Call-out Procedures for **Late Shift (Monday through Friday 5 PM until 9 PM)**
  - a. Call the late shift servicemen as indicated by the late shift schedule until he signs off from service
  - b. If the late shift servicemen is unavailable, or has signed off, use the emergency call-out procedures for outside scheduled working hours
3. Emergency Call-out Procedures for **Weekend Shift (7:30 am until 4 pm)**
  - a. Call the weekend shift servicemen as indicated by the weekend shift schedule
  - b. If the weekend shift servicemen is unavailable, or has signed off, use the emergency call-out procedures for outside scheduled working hours
4. Emergency Call-out Procedures during **Holiday Weekend Hours**
  - a. TMWA will provide a holiday pager duty call out list prior to the start of the holiday
5. Emergency Call-out Procedures for **Outside Scheduled Working Hours (9 PM until 6 AM)**
  - A. ***If the event is in the STREET*** call crew personnel with D2, D3, or D4 certification always starting at the top of the job classification and working down until someone accepts the callout using the following order:
    - Inspectors
    - Servicemen
    - Light Foremen
    - Heavy Foremen
    - Fitters
    - Equipment Operators
    - Apprentice Fitters
    - Service Utilitymen
    - On call Supervisor
  - B. ***If the event is SOMEWHERE OTHER THAN IN THE STREET*** call crew personnel with D2, D3, or D4 certification starting at the top of the job classification and working down until someone accepts the callout using the following order:
    - Servicemen
    - Inspector
    - Light Foremen
    - Heavy Foremen
    - Fitters
    - Equipment Operators
    - Apprentice Fitters
    - Service Utilitymen
    - On call Supervisor

*If crew personnel require assistance follow directions from the Crew Call out Procedure*

## Crew Call out Procedure

### **Light & Heavy Crews**

*When the answering service is asked by an Inspector, Water Serviceman, or Supervisor to call out a crew follow the guidelines below and refer to the **Crew Callout List**. Once a TMWA crew personnel accepts the call, he will usually call out the necessary crew members.*

1. If crew personnel require assistance they may ask the answering service for assistance in calling additional personnel. Refer to the **Crew Call out List** and call a foreman and inform the foreman of all pertinent information with respect to the emergency.
2. The crew personnel on site will determine if the emergency needs to be repaired immediately and what additional personnel are required. If the emergency presents a safety hazard to the public or if significant damage to the street or property is likely, the crew personnel will call out a foreman or other required personnel immediately.
3. If repairs are needed immediately call out a TMWA crew personnel using the crew call out list and the procedures listed below. After going thru the **Crew Callout list** once and a TMWA crew personnel cannot be reached, notify the on-call supervisor and he can assist in calling out the crew.
4. If a crew personnel determines the event is not an emergency and does not require immediate response then the events should be documented by the crew personnel.

### **Light Crew Emergency Call out Procedure**

1. Call crew personnel with D2, D3, or D4 certification starting at the top of the job classification and working down until someone accepts the callout using the following order:
  - a. Light Foremen
  - b. Heavy Foremen
  - c. Fitters
  - d. Equipment Operators
  - e. On call supervisor

### **Heavy Crew Emergency Call out Procedure**

1. Call crew personnel with D3, or D4 certification starting at the top of the job classification and working down until someone accepts the callout using the following order:
  - a. Heavy Foremen
  - b. Light Foremen
  - c. Fitters
  - d. Equipment Operators
  - e. On call supervisor

## No Water / No Leak

1. Answering service asks for callers account number and address.
2. Answering service verifies that address is within TMWA's service territory.
3. If not, answering service directs the customer to call their water provider.
4. If the address is within TMWA's service territory, answering service asks caller questions to determine if customer's system may be the source of the problem (Are any private valves closed? Are pipes frozen? Is there a leak on customer side of the meter?).
  - a. If the problem is on the customer's side of the meter then the answering service needs to instruct the caller to call a plumber – End of call.
5. Answering service questions if there is construction work being performed in the area. The answering service checks call log to make sure TMWA is not performing maintenance (main outages) in the area.
  - a. If work is being performed by TMWA, answering service informs customer that water will be restored when work is completed – End of call.
6. Caller has account number - Answering service refers to list of TMWA eight-digit account numbers that should not have water.
  - a. Account number not on list.
    - i. Answering service calls the Chalk Bluff WTP at 834-8273 to verify the address.
    - ii. Chalk Bluff operations refers to the Cut-out non-pay list at M:\CONP
      1. Address not on list – Answering service calls TMWA crew personnel to investigate emergency based on emergency call-out procedures.
      2. Address on list – Answering service informs customer to contact TMWA office the next business day to have water turned on.
        - a. Customer agrees – End of call
        - b. Customer escalates –
          - i. Answering service calls TMWA on-call supervisor.
          - ii. On call supervisor makes determination and informs TMWA front desk CSR to comment account.
  7. Caller does not have account number
    - i. Answering service calls the Chalk Bluff WTP at 834-8273 to verify the address.
    - ii. Chalk Bluff operations refers to the Cut-out non-pay list at M:\CONP
      1. Address not on list – Answering service calls TMWA crew personnel to investigate emergency based on emergency call-out procedures.
      2. Address on list – Answering service informs customer to contact TMWA office the next business day to have water turned on.
        - a. Customer agrees – End of call
        - b. Customer escalates –
          - i. Answering service calls TMWA on-call supervisor.
          - ii. On call supervisor makes determination and informs TMWA front desk CSR to comment account.

## Procedure when contacted for Emergency Locates

Determine if call is for actual emergency locate. (After hours excavation that must be done immediately such as gas leak, broken phone cables etc).

1. If it is customer just wanting to know location of water lines they need to call Under Ground Service Alert (USA) at 1-800-227-2600 between 7am-5pm. Advise them that the water line past property line (behind meter box or curb valve) is customer property and will not be located. All locates will be done within 48 hours.
2. If it is determined that an **EMERGENCY** locate is needed call crew personnel always starting at the top of the job classification and working down until someone accepts the callout using the following order:
  - a. Locator (Bill Summy – 240-3251)
  - b. Inspectors
  - c. Servicemen
  - d. Light Foremen
  - e. Heavy Foremen
3. Fitters
4. Equipment Operators
5. Apprentice Fitters
6. Service Utilitymen
7. On call Supervisor