



# ELECTRIC WATER SEWER STORMWATER

3 Industrial Loop Drive | PO Box 1589 | Hannibal, MO 63401 | (573)-221-8050

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<b>POLICY:</b>	<u>Service Truck Procedure</u>	<b>DEPARTMENT:</b>	<u>All</u>
<b>APPROVED:</b>	<u>02/27/06</u>	<b>REVIEWED / REVISED:</b>	<u>03/20/15</u>

## Definitions:

**Normal Business Office Hours** 7:30 AM - 4:30 PM

**Normal Service Truck Hours** 7:30 AM - 4:00 PM Mon – Fri.

### Service Truck

The service truck (truck #18) is primarily engaged with the day-to-day service activity generated by the Business Office.

### Service Orders

The Business Office generates a tasking documentation form for the service truck commonly called a service order. Much like the work order, this is a form that provides service instruction and information with various collection prompts. Business Office instructions are generated on these forms that are issued and completed by the service person, and returned to the Business Office.

## Service Truck Procedure During Normal Service Truck Hours

1. The service truck is primarily assigned for Business Office operations and works from the service orders generated by that department. This is the priority tasking.
2. During normal operation hours, the service truck may be called upon to assist the water department in tasks that the service worker is qualified to perform, when trucks #1 and #6 are unavailable. (Service leak turn off/on requests, reported water leak inspections, etc.) The service person is instructed to document this activity and therefore, the SCADA personnel are not required to generate a work request.
3. In the event that a task for truck #18 is communicated/requested from the Business Office, (where the SCADA operator is involved in the communication,) it is the Business Office personnel's responsibility to create a service order for this work, and again the service person is also responsible to document this activity.
4. There is no service charge for reconnection requests that are communicated prior to 4:00 PM. Payments or requests received after 4:00 PM will be reconnected the following business day, unless the customer agrees to pay the appropriate service charge.

## Service Truck Procedure After Normal Business Hours

1. For all service related communication (reconnection list) after regular business hours, unless he is on the sick leave list, the **service man** is to be the first call-out attempt. If unavailable, the second call is to the **backup service man**, followed by the **3<sup>rd</sup> service man**. Three service men are presently employed, and their call-out order will rotate on a monthly basis. It will be the responsibility of the service man to provide and verify the correct call-out order to SCADA personnel on the first of each month.
2. A work order shall be generated for this activity, printed and placed into the after hours work order tray. The service man will be responsible to document all activity on the printed work order at the end of the episode and return the completed work order to the supervisor's office. The activity highlights shall be recorded on the daily log.
3. In the absence of the **service man**, or either **back up service man**, the respective department call-out procedure shall be used. For electric reconnection requests, the electric department Lineman on Call (LOC) shall be used, and for water issues, the water ring. In this case the SCADA operator is assigning general overtime. A work order shall be generated for each department used. The activity shall also be placed on the daily log.
4. **After 4:00 PM on Friday** should a service request become necessary, unless he is on the sick leave list, the first call-out attempt shall be the **service man**, then a **backup service man**, followed by the **3<sup>rd</sup> service man**, and finally others as described above. No service charge until after 4:00 pm. Individual work orders must be generated for each department activity. All activity shall be logged.

### IMPORTANT!

See also Disconnection of Service for Non-payment - After Hours Operations

### Contact Information:

Service Truck Employees and Phone Numbers

BPW Service Truck Phone: 822-1205

Greg Nichols                      Home: 221-7155, Cell: 795-1435

Alan Fawks                        Cell: 795-6710

Connie Quinn                     Cell: 406-9805

### Reviewed / Revised History

Revised: 10/14/2009 – Lillie Lewton

Revised: 11/10/09 – Heath Hall

Revised: 12/10/10-Mark Hickerson

Revised: 07/01/11-Heath Hall

Revised: 03/20/15 – Kari Goodman