



## Administrative Policy

<b>Title: Customer Care - City Tree Roots</b>				
Administered By: Department of Water & Power				
New Policy No.	Issue Date (Last Revised)	Renumber Date	Department Head Approved	City Manager Approved
03600.003	11-27-12 (N/A)	01-03-17		

This Policy had been issued without a known Policy Number. Effective on the Renumber Date noted above, this Policy is hereby renumbered as the Policy Number noted above.

The latest version of the Policy is attached hereto and incorporated herein by reference.

Attachment: Policy (UNKNOWN #)  
 Issued: 11-27-12  
 Revised: N/A

**DEPARTMENT OF WATER & POWER**  
**CUSTOMER CARE**

<i>SUBJECT:</i>				
<b><i>City Tree Roots</i></b>				
<i>Section:</i>	<i>Position:</i>	<i>Issue Date:</i>	<i>Revision Date:</i>	<i>Supervisor Approval: Cus</i>
<i>Customer Care</i>	<i>CSR I/II/III</i>	<i>11/27/12</i>		

**Purpose**

The purpose of this procedure is to ensure consistency between office staff and field personnel regarding City tree roots affecting our customer’s service lines (water or sewer service related) and to provide responsive, reliable service to customers.

**Service Order**

- **Water line issue:** If Customer Care is notified of a possible tree root issue affecting the water service line at a location, generate a service order in CIS.
  - On the account in CIS, create a service order. Specify the ‘City Tree Roots’ service order type.
  - Assign to: Department / Customer Care.
  - Check the box ‘Select All Meters.’
  - Give a brief description of the situation at the property.
- **Sewer line issue:** If Customer Care is notified of a possible tree root issue affecting the sewer line at the location, contact the Admin Staff so that they can dispatch the crew to the site to assess the situation.

Customer Account Service Order

Undo Save Help

Service Order Details | Meter Selection | Progress/Completion Notes | Appointment | Events | Work Order System

Service Order Type: **City Tree Roots**

Emergency Service Order  
 Hold Service Order

Assigned to: Department: **Customer Service**

Service Message: Contractor states that there is a tree root around the AMS inhibiting him from exchanging the meter out. Please verify how we should address this. Thx. ss

Print Date: 09/19/2012      Print When Saved:

Select All Meters	Selected Meter(s)	Meter	Need Appointment	Remote Type
<input checked="" type="checkbox"/>	43400124 , 30WT;	43400124	No	MANUAL

Action:

Service Order #: 187079  
**Pending**  
Service Request #: 0  
Service Request Key:  
Work Order Key:

### Follow Up

- Once the service order is in the field, the Field Customer Service Representative (Field CSR) will assess the situation and determine how to proceed.
  - The service order will have selections that the Field CSR can fill out indicating what actions were taken and if any follow-up is required.

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<input type="checkbox"/> City Side Leak	<input type="checkbox"/> Customer Side Leak	<input type="checkbox"/> Replaced customer side valve
<input type="checkbox"/> Service	<input type="checkbox"/> Off at Valve	<input type="checkbox"/> Ball Valve
<input type="checkbox"/> AMS	<input type="checkbox"/> in meter box	<input type="checkbox"/> Gate Valve
<input type="checkbox"/> DWP Crew repair required	<input type="checkbox"/> at hose bib	<input type="checkbox"/> Replaced Meter box
<input type="checkbox"/> Root Removal Required	<input type="checkbox"/> Roots Trimmed	
	<input type="checkbox"/> Follow-up required	<input type="checkbox"/> Tagged Door

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- If it is a minor repair that the Field CSR can fix alone on the water service line or irrigation line, he will.
  - Field CSR will note the service order with actions taken on site.
  - Field CSR will attempt to contact the resident to advise them of the repairs made, leaving a door hanger if necessary.
  - CIS account will be noted when completed service order is turned in.
- If the situation requires more intensive work:
  - The Field CSR will contact the crews via phone to respond immediately if the situation warrants and leak is severe.
  - If the situation does not require immediate attention but needs to be completed by the crews:
    - The Field CSR will note the appropriate check box on the service order and turn it in to a Customer Service Representative (CSR).

- The CSR will send an email to the following individuals, informing them of the address with a recap of the details:
  - DWP Superintendents,
  - DWP Admin Staff,
  - Maintenance Manager,
  - Customer Service Supervisor, and
  - Customer Service Manager.
- In either situation, DWP Admin Staff will create a work order for the crews so that they are able to track the work.