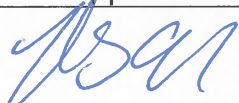
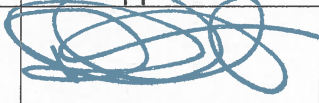




Administrative Policy

Title: Customer Care - Maintenance Requests				
Administered By: Department of Water & Power				
New Policy No.	Issue Date (Last Revised)	Renumber Date	Department Head Approved	City Manager Approved
03600.004	07-31-14 (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: 07-31-14
Revised: N/A



DWP POLICY

<i>SUBJECT:</i>				<i>Page 1 of 1</i>
<i>Maintenance Requests</i>				
<i>Section:</i>	<i>Position:</i>	<i>Issue Date:</i>	<i>Revision Date:</i>	<i>Supervisor Approval:</i>
<i>Customer Care</i>	<i>CSR I/II/III Flex, Intern I/II</i>	<i>7/31/14</i>	<i>N/A</i>	<i>Jonathan Daly</i>

Purpose:

The purpose is to handle customer maintenance requests in a professional and timely manner. This procedure applies to requests made via telephone, internet, in person, etc.

Procedure:

When taking a request, the following information shall be obtained:

- Customer's name
- Customer's phone number and/or e-mail address
- Description of issue
- Location of issue (address, cross streets, necessary directions, etc.)

The customer shall be told that a supervisor will contact him/her regarding the submitted issue. The customer shall not be given a timeline regarding when the issue is expected to be handled, except by a supervisor/manager or his/her designee.

A work order shall be created in the DWP's work order software system under the applicable division and type. The level of priority feature within the work order software shall be utilized appropriately based on the customer's description. A printed copy shall be placed in the proper supervisor's inbox. In addition, if the issue is an emergency or the customer is irate, a call shall be made to the supervisor immediately notifying him/her of the issue. If necessary, the customer shall be directly transferred to a supervisor or manager. Calls that are transferred to a supervisor or manager should be transferred to the supervisor's or manager's cellular phone instead of attempting to reach him/her at his/her desk phone. Customers shall not be told that a supervisor or manager is "on vacation" or "out of the office." They shall be told instead that the supervisor or manager is unavailable, but that an available supervisor or manager will be located to help them.