





Administrative Policy

Title: Customer Service Phone / CIS System Outage				
Administered By: Department of Water & Power				
New Policy No.	Issue Date (Last Revised)	Renumber Date	Department Head Approved	City Manager Approved
03600.509	08-30-12 (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: 08-30-12
Revised: N/A

**DEPARTMENT OF WATER & POWER
CUSTOMER SERVICE / UTILITY BILLING**

<i>SUBJECT:</i>				
<i>Customer Service Phone / CIS System Outage</i>				
<i>Section:</i>	<i>Position:</i>	<i>Issue Date:</i>	<i>Revision Date:</i>	<i>Supervisor Approval:</i>
<i>Utility Billing</i>	<i>Senior Customer Svc. Rep./Cust Svc. Rep.I/II</i>	<i>08/30/2012</i>		

Purpose: To ensure that the Customer Service Manager and Supervisor are notified of any outages to the Customer Service phone and CIS system, and so the General Manager can be advised of any issues with the CIS system, network and call queue.

If phone system is down:

- Notify Systems Analyst by cell phone at 951-453-0076.
- Systems Analyst will contact Customer Service Manager and Supervisor by cell phone. In the event that they cannot be reached, the Systems Analyst will get in touch with any supervisor or manager at the building at Corporation Yard.
- Systems Analyst will contact Al Farland in IT Department by cell phone at 951-545-0043 to let him know of the situation.
 - In the event that Al does not answer because he is unavailable an urgent email will be sent to the "IT Help Desk" in Outlook. This will notify Steve, Mike, Al, Paul, Raul, Ben, and Roman of the outage.
- If the Systems Analyst is unavailable, contact the Customer Service Supervisor first; if unavailable then contact the Customer Service Manager. If either are unavailable, contact any supervisor or manager.

If it is undetermined how long the phones/system will be out for:

- Stop offs and turn any offs back on for the day.
- Contact Paul in IT at 951-279-3750 to turn on back-up message for 2321. (If he does not answer leave a voicemail message and it will page him directly.)
- Contact Counter Staff at City Hall to make them aware of the phone system outage.