



Administrative Policy
EMERGENCY AFTER HOURS CALL OUTS
Water Division – A616

Effective Date:

April, 2014

Revised Date:

Emergency After Hours Call Out Policy

Summary

The Town of Payson Water Division maintains on-call personnel for response to emergencies on a 24-hour daily basis. Some emergencies, such as water main breaks and/or contamination pose a potential threat to the health and safety of the public within the Town of Payson. The on-call personnel are certified with the State of Arizona as Water Distribution System Operators and have specific training on the procedures for maintaining a safe drinking water system. Historically, these individuals have responded to non-emergencies, sometimes late at night, which placed that person in a variety of potentially hazardous conditions. This policy is intended to clarify what constitutes an Emergency versus a Non-Emergency situation and clarifies the process for handling each.

Definitions

Emergency Situation - Any circumstance that poses a threat to public health, safety or excessive water losses. Examples are waterline ruptures within the Town's distribution system or customer's waterlines, contamination, booster station failure, electrical outages, and vehicular incidents involving fire hydrants or other Town property.

Non-Emergency Situation - Any circumstance that does not pose a threat to public health, safety or excessive water losses. Examples are requests for new water service connections, reconnections due to non-payments, or requests for meter re-reading.

Business Hours - 8 AM to 5 PM Monday through Friday, excluding Holidays

After Hours - 5 PM to 8 AM Monday through Friday, as well as, Saturdays, Sundays, and Holidays.

Procedures

When the Town of Payson Police dispatch receives a call for a water related situation, the dispatcher contacts the scheduled Water Division on-call staff member. The on-call staff member must determine if the condition is an Emergency or Non-Emergency Situation. Based upon this assessment, the following procedures must be followed:



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Emergency Situation

1. On-call staff member investigates the issue and determines the best corrective action and if additional personnel will be needed.
2. If additional personnel are needed, the on-call staff member is authorized to contact additional personnel for assistance.

Non-Emergency Situation

1. The on-call staff member will inform the dispatcher that the issue is a Non-Emergency Situation and will provide information on how the customer may proceed. The dispatcher will then contact the person who initiated the call and notify them that the issue is a Non-Emergency situation and will be handled during regularly scheduled business hours. Lastly, the on-call staff member will provide a report of the events and communications to the Water Division Customer Service Manager promptly upon returning to work during business hours.