



**DEPARTMENT OF PUBLIC WORKS (DPW)
MILWAUKEE WATER WORKS (MWW)
DISTRIBUTION SECTION ADDENDUM**

1.1 General Working Hours

A. Work Schedules

Employees are expected to know their work schedule, including any change in their schedule, as notified by management. Failure to report as scheduled may result in disciplinary action up to and including discharge. All employees will remain on the job until the end of their shift. Rotating shift employees shall remain at work until the end of their shift, but may be required to work beyond their normal shift until relieved from duty by the next shift, or unless otherwise authorized by management.

The normal starting and quitting times listed below do not apply to emergency work and special assignments. The mid-shift meal periods will be taken as specified below under normal conditions, but this does not preclude management from altering the meal periods to meet changes required by working conditions.

| Personnel | Starting Time | Lunch | Quitting Time |
|---|----------------------|----------------------|----------------------|
| Office | 8:00 AM | 30 minutes-staggered | 4:30 PM |
| Field Crews | 8:00 AM | 12:00-12:30 PM* | 4:30 PM |
| Water Utility Investigator, Water Repair Workers: | | | |
| 1 st Shift | 8:00 AM | 30 minutes* | 4:30 PM |
| 2 nd Shift | 4:00 PM | 30 minutes* | 12:30 AM |
| 3 rd Shift | 12:00 AM | 30 minutes* | 8:30 AM |
| Alternate Shift | 6:00 AM | | 2:30 AM |
| Communication Assistant V (Control Center): | | | |
| 1 st Shift | 8:00 AM | | 4:00 PM |
| 2 nd Shift | 4:00 PM | | 12:00 AM |
| 3 rd Shift | 12:00 AM | | 8:00 AM |

**Designated lunch period, or as time permits.*

B. Job Assignments

It is the employee’s responsibility to immediately notify their supervisor of any work limitations. Medical restrictions will require documentation. Refusing a job assignment could result in disciplinary action. All work must be performed in a manner consistent with standards established by the Milwaukee Water Works (MWW). Actions which are detrimental to or interfere with the operation of MWW are prohibited. To facilitate scheduling, those employees who, for valid reasons, cannot work overtime on a certain day must notify the scheduling supervisor by the

start of the shift. Employees may receive assignments at any time, up to the end of their assigned shift, which they are required to accept. See Section 1.2 for additional information regarding overtime.

1. **Leaving the Work Area**

Field employees are not allowed to travel to their personal residence or any other residence, place of business, or location outside of their assigned area during work hours. Employees are expected to complete their job assignments within a timely manner and take the most expedient route when traveling in the field to job assignments.

C. **Emergency Duty**

All employees are subject to call-out emergency duty, which will be conducted according to established procedure. When called out (via phone call, voicemail or text message), employees are required to report within one (1) hour, unless instructed otherwise. When called out, employees will be paid from the time they arrive at DPW Field Headquarters, unless otherwise specified. Employees can opt out of text messages by signing a MWW Text Notification Waiver Form and submitting it to management. Employees designated as Do Not Call have been excused in advanced for illness, injury, or for other valid and acceptable reasons, and will be denoted as such by management on the Do Not Call list. Employees unable to report when called due to illness, injury, emergencies, etc., will be required to provide valid documentation to support their inability to report.

1. **Must Report**

Water Repair Crew Leader and **Water Repair Worker 3** designated as **Must Report on Stand-By Duty** in the call-out sequence, or **Water Utility Investigator/Water Repair Worker 2 or Water Repair Worker 1** designated **Must Report on Stand-By Duty** must respond and report for work when called out for emergency assignments, and are required to report to DPW Field Headquarters within one (1) hour from the time of the call. Failure to respond may result in disciplinary action starting at a 3-day Suspension, and up to and including discharge.

- **Must Report** Non-Winter: Designated as 1st and 2nd up for overtime crews
- **Must Report** Winter: Designated as 1st, 2nd, 3rd and 4th up for overtime crews
- **Must Report** Designated Water Utility Investigator/Water Repair Workers assigned to investigations **Stand-By Duty** Schedule

Employees designated as **Must Report** or on **Stand-By Duty** will receive on-call duty pay as designated by the City of Milwaukee Salary Ordinance, Section 9.C. Any employee unable to fulfill their **Must Report** requirement for any reason will not receive the on-call duty pay for the designated period.

Management reserves the right to add, discontinue, or change the Must Report designated requirements. Management reserves the right to assign additional crews or individuals to cover Must Report.

D. Use of Time Clocks

Employees reporting to work at DPW Field Headquarters shall use the time clock when starting and quitting work for regularly scheduled and overtime assignments. Employees must clock "in" immediately before starting any duties for a shift, and clock "out" immediately after finishing all duties for that shift. Should an employee inadvertently fail to clock "in" or "out" for any shift, or should circumstances arise which require an employee to perform work while clocked out, the employee must notify his/her supervisor immediately so that he/she can adjust time records to reflect all time worked. Employees are responsible for their own time clock reporting. Failure to comply with this requirement may result in disciplinary action up to and including discharge. Validating another employee's time clock record is not allowed and may result in disciplinary action up to and including discharge.

E. Gate Entry and Exit

Employees are required to scan their access card every time they enter or leave DPW Field Headquarters via either gate.

F. Control Center Information (See Attachment C)

Each field employee/crew shall provide the Control Center with information relative to the whereabouts, start, and progress of a job. Completion of assignments shall be promptly communicated to the Control Center. All information received will be recorded in the Daily Operations Log.

1.2 Overtime

Overtime is mandatory. Please see the 2024 Overtime Mandatory Standard Operating Procedure (SOP) for more information. There will be assignments that, by their nature, will go beyond the normal shift. Employees are required to finish the assignment unless there has been a pre-approved no-overtime shift.

Employees in the **Water Repair Crew Leader** and **Water Repair Worker** job titles will earn overtime at a rate of 1.5 times for all hours worked as a result of emergency call-outs. Hours worked beyond the normally scheduled work day are not considered an emergency call-out and are subject to overtime per City policy and DPW Standard Work Rules. Employees may be placed in Do Not Call status for funeral leave, FMLA leave, injury leave, restricted (transitional) duty, leaves of absence, or other reasons as designated by management. When employees are in Do Not Call status for any portion of a week, they become ineligible for overtime as the result of emergency call-outs that week, unless they work more than 40 hours in the week and subsequently earn overtime according to City policy and DPW Standard Work Rules. Employees are also ineligible for overtime after being placed in Do Not Call status until they have worked a shift.

1.4 Break and Lunch Period

A. Break Period

Employees are allowed two (2) 15-minute paid break periods during the work day to be taken as authorized and scheduled by management. Scheduled break periods may be altered depending on the circumstances of the job. Break periods cannot be extended, and are not allowed to be taken in conjunction with the lunch period or at the beginning or end of the day. Sleeping on breaks is not permitted.

B. Lunch Period

Employees are allowed a 30-minute unpaid lunch period, which is to be taken from 12:00-12:30PM on 1st shift, 7:00-7:30PM on 2nd shift, and 3:30-4:00AM on 3rd shift, or as time permits depending on the circumstances of the job. Management may alter lunch periods as needed to meet schedule and/or workload demands. Extending the lunch period beyond the time permitted is not allowed. "Travel time" is not permitted. Any changes to the lunch period requires the approval of a supervisor. Sleeping during the lunch period is not permitted. Reading newspapers and magazines or using personal electronic devices is not permitted during the lunch period if in view of the general public.

1.6. Reporting Absences and Tardiness

Daily work schedules are to be maintained, and therefore, it is important that supervisors are informed of absences or tardiness. Employees who are late shall contact a Manager (Section, Operations, Scheduling, Construction) as soon as possible to provide an anticipated arrival time and the reason for their tardiness. Employees who will be absent must provide notice to the Control Center at least one (1) hour before their scheduled starting time to call Out of Service (OOS) and at least one (1) hour before their scheduled starting time for the shift they plan to be Back in Service (BIS). Text messages, voicemail messages or email messages are not considered acceptable forms of notice.

Failure to answer a call from a supervisor may result in the absence being considered an Unexcused Absence.

Report of absence is required for each day of absence unless otherwise directed by the supervisor and will not be accepted from persons other than the employee, except in emergencies. The reason for any absence must be satisfactorily explained. Long-term illnesses require that the employee provide regular updates to their supervisor, including doctor certificates for each follow-up doctor visit.

Failure to follow these procedures may result in disciplinary action. Notification of tardiness or absence does not necessarily constitute an excused tardiness or absence. Employees will not be paid for time they do not work as a result of being late for work.

1.15 Vacation Policy (See Attachment A)

1.18 Inclement Weather Policy (See Attachment B)

1.21 Rules of Conduct

Work Environment

Employees shall maintain a clean and neat work environment. Employees are responsible for cleaning up their assigned areas and vehicles, including personal and work-related items.

Portable radios are only allowed at the discretion of management, and at no time are to be distracting to fellow employees or audible to the general public. MP3 players, iPods, iPads, and other electronic devices not issued by MWW, as well as the use of headphones/earbuds, etc., are not allowed during work hours in positions that require contact with the public or where communicating as a team, and are at the discretion of management.

1.30 Computers and Electronic Communications

Laptops, tablets and other electronic devices, along with hardware and software, are the property of the Milwaukee Water Works (MWW), and for the use of MWW, Department of Public Works (DPW), and City of Milwaukee-related business. The various devices have been loaded with specific operating software. Basic setup applications installed shall not be altered. This includes configuration settings for programs, networks and device setup. However, changes to Windows Desktop or Android and iOS home screens are allowed for personal preference customization.

Employees shall not load or remove software, or attach unauthorized hardware to any MWW-owned computer equipment, including personal device charging units.

MWW laptops and tablets will be periodically updated, and therefore, shall be made available to the MWW Information Technology Section as requested.

Employees issued electronic devices will be required to sign the City Electronics User Requirements and Expectations Acknowledgement form.

A. Laptops

Laptop computers shall remain in the secured, locked cradle in vehicles at all times. The only exception is during vehicle servicing or for computer software and hardware updates. Only Section management or Information Technology staff are authorized to remove computers from the vehicles.

Laptop computers are ruggedized models designed for field conditions. However, all computers are weather sensitive. The storage temperature range is 158°F to -40°F. The optimum operating range is 144°F to 14°F. Cold weather will cause laptops to process slower, therefore, care should be taken in moderating the temperature inside the vehicles.

B. Tablets

Tablet computers are to be in the possession of the employee (or locked in their City vehicle), and returned to their assigned storage locker at the end of each work day,

unless expressed permission has been given by the Section Manager. Tablets must be powered off and connected to their charging units when stored. Employees shall not share locker combination codes or keys with co-workers.

Tablet computers are not ruggedized or protected from weather conditions. The minimum recommended operating temperature is 32°F. Employees shall make every effort to protect the tablet from extreme temperatures, rain, snow, or other weather conditions that would cause the tablet to malfunction.

C. IT Cloud Computing Policy

IT Cloud services are not to be used without the knowledge of IT Management. Refer to the City of Milwaukee Cloud Computing Policy in the DPW Standard Work Rules.

1.37 Security/Safety

MWW employees are issued an access/ID card and PIN number for access to MWW facilities. Employees are required to wear their issued access/ID card in a visible manner at all times while at work. Employees shall not lend their access/ID card to another employee or to a non-MWW employee, or give out their PIN number. If the access/ID card is lost, stolen or misplaced, the employee shall contact their supervisor immediately. Failure to maintain control of access/ID card may result in disciplinary action.

- When entering the facility at the beginning of a work shift or visit, the access/ID card must be scanned and, if applicable, the PIN number entered on the keypad.
- When leaving the facility, the access/ID must be scanned again by all employees to exit. Do not tailgate in or out of the facility.
- Employees shall not write their PIN number on the access/ID card or keep their PIN number with the access/ID card. If an access/ID card is lost, this would provide an unauthorized person easy access to the worksite.

1.39 Safety Equipment/PPE's

A. Hard Hats

In accordance with OSHA Regulations (Standards – 29 CFR), Head Protection.190.135, which states, in part:

(a)(1) – The employer shall ensure that each affected employee wears a protective helmet when working in areas where there is a potential for injury to the head from falling objects. All employees are required to wear their hard hat whenever there is a danger of being struck in the head from an overhead or swinging hazard.

Hard hats shall be worn:

- **At all times on all public and private construction job sites**
- **When entering and working within any confined space**
- **At any location with a backhoe or other equipment which is capable of raising itself, other equipment off the ground**

Damaged or worn hard hats must be turned in for replacement. Employees shall wear only MWW-issued hard hats. Paint, stickers, decals, etc., may weaken the hard hat shell, and therefore, are not allowed.

B. Safety Glasses

Employees are required to wear ANSI-approved safety glasses whenever using pneumatic tools (e.g., sledge hammers) and when drilling, grinding, sawing, etc. Employees operating air compressors are required to wear goggle-type eye protection. It is recommended that field employees wear safety glasses at all times during work hours. Shop areas require safety glasses with side shields at all times.

Employees and visitors in the Maintenance Shop areas are required to wear safety glasses with side shields at all times. Full-face welding helmets are required when working with welding and brazing-type equipment. Full-face shields are required when grinding, sawing and metal cutting.

C. Procedures, Equipment, and Clothing

It is the responsibility of all employees that safe working environments are maintained, safe working procedures by DPW and MWW are followed, and that furnished protective equipment and clothing are used. Shirts are required at all times (tank tops, muscle shirts or sports bras are not allowed). However, employees can wear sleeveless shirts if their shoulders are covered. Full-length pants are required (shorts, sweatpants, capris or skirt-type clothing are not allowed for field work). Failure to comply will be considered to be a violation of these work rules.

D. Respiratory Protection Program

All respirator users must be thoroughly trained and instructed prior to using respirators. Employees have the responsibility to correctly use the respiratory protective devices provided and to make sure that it remains in good serviceable condition. Employees who are required by their job responsibilities and respiratory training to wear facial masks must be clean shaven at all times to ensure an effective face mask seal. This requirement includes, but is not limited to, full beards and lengthy sideburns.

E. Other

Specialized, job-related Personal Protective Equipment (PPE) shall be worn as determined by management. It is the responsibility of the employee to use this equipment as directed.

1.54 Miscellaneous

A. Employee Information

Employees shall provide MWW with their current home address, main telephone number including personal cell phone numbers, and emergency contact information. Providing a mailing address other than the personal residence will not be accepted. A post office box may be provided as long it accompanies the employee's residence

street address. Any changes in this information shall be reported by the employee to their immediate supervisor using the MWW Employee Change of Address form and/or MWW Employee Emergency Contact Information Form within 72 hours of the change. Current cell phone numbers are required for the City's "One-Call" notification system.

B. Pre-Trip Vehicle Inspection

Vehicles must be inspected daily; before, during, and after operation through procedures set forth in the DPW Fleet Vehicle Usage and Safety Manual. Drivers are responsible for keeping the cab of their assigned vehicle clean.

Distribution Section Vacation Policy January 2024

The following shall apply to the scheduling of vacation. For the purpose of this policy, the term vacation will refer to vacation, sick leave incentive days, CTO and TVA, if available.

Employees shall submit all vacation requests at least 24 hours in advance and in writing to the Water Distribution Operations Manager or his designee. Any request to change scheduled vacation shall also be submitted in writing in this manner. Submitting a vacation request does not guarantee vacation approval. Employees will be notified by their supervisor in person or in writing as to the status of their vacation request in advance of the requested date(s).

Vacation approval is based upon guidelines established in this policy including seniority, staffing, workload considerations and management discretion. Call-in vacations are not allowed. However emergency vacation may be granted by management based upon special circumstances. Employees will be required to provide valid documentation of the need for the emergency vacation request. Control Center personnel cannot approve an employee's request for time off.

It is the responsibility of each employee to know their sick leave and vacation balances including any SLCIP days and remaining Compensatory Time Off (CTO) balances. Employees exceeding their balances will be considered absent without leave and may be subject to discipline.

Selection Process

Employee vacation requests will be selected based upon Milwaukee Water Works (MWW) seniority. When more than one employee has the same MWW start date, seniority will be determined by the Department of Public Works start date, and if necessary, City of Milwaukee start date. Each employee shall select two weeks of vacation at a time in order of seniority. This procedure shall be followed for a sufficient number of times for all vacation to be picked. Any remaining vacation days can be left unscheduled; however, subsequent scheduling of vacation is required to be in accordance with this policy. If an employee cancels a week or more of vacation, or a holiday vacation week, the vacation opening is offered to other employees in order of MWW seniority.

The normal vacation week starts on Monday and ends on Friday. Employees, while on vacation, will not be called in regular rotation order for overtime assignments, but will be called last if needed for emergency assignments. ***Vacation will not be approved for weekend days during rotating weekend schedules and during Must Report designated overtime call-out.***

1. Shop Personnel

Employees will be granted vacation depending upon workload and staffing levels at management discretion.

2. Communication Assistant V

- Morning shift has priority over cover shift for vacations lasting at least one week.
- Employee vacation will be selected based upon a first-come, first-served basis.
- Vacations shall be scheduled such that no more than two days of overtime are needed to cover a two-week long vacation period. Vacation periods lasting longer than two weeks shall be by special consideration only.
- All vacations shall be normally assigned from the morning shift. Vacations other than morning or cover shift shall be approved on the basis of a shift change with the morning person or the cover persons agreeing to work the shift of the person requesting vacation.
- Vacation periods on weekends shall be covered for Saturday by the Friday cover person and for Sunday by the Monday cover person, respectively. This would involve changing a cover day to an off day to avoid working six days in a week by the cover person.
- Vacations or other changes in schedule are not considered part of the posted schedule until the supervisor has approved them. Requests for a change in the schedule shall be made on the appropriate form. Normally, vacations will be approved two weeks in advance.
- Ability to schedule allotted vacations without undue cost to the City will be examined by scheduling backward from approximately December 20th. Vacations after December 20th will be given special consideration to share the requested time off as much as possible and as not to interfere with the continuity of operations.

Maximum number of employees allowed on vacation at one time:

| <u>POSITION</u> | <u>NUMBER</u> | | |
|---|-----------------------------|-----------------------------|-----------------------------|
| <u>Day Shift</u> | | | |
| Water Distribution Scheduling and Construction Managers | | | 1 |
| Water Field Supervisor | | | 2 |
| Water Chief Crew Leader** | | | 3 |
| Water Repair Workers ** | | | 8 |
| Program Assistants | | | 1 |
| Communications Assistant III | | | 1 |
| Office Assistant IV (Payroll) | | | * |
| | <u>1st Shift</u> | <u>2nd Shift</u> | <u>3rd Shift</u> |
| Water Distribution Investigator | 2 | 1 | or 1 |

**Vacations are restricted on payroll Mondays except full-week vacations.*

***Vacations are restricted on weekend schedules.*



Inclement Weather Policy

January 2024

The Mayor of Milwaukee may declare a particular day, or portion of a day, as DO NOT REPORT or EARLY RELEASE due to severe weather conditions. When this occurs, the Milwaukee Water Works (MWW) recognizes that emergency response and critical infrastructure employees must report to work regardless of the declaration, while other designated employees would be allowed to refrain from traveling to work, or may be relieved from work early for their personal safety.

I. Employees who work in critical infrastructure areas that require 24/7 operations and emergency response are designated as “*Essential*” and **must report**. These employees work in the following sections:

- **Distribution** (Except Communications Assistant III, Office Assistant IV and Program Assistants)
- **Plants** (Except Office Assistant IV and Water Plant Maintenance Assistant)
- **Water Quality**

While it is mandatory that all *Essential* employees in these designated sections report to work as scheduled, management will do its best to accommodate case-by-case circumstances due to severe weather conditions. *Essential* employees unable to report must call their supervisor to report their delay or absence and provide a specific reason for their unavailability to come to work. Emergency vacation or unpaid leave may be approved for certain circumstances, but is not guaranteed. Disciplinary action up to and including discharge may be issued for failure to report.

II. Employees who work in the following sections/work units are designated by the City of Milwaukee as “*Non-Essential*” and **do not report**:

- **Business**
 - **Accounting, Rates & Finance**
 - **Payroll**
 - **Customer Service & Billing**
 - **Meter Services**
 - **Technical Services**
 - **Administration Office Staff**
- **Distribution:** Communications Assistant III, Office Assistant IV and Program Assistants
- **Engineering**
- **Plants:** Office Assistant IV and Water Plant Maintenance Assistant

Non-Essential employees must:

- Work remotely, if practical and work is available
- If remote work is not practical or available, employees must report to work, request available accrued leave (which includes vacation, compensatory time off (CTO), sick leave control incentive program (SLCIP) time but not sick leave), or request an unpaid excused absence *unless* all three (3) of these actions have occurred:
 - Non-essential city operations are suspended
 - City facilities are closed
 - The Commissioner of Public Works has instructed non-essential staff not to report to work

Under these circumstances, employees will be eligible to record time not worked as Paid, Not Worked (PNW) in lieu of using available accrued leave or an unpaid excused absence

Residency Requirement for Emergency Personnel

January 2024

On July 26, 2016 the Common Council of the City of Milwaukee adopted legislation imposing a residency requirement on law enforcement, fire, and emergency personnel to reside within 15 miles of the jurisdictional boundaries of the City. (CC File # 160453: Effective 10/11/2016).

This charter ordinance, adopted pursuant to Wis. Stat. § 66.0502 (4)(b), provided the Board of City Service Commissioners (CSC) the authority to designate the classifications and/or assignments in the city service considered as emergency personnel for purposes of this requirement. The designation of emergency personnel for positions in the Fire and Police Departments is under the jurisdiction of the Fire and Police Commission.

Emergency positions in the City Service generally include those that require incumbents to be available to respond to emergency calls for service either to assess the emergency situation and dispatch personnel and equipment as necessary and positions that are required to perform time sensitive emergency repairs or maintenance activities critical in securing the health, safety or protection of residents of the city. The following positions or assignments have been classified as emergency for purposes of this provision:

- A. Water Distribution Investigator, Municipal Services Electrician, and Water Field Supervisor in the Department of Public Works, Milwaukee Water Works;
- B. Sewer Field Investigator and Sewer Crew Leader in the Department of Public Works, Infrastructure Services Division;
- C. Carpenter in the Department of Public Works, Facilities Division;
- D. Mechanical Maintenance Supervisor and Heating and Ventilating Mechanic III in the Milwaukee Health Department;
- E. Telecommunication Analyst-Project Leader, Telecommunications Analyst-Sr, Telecommunications Manager in the Information Technology Management Division of the Department of Administration.
- F. Employees of the Department of Public Works who as a result of job picks are members of the A, B, or C Teams for snow and ice control operations.
- G. Employees of the Department of Public Works who are who are regularly involved in supervising snow and ice control operations as identified in the Salary Ordinance.

All new employees hired into a position subject to this residency requirement, and any incumbent employee who at any time has his/her position designated as subject to this residency requirement, are granted a period of time not to exceed six months from the date of hire, or the date upon which the emergency designation becomes effective. The six-month period following the effective date of the adoption of the rule expires on May 6, 2017. Employees who are subject to this residency requirement may request extensions or temporary exceptions from the Commission in accordance with the authority delegated to it by the City Charter.

A map depicting the 15 mile boundary is available at the City of Milwaukee website:
http://city.milwaukee.gov/ImageLibrary/User/jkamme/Residency_15MileBufferStreets.pdf



Distribution Section

Emergency Personnel/Must Report Response Work Rule and Employee Acknowledgement of Receipt

January 2024

The Milwaukee Water Works (MWW), in an effort to respond promptly and effectively to emergencies, requires Distribution employees to respond to emergency call-outs as stated:

DPW/MWW Distribution Section Addendum, 1.1. C. Emergency Duty.

All employees are subject to call-out emergency duty.

Water Repair Crew Leaders and **Water Repair Workers 1, 2 or 3** designated as Must Report in the call-out sequence, or **Water Distribution Investigators** designated as Must Report on Stand-By Duty must respond and report for work when called out for emergency assignments. Failure to respond will result in disciplinary action starting at a 3-day Suspension, and up to and including discharge.

- Must Report Non-Winter: Designated as 1st and 2nd up for overtime crews
- Must Report Winter: Designated as 1st, 2nd, 3rd and 4th up for overtime crews
- Must Report Designated Water Distribution Investigator Stand-By Duty Schedule

Crew members, when called out, are expected to report to work for an assignment within one hour of the time they are contacted. Water Distribution Investigators designated on Stand-By Duty are required to report at the jobsite within a reasonable timeframe, but not longer than 30 minutes.

Management reserves the right to add, discontinue, or change the Must Report designated requirements. Management reserves the right to assign additional crews or individuals to cover Must Report.

I understand that failure to report to work when contacted via phone call, voicemail or text message, may result in disciplinary action starting at a 3-day Suspension, and up to and including discharge.

| | | |
|-----------------------|-----------|------|
| Employee Name (Print) | Signature | Date |
|-----------------------|-----------|------|

| | | |
|-------------------------|-----------|------|
| Supervisor Name (Print) | Signature | Date |
|-------------------------|-----------|------|

Distribution Section Information to Control Center Policy

January 2024

Good public relations with our consumers make it mandatory that the Milwaukee Water Works have both sufficient and updated information to properly inform consumers concerned with the status of water repair work and to verify our prompt service when questioned.

The Distribution crew leader shall make the following radio calls to the Control Center:

1. When the repair crew leaves the yard.
2. When the repair crew arrives at the job site.
3. When notices are served to customers and the water main is turned off.
4. Estimate of repair time (*for complicated breaks only*).
5. When the water main is back in service with one gate
6. When the repair crew leaves the job site and backfill and blacktop status.
7. When the repair crew arrives at the yard.

In addition, when Distribution employees are called out for an emergency overtime assignment, each employee shall call the Control Center at **extension 3710** when arriving at the yard, and when returning to the yard at the end of the work assignment.

Each call must receive a "**10-4**" from the Control Center acknowledging each of the above calls.

The Control Center shall record all of the above calls and corresponding times, plus the time each is called out, in the daily operations log.