

**Storm Water Division**  
**Operating Policies**  
 Routine Maintenance (RoM)



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| <b>Policy No.:</b> RoM-2  | <b>Page</b> <u>  1  </u> <b>of</b> <u>  1  </u>   |
| <b>Subject:</b> Response to Service Requests  | <b>Effective Date:</b> 10-1-02  |
| <b>Applies To:</b> Service Requests investigated by MWS   | <input type="checkbox"/> <b>New Issue</b><br><input checked="" type="checkbox"/> <b>Partial Revision</b><br><input type="checkbox"/> <b>Complete Revision</b> |
| <b>Purpose:</b> To establish consistent policy for the investigation and resolution of stormwater related requests for service.   |   |
| <p><b>Policy:</b> Stormwater service requests will be investigated generally on a first-come basis. However, for the sake of efficiency, multiple service requests in close geographic proximity may be investigated as a group regardless of the order of the receipt of the requests.</p> <p>Complaints will be investigated within 10 working days of receipt of the service request and one of the following actions will be taken:</p> <ol style="list-style-type: none"> <li>1. A work order will be issued to resolve the request through MWS maintenance activities;</li> <li>2. The request will be forwarded to a private contractor for further investigation, engineering analysis, and/or project design;</li> <li>3. The request will be forwarded to another agency or private entity for resolution; or</li> <li>4. Customer will be contacted stating that the basis for the service request is not related to stormwater drainage or not the responsibility of Metro Government to resolve.</li> </ol> <p>Maintenance activities to address health and safety issues will take priority. Maintenance activities to resolve stormwater drainage concerns will be performed on a first-come basis except where multiple concerns exist in close geographic proximity presenting a logistical or financial advantage to resolve requests geographically rather than chronologically.</p> |   |
| <b>Revision No.:</b> 1  | <b>Issued By:</b>   |
| <b>Revision Date:</b> 10-15-07  |   |