

Storm Water Division

Operating Policies

Routine Maintenance (RoM)



Policy No.: RoM-2	Page <u> 1 </u> of <u> 1 </u>
Subject: Response to Service Requests	Effective Date: 10-01-12
Applies To: Stormwater Maintenance	<input type="checkbox"/> New Issue <input checked="" type="checkbox"/> Partial Revision <input type="checkbox"/> Complete Revision
Purpose: To establish a consistent policy for the investigation and resolution of stormwater related requests for service.	
<p>Policy: 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>Services requests will be investigated and one of the following actions will be taken:</p> <ol style="list-style-type: none"> 1. A work order will be issued to resolve the request through MWS Stormwater Maintenance; 2. The request will be forwarded to a private contractor for further investigation, engineering analysis, and/or project design; 3. The request will be forwarded to another agency or private entity for resolution; or 4. Customer will be contacted stating that the service request is not related to stormwater or not the responsibility of Metro Government to resolve. 	
Revision No.: 3	Recommended by: <i>Tom Palk</i> Date <u>11/14/16</u>
Revision Date: 10/01/16	Assistant Director, Stormwater Approved by: <i>[Signature]</i> Date <u>14 Nov 16</u>
	Director of Metro Water Services

