

Policy: AD-07-08

Policy Title: Service Request Policy

Policy Purpose: Set forth procedural guidelines for service requests

Implementation Date: 2/2/2007

Revision Date: N/A

## TOWN OF WESTFIELD PUBLIC WORKS DEPARTMENT

### SERVICE REQUEST POLICY

During normal business hours customer complaints or concerns regarding miscellaneous water/sewer concerns, service requests or billing inquiries are commonly received at the customer service office Monday through Friday between the hours of 8:00 a.m. and 4:30 p.m.

After hours emergencies are referred to the dispatch number via voice message. Actual emergencies are then forwarded by dispatch to the on-call service personnel. For non-emergency requests the Town of Westfield also offers an action center on its website ([www.westfield.in.gov/](http://www.westfield.in.gov/)) that customers and citizens may utilize for the purpose of registering their complaints or concerns. See below example of one of the screens in the website:

The screenshot shows the 'Water Concerns or Issues' form on the Town of Westfield website. The page header includes the town name and navigation links. The form is titled 'Water Concerns or Issues' and is 'Step 1 of 2'. It contains a 'CONTACT US' section with the town's address and phone number. The main form area has a heading 'Water Concerns or Issues' and a sub-heading 'Step 1 of 2'. Below this is a note: 'If you are experiencing any problems with our water utilities please provide your concerns here.' There are several input fields: 'Providers Information' with fields for 'First Name', 'Last Name', and 'e-mail address'; 'Location of Concern' with a 'Location' field; and 'Specific Concern (Check all that apply)' with checkboxes for 'Rust', 'Water Color', 'Taste', 'Pressure', 'Water Billing', and 'Meter'. A legend indicates that a red asterisk denotes required information.

The Customer Service Division of the Westfield Public Works Department has established the following procedure for receiving, recording and resolving customer complaints, inquiries and service requests.

When complaints or inquiries are made in all instances the following information is obtained and documented:

- Date and time of call
- Name, address and telephone number of person calling
- Nature of the complaint or concern
- Specific details
- Name or initials of employee documenting the call

Once the nature of the inquiry is determined a work-order is generated. (Emergency situations however, are handled immediately. In this event the department supervisor or designated serviceman is contacted and given the information verbally, followed up by written documentation as depicted below.

**WESTFIELD PUBLIC WORKS**  
**WORK ORDER**

DATE OF REQUEST: \_\_\_\_\_ '07      APT TIME: \_\_\_\_\_

ACCT# \_\_\_\_\_      NAME \_\_\_\_\_      PHONE# \_\_\_\_\_

ADDRESS \_\_\_\_\_

LOT # \_\_\_\_\_      SUBDIVISION \_\_\_\_\_

METER LOC: \_\_\_\_\_      METER MOD# \_\_\_\_\_

ID# \_\_\_\_\_      MNU ID# \_\_\_\_\_

MAKE \_\_\_\_\_ R \_\_\_\_\_ M \_\_\_\_\_      SIZE \_\_\_\_\_ YEAR \_\_\_\_\_

READ \_\_\_\_\_      TURN ON \_\_\_\_\_      CAR TEST ON \_\_\_\_\_      NO \_\_\_\_\_      TURN OFF \_\_\_\_\_

REREAD \_\_\_\_\_      REPAIR \_\_\_\_\_      LOCATE / READ \_\_\_\_\_

READING \_\_\_\_\_      meter or touch or push or add pipe pressure (circle one)

INVESTIGATE:      # USAGE \_\_\_\_\_      LOW USAGE \_\_\_\_\_      HIGH USAGE \_\_\_\_\_

MISC. \_\_\_\_\_

LAST READ DATE:      READING \_\_\_\_\_      COND \_\_\_\_\_      AVG \_\_\_\_\_

REPAIRS PERFORMED: \_\_\_\_\_

REQUEST PER CUSTOMER:      REREAD \_\_\_\_\_      LEAK TEST \_\_\_\_\_      PRESSURE TEST \_\_\_\_\_

OTHER REPAIR \_\_\_\_\_

IS HOUSE VACANT:      YES \_\_\_\_\_      OR \_\_\_\_\_      NO (CIRCLE ONE)

SCHEDULE FOR INSIDE SERVICE:      YES \_\_\_\_\_      OR \_\_\_\_\_      NO (CIRCLE ONE)

ARRIVAL TIME: \_\_\_\_\_      FINISH TIME: \_\_\_\_\_

COMPLETED BY: \_\_\_\_\_      DATE: \_\_\_\_\_ '07

FOR OFFICE USE ONLY: \_\_\_\_\_

Information regarding the request is documented in the "Comments" section of the customer's account and hard copies of work-orders are kept on file in the customer service office.

Most requests or inquiries can be researched and/or rectified without scheduling an appointment with the customer. However, complaints are typically referred to a supervisor to handle and scheduling an appointment may be necessary. All valid complaints are entered in a Complaint Report and a copy of the Complaint Log is included in the customer service monthly report. Example below:



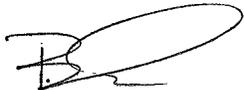
**Westfield**  
**PUBLIC WORKS** Monthly Customer Service Complaint Report

Date	Number of Complaints	Action Taken	Resolution
	Completed by Date S.U. Cases	Completed by Date Depositor/Insurance	

December 2006

In the event a situation does not fall under the responsibility of the department the customer is offered suggestions or recommendations of who to call or where to go to seek resolution.

In every situation follow-up with the customer is completed within 2 business days of the initial call by telephone, email or US Postal Service and documentation of the resolution is updated under the comment section of the account for future reference.



Bruce A. Hauk, Director  
Westfield Public Works Department