

# RIO LINDA/ELVERTA COMMUNITY WATER DISTRICT

## SERVICE LEVEL AGREEMENT

### FIELD MAINTENANCE STAFF

#### CUSTOMER SERVICE:

| <b>TASK</b>   | <b>TIME FRAME IN BUSINESS DAYS</b> |
|---|------------------------------------|
| Turn on or shut off water service                   | 1-2                                |
| Re-read meter                                       | 1-2                                |
| Water Quality Complaint                             | 1-2                                |
| Possible Leak                                       | 1-2                                |
| Customer Tag (move in, move out, 24 hr. disconnect) | 1-2                                |
| Non Routine Sampling                                | Tuesday following request          |
| Water Waster Complaint                              | 1-2                                |
| Water Pressure Complaint                            | 1-2                                |

#### DISTRIBUTION

|                                |     |
|--------------------------------|-----|
| Broken Meter Change out        | 7   |
| Meter Downsize                 | 7   |
| Major Leak Repair              | 1-2 |
| Minor Leak Repair              | 2-4 |
| Replace Broken Meter Valve     | 14  |
| Replace Broken Main Line Valve | 30  |
| Hydrant Replacement            | 30  |
| Raise or Replace Meter Box     | 7   |
| Install New Service Line       | 14  |
| Fire Flow Test                 | 5   |
| Install New Meter              | 7   |

**OFFICE STAFF**

| <b>TASK</b>                 | <b>TIME FRAME IN BUSINESS DAYS</b> |
|-----------------------------|------------------------------------|
| BILLING COMPLAINTS          | 1-3 HOURS                          |
| WORK ORDER CREATION         | 1-3 HOURS                          |
| ENTERING PAYMENTS           | 1                                  |
| DEPOSIT PROCESSING          | 1-2                                |
| PUBLIC RECORDS REQUEST      | 1- 10                              |
| RESPOND TO VENDOR INQUIRIES | 1                                  |

The timeframes above are reasonable timeframes for the work to be done taking into consideration that the District has limited staff, staff are busy working on other work when service requests are received and also the fact that everything is not as urgent as some things. We have prioritized the response times with that in mind. For example, a possible leak will be a higher priority than a public records request. We do know that some things will be more urgent than they may look on paper given particular circumstances and we will work with you on those things when they occur. Otherwise we hope that we will be allowed a reasonable amount of time to address these common requests before being asked for status updates.