

## **On Call Water Operator**

Adopted date: Jan 14 2024	Amended date:	Next Review: 2025
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### OBJECTIVE

Van Anda Improvement District (VAID) On Call Water Operators respond to water emergencies. This policy defines procedures to be followed on these occasions.

### POLICY

On Call Water Operators are expected to respond in a timely manner when notified of a water emergency or leak, whether informed by administration, Trustees or members of the public. Contact phone numbers for Water Operators are available on the VAID website and in the local phone book.

When phone calls or emails to VAID describe an emergency or leak, the details shall be provided to the Water Operators by administration as soon as possible.

In the event of an emergency call out the water operator will stabilize the water emergency.

If the problem is on the ratepayer property the Water operator will stabilize the problem, then follow the Work on Ratepayers' Property Policy.

If the problem is VAID infrastructure:

1. The On Call Water Operator will advise the Administrator or Operations Coordinator that there is a repair being made and document the repair in the Work Order book.
2. The Administrator or Operations Coordinator will report to the trustees, and track infrastructure repairs and upgrades through the accounting program.

### CONTRACT

The contract between VAID and the On Call Contractor, and remuneration shall be as per the "Contractor Agreement for On Call Water Operator" form.

### RELATED DOCUMENTS

- BC Drinking Water Protection Act
- Policy P-32 Work on Ratepayers' Property
- Policy P-35 Safe Working Practices for Handling Chlorine
- Policy P-36 Working in Confined Spaces
- VAID Emergency Response Plan

### FORMS

Contractor Agreement for On Call Water Operator – Form