

## Water Operator Call Out Policy

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Adopted date: Oct 26, 2022	Amended date:	Next Review: 2025
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### OBJECTIVE

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

### POLICY

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.

### PROCEDURE

#### In the event of an emergency call out:

The water operator will stabilize the water emergency.

#### If the problem is on the ratepayer property:

Water operator will stabilise the problem then follow the Work on Ratepayers' Property Policy

#### If the problem is VAID infrastructure:

1. The Water Operator will advise the Administrator that there is a repair being made and document the repair in the Work Order book.
2. The Water Operator will prepare a cost of the job including sub-contractors.
3. The Administrator will report to the trustees, and track infrastructure repairs and upgrades through the accounting program.

### RELATED DOCUMENTS

- Work Hours Policy
- Purchasing Policy
- Work on Ratepayers' Property Policy