



STANDARD OPERATING GUIDELINE

SUBJECT:
Work Orders

ISSUE DATE:
February 2005

NO.:
SOG 34

ISSUED BY:
D.McCarthy

APPROVED BY:


SUPERSEDES DATE:

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- General:** The purpose of this guideline is to document all reimbursable work performed and materials used by the Water Division's Staff or any Public Works Staff working for the Water Division.
- Intent:** The intent of this guideline is to ensure the water division recoups all tangible costs for any reimbursable work performed.
- Scope:** All Public Works staff are required to comply with this guideline, when working for or with the Water Division assets.
- Implementation:** A work order shall be completed after performing any work on, any water service or connection, whether reimbursable or not. Service reports to be completed and turned in to the Public Works Assistant weekly.

"When in doubt, fill one out"

Work orders shall be filled out as completely as possible. Service technicians shall Complete the form with whatever information they have and know, then pass the form on to the Water Division Foreman.

The Water Division Foreman will then completely correct and/or add any information he should have, then pass the form on to the Public Works Assistant. The Public Works Assistant shall complete the form and distribute the copies as follows:

Completed copies of the order form shall be distributed as follows:

- White – Public Works Assistant
- Yellow – Water Foreman
- Manila – Water Account File

The form is fairly self-explanatory. All fields should be completed, if possible.

Execution: The work order form shall be completed in a format consistent with that reflected on the following sample.

RAYMOND WATER DIVISION WORK ORDER

DATE 05/05/05	<input type="checkbox"/> SERVICE <input type="checkbox"/> WILL CALL	PHONE 555-1234	
	<input checked="" type="checkbox"/> INSTALL <input type="checkbox"/> DELIVER	MAP 55	LOT 5
NAME John Q. Public		ACCT. NO. 000555	
ADDRESS 99 MAIN ST.		METER NO. 99999	

ITEM TO BE SERVICED METER	NATURE OF SERVICE REQUEST & DATE REPLACE METER
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QUAN.	Ea	DESCRIPTION OF PARTS AND MATERIALS	AMOUNT
1	Ea	Meter	95 00
2	Ea	WASHERS	.25 050
10	Ft.	Wire	.05 050
		USED FREEZING MACHINE DUE TO BROKEN CURB #25	

LABOR PERFORMED	TOTAL MATERIALS
Replaced Meter 1 man 2 hours x 25 10:00 a.m. to Noon	TOTAL EQUIPMENT
	TOTAL LABOR
	TOTAL AMOUNT
	91 00
	25 00
	50 00
	166 00

REPAIR PERSON JOE SMITH	FOREMAN JACK SPRAT
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"Noted leaking pipe in basement owner notified"
- Joe Smith



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- 1 Service Date
- 2 Customer phone number
- 3 Customer name
- 4 Tax map and lot number
- 5 Service address
- 6 Water account number
- 7 Meter number
- 8 Item to be serviced or installed
- 9 Service request and date
- 10 Materials used, quantity used, cost per item and total item cost
- 11 Equipment used, equipment cost and total item cost
- 12 Number of workmen, number of hours and hourly rate
- 13 Total cost of materials
- 14 Brief description of task covered by work order
- 15 Total cost of equipment
- 16 Total cost of labor
- 17 Total of all costs
- 18 Name of service technician performing the work
- 19 Name of reviewing foreman
- 20 Any additional comments, remarks, notes, etc.