

## Request for Additional Personnel

### **Work Order Crew Staffing and Responsibilities**

We currently have four full time employees on our Work Order Crew.

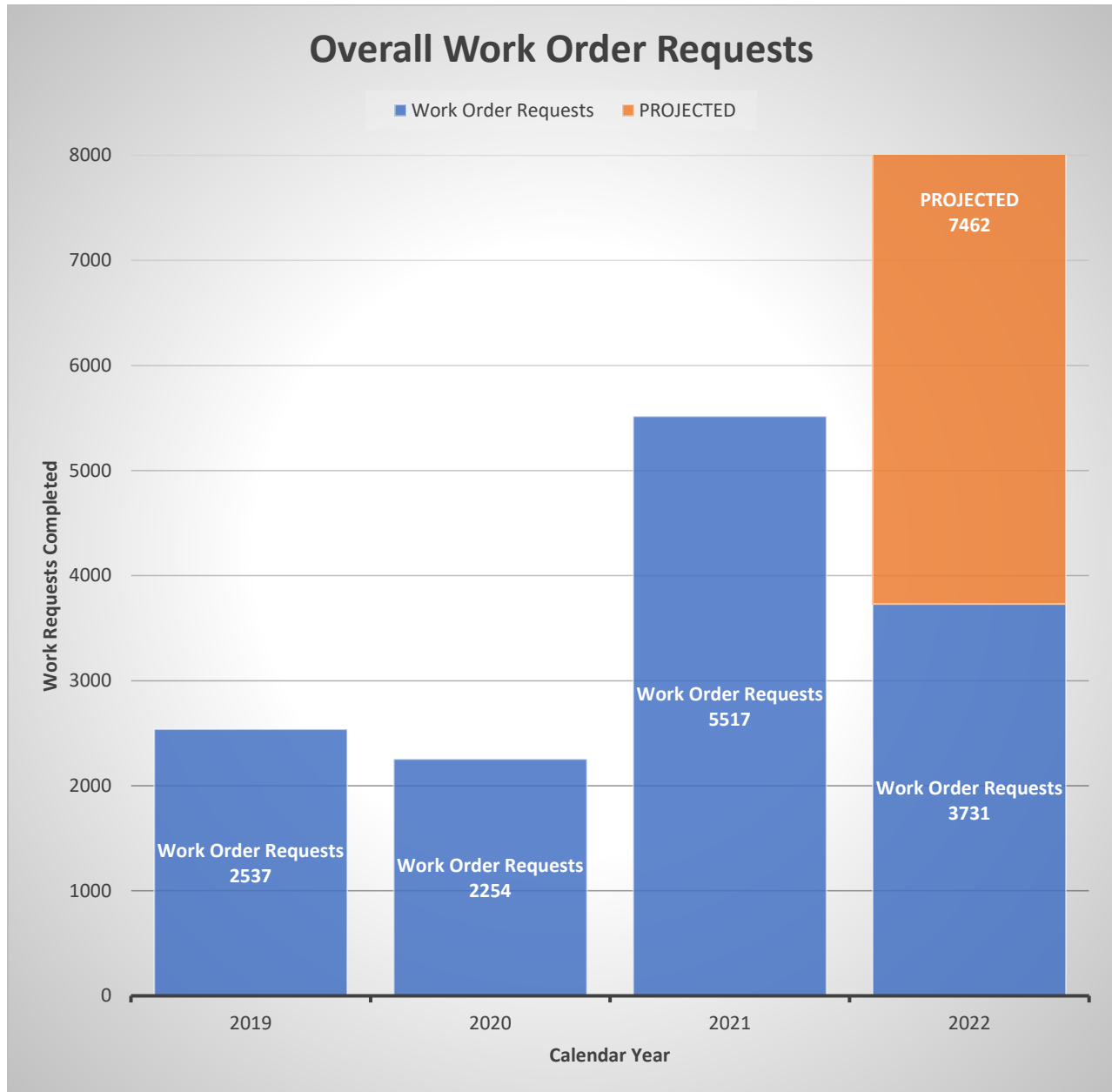
- One Crew Supervisor
- Three Maintenance Mechanics
  
- Work requests include a variety of customer requests including but not limited to:
  - **New Meter Installs**
  - **Service Line and Meter Leaks**
  - Irrigation Taps / Double Box and Split Service Installation
  - 1" Meter Service Upgrades
  - Meter Box Adjustments
  - Low Pressure Complaints
  - No water Complaints
  - Locate Meter Box
  - Repair Meter Box/Lid
  - Meters for Wells
  - Dis-connect / Re-connect
  - Customer complaints and calls

### **Overall Work Order Requests**

- Overall requests were up 145% in 2021 over 2020.
- In 2022 overall requests are up another 35% over 2021.
- For the past two years we have utilized staff from other divisions, worked overtime and Weekends to try and offset the numbers.
- In 2021 through overtime and the entire AMI Division assisting a few days a week, we were able to address most of the requests.
  
- In 2022:
  - Our current Work Order Staff of 4 averages completing around 3800 work orders per year.
  - We have reached that number of requests in just six months of 2022.
    - 2900 requests have been completed as of June 30<sup>th</sup>, 2022, leaving a backlog of over 800.
    - Meter Installs are averaging 12 to 16 weeks wait time.
    - AMI Staff of 3 are assisting 5 days a week and Weekends.
    - Water Quality Staff of 2 are assisting an average of 2 days a week.
    - Maintenance Staff of 3 are now assisting an average of 1 day a week.

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### Work Order Crew

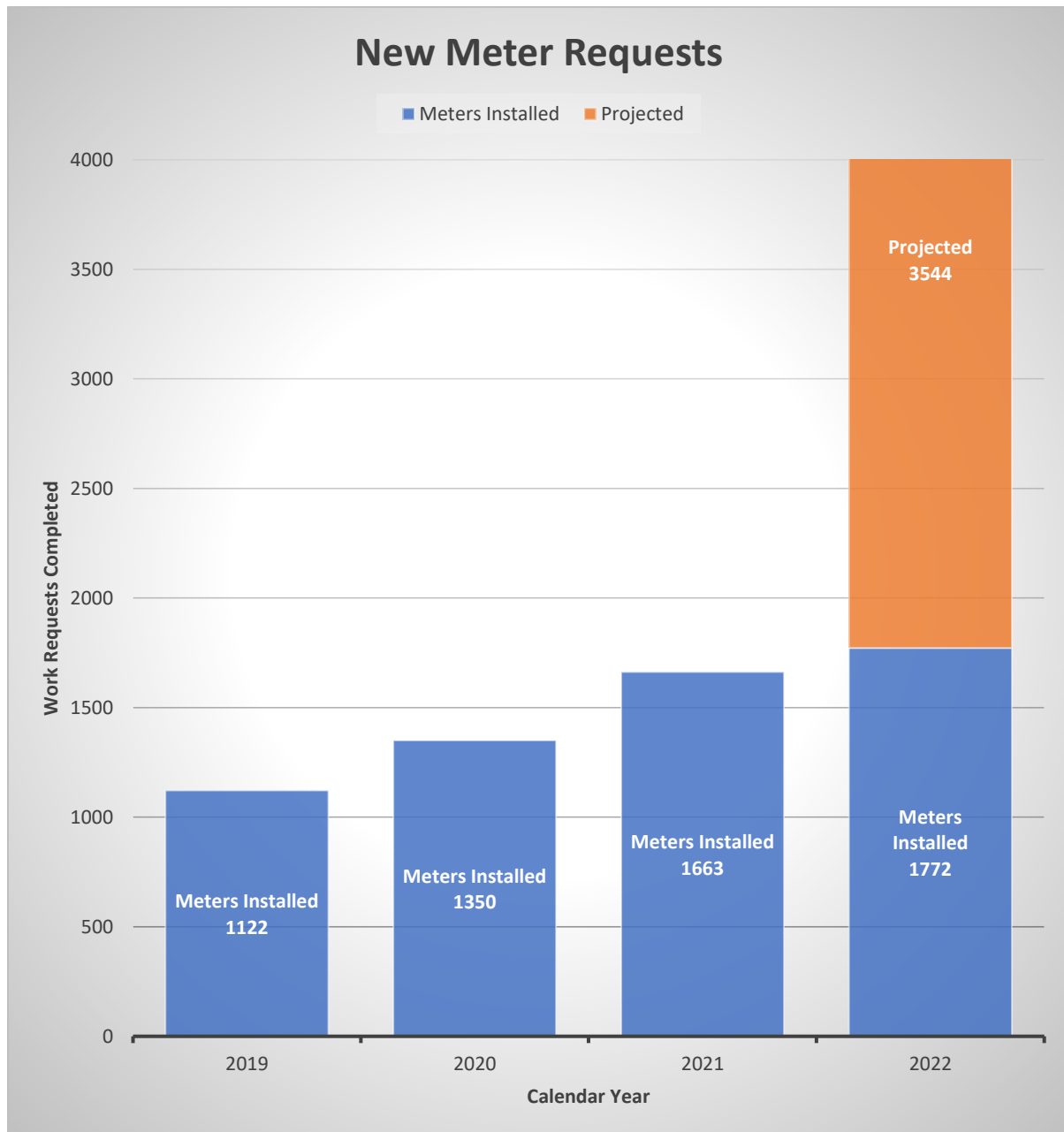


According to the Fire Marshal, 10 New subdivisions are scheduled for permitting by Feb 2023 ranging from 1500 to 4000 homes adding even more new meter install requests for 2023.

## Work Order Crew

### New Meter Requests

- Requests for meter installs have more than doubled in 2022 over 2021.
- In the first six months of 2022 we have already surpassed all of 2021.
- A projected 113% increase in 2022.

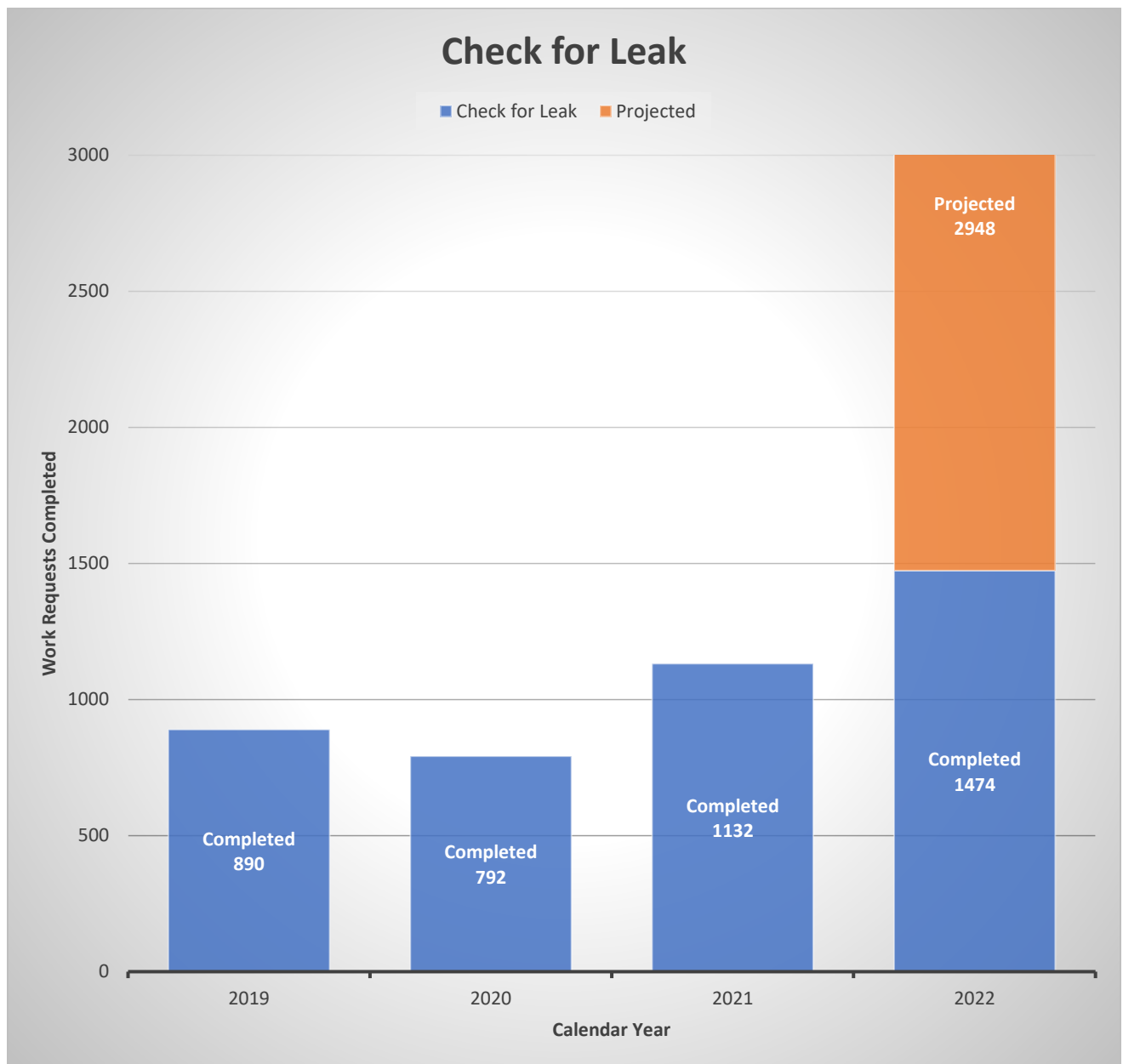


## Request for Additional Personnel

### Work Order Crew

#### Check For Leaks

- Requests to check for leaks have increased in 2022 over 2021.
- In the first six months of 2022 we have already surpassed all of 2021.
- A projected 160% increase in 2022.



## **Work Order Crew**

### **Request for New Staff: 3 New Permanent full-time Utilities Mechanic I-III positions**

- We have seen record growth in population, construction, new sub-divisions, and housing starts over the past few years and that growth is reflected in our work requests.
- Delays in meter installs can cause issues with closings on new homes.
- Leaks cause flooding, property damage, low pressure issues and wastes water.
- New Meter Requests and Leaks are a priority and must be addressed in a timely manner and we do not have the staff to handle such growth.

We need at least three more Utilities Mechanic I-III positions in Water Distribution for the Work Order Crew to be able to provide quality, timely service to our customers, builders, contractors, and community.

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