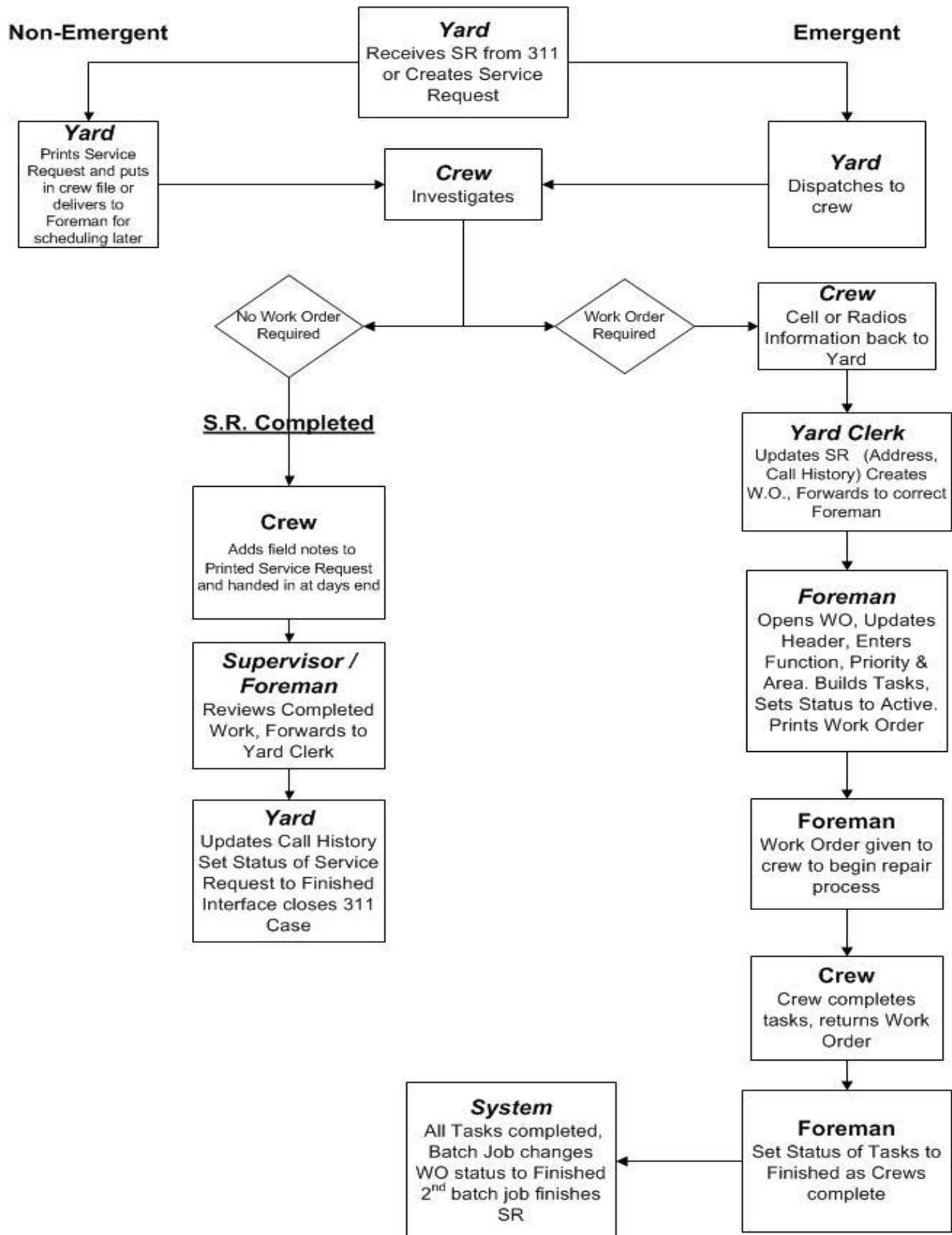


Appendix G Water Services Current State Documentation

This documentation represents the current state of how work is managed for Water Services. It is not intended to represent the future state solution; rather it is provided as context for the proponent to understand how we work today.

WATER SERVICES S.R.WORK FLOW



Work Order Definitions

City Area

Water Services has divided the City by the rivers into 3 Areas, allowing us to geographically group our Work Orders.

<u>City Area</u>	<u>Description</u>
EAST	All East of the Red River
NORTH	All North of the Assiniboine River
SOUTH	All South of the Assiniboine River

Work Order Priority

Both the Waste Water Treatment Plants and the Water Services share the Work Order Priorities list. This Priority Code (1-9) is consistent with the priority system already in place at the Treatment Plants. Water Services will only be using Codes 3 (Low), 5 (Medium), and 7 (High). Work Orders will be prioritized on a record by record basis.

<u>Priority Code</u>	<u>Description</u>
3	Low
5	Medium
7	Urgent

- E.g.
- 3** - Minor Repairs, Non Emergent Dig Outs (Valves, Boxes)
 - 5** - Hydrants Hit / Broken Internally, Renewals, Non Payment/Cancellation
 - 7** - Water Main, Valve, Hydrant, Service **Leaks**, T-Off Repairs

Work Order Class

Water Services has identified a list of Assets that we work on every day.

Class	Description
HYDRANTS	Fire Hydrants
METERS	Water Meters
SERVICE B	Service Boxes
SERVICES	Service Connections
VALVE B	Valve Boxes
VALVES	Main Valves
WATER MAIN	Water Mains

Work Order Category

Water Services has identified a list of work that we perform on the Assets.

<u>Category</u>	<u>Description</u>
EXCAVATION	Dig Out and Repair
INSPECTION	Winter Hydrant Inspections
MAJOR	Hydrant Rebuilding, Vactoring Boxes (Valve or Service)
LEAKS	Water Main, (Not Private)
FROZEN	Ground Strap Installation
RENEWAL	Renewal (Services, Valves, Hydrants)

Work Order Status

Service Requests that can be completed upon arrival at a job site will not be converted to Work Orders. (Meter Exchanges, T-Off Repairs, CB not draining etc.). Only Service Requests that cannot be completed and require follow-up work (Excavation, Major Repairs) by multiple crews will be converted to Work Orders.

Service Request Status of:

Work Order

Investigation is complete, follow-up work is required, Work Order has been created.

At Go-Live only priority Service Requests will be converted to Work Orders. (Leaks, Service Box Dig-Outs for T-Off Repairs, Hydrant Major Repairs, Sewer Cave-Ins, Major Repairs and City Blockages)

As the priority backlog diminishes all excavation work will be converted.

Work Order Status of:

Planning

Work Order has been setup with all necessary Tasks, Functions and Accounts to complete work. Work Orders will remain in *Planning* status until enough information is available to commit to a function or until work is scheduled to begin on Task one.

Pending Approval

Work Order has been sent to the Foreman, but has not been looked at yet. (Same as S. Request)

Approved, Waiting Activation

This Status is not used.

Active

Work Orders will be Activated when work on task one has begun.

Finished

Work Orders are set to *Finished* status by the system through an overnight batch run. When all Tasks on a Work Order are *Finished* the Work order status will change to *Finished*.

Cancelled

Work Orders will be set to Cancelled status when they are created in error or duplicates.

Work Order Task Status of:

Planning

The Status of Planning is controlled by the Status of the Work Order header. Individual Tasks will reside in Planning status until the Header status is changed.

Active

The Status of Active is controlled by the Status of the Work Order header. Individual Tasks may not be Activated.

Finished

Work Order Tasks will be set to Finished status when the work outlined by the Task Description is complete.

Cancelled

Work Order Tasks that are not required will be cancelled and a reason for cancellation will be entered in the Description Box.