



## Charlestown WWT Collection System

### General Guidelines for Answering Service

When the answering service receives a sewer related complaint from the public. The following procedure shall be utilized, until the utility personnel is contacted: Answer using the following greeting “City of Charlestown Wastewater utility.”

Collect Name, reason for call, address, and telephone number. This utility provides sanitary sewer response and “Emergency” locates only after hours. Please follow the call out procedure in chronological order:

1. Call operator responsible for that week, number change provided by utility weekly.
2. If no answer, try again in 5 minutes.
3. If no answer still, contact Lee Slaughter at (502) 376-0873.
4. If no answer by Mr. Slaughter, call Seth Eurton at (502) 377-6130.
5. If no answer by Mr. Eurton, call Josh Winslow at (502) 643-0524.
6. If no answer by Mr. Winslow, call Tim Crawford at (502)376-4751.

Maintain the above order until a utility member is contacted. This will always be the procedure until these guidelines are changed by the utility and provided to the answering service.

Any question concerning this procedure, contact Tim Crawford.

Thank You!