

CITY OF SACRAMENTO

SUSPENSION OF FIELD WORK: FULL SERVICE TAPS

Topic: Suspension of Field Work: Full Service Taps
From: Department of Utilities
To: Department Directors/Division Managers
Effective Date: September 1, 2009



Marty Hanneman
ACM/Director of Utilities

APPROVED:



for Ray Kerridge
City Manager

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City of Sacramento
Suspend Full Service Tap Policy
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Policy for Suspension of Full Service Taps

BACKGROUND

- **Staff Shortages**: These are unprecedented financial times for the City and the nation. Unfortunately, the Department of Utilities (DOU) is not exempt from the impacts of the downturn in the economy. The DOU is losing field service staff (as well as other staff) and the DOU is experiencing a reduction in resources available. However, the DOU is doing everything possible to ensure that it can continue to deliver excellent service to our customers.
- **Discontinued Service**: In keeping with the guidance provided by the Mayor and some City Council members, the DOU is looking for additional efficiencies that can be found in our operations. In addition to other cost saving measures taken, the DOU will be suspending its Full Service Tap work. This service will be suspended until further notice for customers connecting to the water, sewer, and combined sewer systems.
- **Alternative Service Offering**: The DOU will continue to provide its Easement Tap service. This service is essentially the same as the Full Service Tap except that the customer's contractor will perform most of the tasks involved in connecting to the City's water, sewer, and/or combined sewer system. In summary, the customer's contractor will excavate and expose the water, sewer, and/or combined sewer main for the City to install a water, sewer, and/or combined sewer tap. The contractor then installs the water, sewer, and/or combined sewer service connection from the public main to the point of service, backfills trench and restores pavement. Incidentals work such as the encroachment permit and/or traffic control is the contractor's responsibility.

POLICY

As of the September 1, 2009 (the effective date), the DOU will no longer offer Full Service Taps and will instead only offer Easement Taps. The DOU will continue to maintain and update its Full Service Tap fees and bill for this service after the effective date of this policy only for the exceptions described below:

- **Prior Commitments**

The DOU will provide Full Services Taps for those customers who have paid, scheduled, and/or have DOU approved plans for the tap prior to the effective date of this policy. A Full Service tap will be provided according to an estimate prepared from an approved plan as long as the approval is valid. There may be significant delays in completing this service after the effective date of this policy. The DOU will make its best effort to deliver this service in a timely manner, but cannot prevent or guarantee against significant delays.

Effective immediately, the applicant must pay on a Full Service Tap estimate within 10 working days of receiving that estimate. The DOU may refuse service on Full Service Taps for estimates that remain unpaid after the effective date of this policy.

- **Government Agencies and Hardship Cases**

The Director designates the Field Service Manager to hear requests for Full Service Taps after the effective date of this policy. The Field Service Manager will decide on a case by case basis and at his or her sole discretion whether this service will be offered to government agencies or hardship cases after the effective date of this policy. The Field Service Manager may limit the claims of hardship to only residential customers. Cases will be heard by appointment and those meetings may occur two or more weeks from the date of request. In certain cases, the Field Service Manager may decide to elevate the decision to offer this service to the Director. If offered, there may be significant delays in completing this service after the effective date of this policy. The DOU will make its best effort to deliver this service in a timely manner, but cannot prevent or guarantee against significant delays.

- **Right-of-Entry for Work in Easement Cases**

In certain cases when work in a Public Utilities Easement (PUE) requires entry (within the PUE) on an adjoining private property, and the adjoining private property owner will not permit the private contractor on their property, then the DOU may perform the work on the property (within the PUE) with DOU crews. The Field Service Manager will decide on a case by case basis and at his or her sole discretion whether this service will be offered in a Right-of-Entry case. In certain cases, the Field Service Manager may decide to elevate the decision to offer this service to the Director. If offered, there may be significant delays in completing this service after the effective date of this policy. The DOU will make its best effort to deliver this service in a timely manner, but cannot prevent or guarantee against significant delays.

DURATION OF POLICY

This policy will remain in effect unless/until terminated or modified by the Director in writing.