**STANDBY / ON-CALL EMERGENCY COVERAGE POLICY**

 All field employees, including supervisors, must participate in the District’s standby duties. Standby duties cover the times when District offices are closed and generally include weekdays (Monday through Friday) for the hours from 4:30 pm to 8:00 a.m. and weekend/holidays hours covering a 24-hour period, ending at 8:00 a.m. on the next business day. The standby rotation week begins at 4:30 p.m. on Friday and ends at 8:00 a.m. on the following Friday. Exceptions may occur for holiday on call rotation.

 Employees performing standby duties shall be compensated, in addition to their normal work hours, based on their hourly rate of pay:

* For weekday standby, the employee will receive one (1) hour of pay for each day while on standby at their regular hourly rate.
* For weekend standby, the employee will receive two (2) hours of pay for each day while on standby at their overtime hourly rate and (2) hours of pay for Saturday and (2) hours of pay for Sunday for doing the water and sewer plant rounds at their overtime hourly rate.
* For holiday standby, the employee will receive regular holiday wages and will receive four (4) hours at their hourly rate for each holiday at their hourly rate while on standby plus their two (2) overtime hours for water and sewer rounds.
* If an employee is required to physically respond to a call, the employee shall enter the actual response time on their timecard and the employee will be compensated for these hours at their overtime/holiday hourly rate.

The procedure for responding to a call:

* A cell phone will be issued to the on call person to use for business calls only.
* When the District’s answering service calls the on call person, they will receive a text message with the problem and name and number of the requesting customer. If the on call person does not respond to the text or a phone call additional employees may be contacted.
* A call to the customer may be needed to determine the reason for the call. Each day and on Monday (for the weekend calls), the answering service will send an email of text messages to the District.
* All calls will be kept in a log on a form provided by the District and maintained in the truck. At the end of the on call duty week, the completed form must be turned in to the Foster Lake shop where it will be maintained in the Standby Service log book to be reviewed by the water and sewer supervisors. A work order will also be completed if necessary or if additional action is required. This log will include:
* Notification time
* Caller and telephone number
* Nature of the call
* Action taken
* Time spent on the response

Employees performing standby duties must respond to off-hours requests for assistance within a reasonable time frame after receiving notice from the answering service. Reasonable time is defined as ½ hour (30 minutes).

It is the Idyllwild Water District’s policy to respond during non-business hours to emergencies, which are defined as those affecting public health and safety i.e. loss of water from mainline piping, water system operations affecting delivery of water to customers, wastewater system operations affecting sewage treatment.

Non-emergency requests such has shutting off the customer valve for the convenience of the customer may be subject to a charge. This type of response should be so noted in the log.

**SAMPLE LOG**

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| --- | --- | --- | --- | --- |
| Notification time | Caller and telephone number | Nature of the call | Action taken\* | Time spent on the response |
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