



Madison County

Sanitary Sewer & Water District

SERVICE LEVEL AGREEMENT

Customer Requirements

1. Payment for all user charges and assessments shall be made per District Regulations.
2. Customer shall be available for customer service representative(s) when resolving a service related request.
3. In the event of a grinder pump alarm condition, customer shall limit water usage, press the alarm silence button on control panel, and contact District if alarm condition continues for one (1) hour.
4. Customer shall be familiar with general use of the grinder pump equipment as provided on the District website or the grinder pump manufacturer equipment information brochure.

Service Provider Requirements

1. Meeting response times associated with service related incidents.
2. Appropriate notification to customer for all scheduled maintenance.

Service Availability

1. Office support: 6:30 AM to 4:30 PM Monday through Friday except holidays.
2. Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer or respond to the call.
3. Email support: 6:30 AM to 4:30 PM Monday through Friday except holidays.
4. Emails received outside of normal business office hours will be reviewed the next business day.

Service Request

Service request shall be followed as outline below unless an emergency condition exists within the District as determined by the Operator of Record.

1. All customer calls received between 8:00 AM and 10:00 PM shall be returned within 4 hours.
2. All customer calls received between 10:00 PM and 8:00 AM will be returned the next day by 10:00 AM.
3. If it is determined customer sanitary sewer and/or water service issues, including grinder pump alarm conditions, sanitary sewer overflows and water quality issues, requires on-site service, District staff will arrive at the address provided within 24 hours of speaking with the customer.

**FOR GRINDER PUMP ISSUES AND/OR EMERGENCIES CALL 740-845-1284 PRESS 2
FOR NON EMERGENCIES CALL 740-845-1284 PRESS 3**

