

# WORK ORDER REPORT

**PROCEDURES:**

No.: TW-0000875    Rev.: 0001    Category: ANALYSIS    Type: OPERATIONS    Title: Lead Service Removal-Water Quality

Step No.	Description	Est. Duration
1	With the exception of emergency leaks, all lead services will be handled as planned projects. In the rare case where emergency removals are approved, the Maintenance Division will notify the Water Quality (WQ) Lab by email and through the Oracle Utilities Work and Asset Management work order process by the next business day.	
2	Maintenance Division will schedule a replacement date, giving the WQ Lab a minimum of one week notice	
3	WQ Lab personnel will drop off the sampling instructions and bottles to the customer.	
4	The customer will collect the pre-replacement sample.	
5	The customer will call the WQ Lab to pick up the sample for analysis of lead and copper.	
6	After replacement, Maintenance Staff will flush the service line for 1-2 volumes and notify the customer that WQ Staff will be following up with them to collect a post-sample within three business days of the repair date. The customer will be referred to the WQ Customer Line for any WQ questions.	
7	Maintenance Staff will notify WQ Staff (Senior Sampling Chemist and cc: Lab Manager, Environmental and Regulatory Compliance Section (ERCS) Supervisor and Drinking Water Compliance Environmental Scientist) via email upon completion of the replacement by end of business or the next business day.	
8	WQ Lab Staff will drop off the second bottle to the customer to collect the post sample. The customer will call the WQ Lab Senior Sampling Chemist for sample collection and analysis.	
9	The WQ Lab will mail the pre and post lead and copper results to the customer within three business days of completion of the test.	
10	The WQ Lab Manager will report the results on ADEQ's Lead and Copper Rule (LCR) Drinking Water Analysis Report (DWAR) Form without calculating the 90th percentiles. A short description of background information should be included in the comments section of the report.	
11	The WQ Lab Manager will forward the DWAR report to ERCS Drinking Water Compliance Environmental Scientist.	
12	ERCS Drinking Water Compliance Environmental Scientist will provide the results to ADEQ's LCR Rule Specialist and discuss any compliance issues as needed.	
13	ERCS Drinking Water Compliance Environmental Scientist will follow-up with Water Quality & Operations Staff (Administrator, Lab Manager, and Environmental and Regulatory Compliance Section Supervisor) if there are outstanding compliance issues that need to be resolved.	

Protective Equipment

Step No.	Protective Equipment	Comments	Stock Code

Foreman: \_\_\_\_\_

Date: \_\_\_\_\_