



WHERE COMMUNITY AND SPIRIT MEET®

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## Water Department: Support Services Scheduling Policy

*(This policy has been created to better suit the needs of the Water Department while continuing to provide excellent service to all its customers.)*

### I. Customer Service Appointment Scheduling

- A. All service requests, including St. Louis County service line program repairs, require a scheduled appointment.
- B. Appointments shall be made at least 24 hours in advance.
- C. Appointments can be scheduled by one of the following methods:
  1. Complete the online form through the City's website located at: <https://www.kirkwoodmo.org/government/departments/public-services/water-division/kirkwood-water-contractor-request-for-services-18543>
  2. Email your request to [wilkispa@kirkwoodmo.org](mailto:wilkispa@kirkwoodmo.org)
  3. Contact the Water Department at (314) 574-7755 during normal business hours, 7:30 AM – 4:00 PM.
- D. Daily appointments shall be scheduled from 8:30 AM with the latest appointment beginning at 2:00 PM (1:00 PM for tap requests).
- E. There shall be 30 minutes between each scheduled appointment to allow for extended appointments and travel time.
- F. The final grade and sod for new construction must be completed prior to scheduling Final Site Inspections. This will not hold up the occupancy permit but it will delay the refund of the \$5,000 deposit from the Building Commissioner's Office.

### II. Scheduling Taps

- A. Tap appointments shall provide 1 ½ hours for crews to complete each scheduled tap.

### III. Excavations

- A. Excavations shall be completed by the contractor prior to the scheduled appointment. If additional excavation is required, the appointment will be cancelled and the contractor may incur a (\$100) penalty fee. Penalty fees include employee wages for lost time, vehicle wear, plus a 15% administrative fee. Only after the fee is paid in full, will the contractor be allowed to reschedule the appointment.
- B. Excavations shall comply with all OSHA safety regulations. No City employee shall enter an excavation, which by his or her judgement, is deemed "unsafe".

### IV. St. Louis County Inspections

- A. Sub-contractors completing repairs under the St. Louis County service line program shall establish contact with the City of Kirkwood Water Department within 48 hours of receiving St. Louis County's bid, providing a schedule for said repair.
- B. Final inspection appointments may be made during the time of establishing initial contact with the Water Department. Alternatively, the sub-contractor shall schedule a final inspection appointment 24 hours in advance.
- C. Appointments for St. Louis County emergency repairs will be expedited.