Operations & Maintenance Technical Assistance Process

If issue is not within the 1-year warranty period, then:

1. Initially, operator(s) contact their assigned RMW for technical support
2. If RMW is unable to provide necessary support, RMW emails TUS: TUS-support@anthc.org
    a. Name
    b. Phone #(s)
    c. Community
    d. Brief issue description
    e. Issue level:
        1. Low: Issue causing operator to spend extra time in the WTP or lift station, but no danger of losing service.
        2. Moderate: Issue is causing service, quality, or customer complaints.
        3. High: Community access to service(s) at risk if the problem not corrected soon.
        4. Emergency: Community access to service is lost or loss is imminent.
3. If ARUC community, forward email request to Gunner Hodgson and Chris Cox
    a. ARUC staff will respond
4. TUS will respond to help the RMW and/or operator troubleshoot
    a. TUS may contact others within DEHE for additional assistance, if necessary

Emergency Funding: If TUS determines the troubleshooting scope may take longer than 4 hours, then:

1. For communities with an RMW assigned to a THO, TUS will contact the RMW supervisor to determine the next course of action
    a. In person troubleshooting?
    b. Emergency funds request?
2. For communities with an RMW not assigned to a THO, TUS' Lead Utility Support Engineer will receive, review, and determine next course of action
    a. In person troubleshooting?
    b. Emergency funds request?

If DEHE staff receive a troubleshooting request from an operator, share the above process. If the community/operator reaches out to TUS directly, TUS will provide operator with their RMW contact information, and urge the operator to contact their RMW first for future support.