

Operations & Maintenance (O&M) 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 calls/emails TUS: TUS-support@anthc.org
 - a. Name
 - b. Phone #(s)
 - c. Community
 - d. Brief issue description
 - e. Issue level:
 - i. Low: Issue causing operator to spend extra time in the WTP or lift station, but no danger of losing service.
 - ii. Moderate: Issue is causing service, quality, or customer complaints.
 - iii. High: Community access to service(s) at risk if the problem not corrected soon.
 - iv. 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/operator troubleshoot
 - a. TUS may contact DEHE staff for additional assistance, if necessary
 - b. If TUS determines the troubleshooting scope will take longer than 4 hours, TUS will contact the RMW supervisor to determine the next course of action
 - i. Emergency funds request?

If DEHE staff receive a technical assistance 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 encourage the operator to contact their RMW first for future support.