

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.