

LEWISBURG WATER AND WASTEWATER  
ADMINISTRATIVE POLICY #1

TELEPHONE

We will answer the telephone: "LEWISBURG WATER"

The main telephone line will be taken off forwarding first thing each working morning by 8:00 a.m.

The main telephone line will be forwarded to the answering service the last thing each working day at 4:30 p.m.

This is a business telephone and the lines must be left open to service the customer.

Personal calls should be held to a minimum number and duration.

All long distance calls must be logged on the appropriate form.

Any personal long distance calls should be billed to the individual's home telephone number.

All calls should be directed to the proper person within the office, making sure transferred call is answered prior to resuming normal duty.

Noting that warehouse personnel are often out of the building and no one is available to answer the telephone, record message on proper form, making sure message is properly routed.

Make every effort to take care of the customer's wishes as it relates to your area of responsibility.

Failure to follow any Administrative Policy may result in disciplinary action and/or dismissal.

LEWISBURG WATER AND WASTEWATER  
ADMINISTRATIVE POLICY #2

NO CHECKS CASHED

Lewisburg Water and Wastewater will only accept checks for the payment of customer accounts and charges due Lewisburg Water and Wastewater and other utilities Lewisburg Water and Wastewater accepts payments for (in the exact amount of the charges due).

Any excess over the charges due will be credited to the customer's account (no change will be given).

Lewisburg Water and Wastewater will not accept 3rd party checks (payroll checks, checks not made payable to Lewisburg Water and Wastewater).

No checks will be cashed.

Failure to follow any Administrative Policy may result in disciplinary action and/or dismissal.

Effective 03/09/92 Kim

LEWISBURG WATER AND WASTEWATER  
ADMINISTRATIVE POLICY #3

ACCESS TO BUILDING

All employees will normally enter and exit the building through the front door and lobby. The back and side doors should only be used in case of emergencies or deliveries.

All customers or visitors will normally enter and exit the building through the front door and lobby.

All customers or visitors will be announced before allowing them access to the general office areas.

All customers or visitors will be escorted when in the general office area (rest rooms).

Failure to follow any Administrative Policy may result in disciplinary action and/or dismissal.

Effective 03/09/92 Kim

LEWISBURG WATER AND WASTEWATER  
ADMINISTRATIVE POLICY #4

POSTAGE MACHINE

The postage machine is a dispenser of legal funds.

The postage machine is for Lewisburg Water and Wastewater official business correspondence ONLY.

Postage used for personal correspondence is specifically forbidden.

Failure to follow any Administrative Policy may result in disciplinary action and/or dismissal.

Effective 03/09/92

Kim

LEWISBURG WATER AND WASTEWATER  
ADMINISTRATIVE POLICY #5

KEYS-COMBINATION LOCKS

Keys and combinations to locks to the office and various items will be assigned and dispensed by the General Manager only.

The employee is responsible for the safe keeping of the key and combination.

The employee will not duplicate any key, allow any other employee access to the key nor divulge the combination to a lock to any other individual.

Failure to follow any Administrative Policy may result in disciplinary action and/or dismissal.

Effective 03/09/92

Kim

LEWISBURG WATER AND WASTEWATER  
ADMINISTRATIVE POLICY #6

THERMOSTATS

The thermostats will be set for the optimum efficiency and economic effect.

Constant adjustment will cause the system to get out of balance and could damage the equipment.

Therefore, adjustment should be by a qualified maintenance technician.

Failure to follow any Administrative Policy may result in disciplinary action and/or dismissal.

Effective 03/09/92 Kim

LEWISBURG WATER AND WASTEWATER  
ADMINISTRATIVE POLICY #7

LOBBY

The lobby is for the convenience and comfort of Lewisburg Water and Wastewater customers and visitors while waiting to transact business.

The lobby must be kept neat, clean and orderly at all times.

Failure to follow any Administrative Policy may result in disciplinary action and/or dismissal.

LEWISBURG WATER AND WASTEWATER  
ADMINISTRATIVE POLICY #8

CASHIERS' AREA

The cashiers' area (behind main counter) will be secured (locked) at all times.

The cashiers' area will be restricted to authorized personnel ONLY.

Customers and visitors will be restricted from the cashiers' area unless specifically authorized by the General Manager or Assistant Manager.

Failure to follow any Administrative Policy may result in disciplinary action and/or dismissal.

Effective 03/09/92

Kim



LEWISBURG WATER AND WASTEWATER  
ADMINISTRATIVE POLICY #9

COUNTING MONEY

Any large sum of money is to be counted and taken out of the cash drawer as necessary and a deposit made (do not accumulate large sums of money in cash drawer).

All large sums of money are to be sorted, counted and deposits prepared out of sight of the general public.

All cash drawers are to be counted down and reconciled each day.

Cash drawers should be counted and reconciled one at a time.

Any overages or shortages are to be recorded and reported each day to the General Manager.

The cashier is responsible for any overages or shortages of cash.

Failure to follow any Administrative Policy may result in disciplinary action and/or dismissal.

LEWISBURG WATER AND WASTEWATER  
ADMINISTRATIVE POLICY #10

FOOD AND DRINKS

We now have a very nice kitchen area where food can be stored and served.

There is to be no food in the lobby or cashiers' areas during business hours.

There is to be no food or drink on the main counter or drive-up window at any time.

Drinks (coffee, tea, water, soft drinks, etc.) may be kept on an individual's desk provided it is in an appropriate container.

Failure to follow any Administrative Policy may result in disciplinary action and/or dismissal.

LEWISBURG WATER AND WASTEWATER  
ADMINISTRATIVE POLICY #11

ITEMS HUNG ON WALL OR SET ON DESK

This is a business office.

Nothing should be attached to any wall, partition or furniture unless approved by the General Manager.

Any item approved must be appropriately attached by an authorized method.

No personal items or pictures should be displayed or stored in the lobby, on the main counter or drive-up window at any time.

Personal items and pictures may be displayed on an individual's desk or an individual's work area as long as it is in an appropriate frame and is in good taste.

Coats, pocket books, etc. should be stored in an appropriate area out of site of the general public.

Failure to follow any Administrative Policy may result in disciplinary action and/or dismissal.

LEWISBURG WATER AND WASTEWATER  
ADMINISTRATIVE POLICY #12

BULLETIN BOARD

The bulletin board is for the posting of official notices.

Advertising or posting of notices unrelated to Lewisburg Water and Wastewater is strictly prohibited.

Failure to follow any Administrative Policy may result in disciplinary action and/or dismissal.

Effective 03/09/92 Kim

LEWISBURG WATER AND WASTEWATER

ADMINISTRATIVE POLICY #13

PROPER ATTIRE

This is a business office.

The appropriate attire is required at all times.

The mere fact that a certain attire is stylish does not within itself indicate that the attire is appropriate for business office wear.

Sweat suits, see through material, excessively low cut or short apparel, any item which may expose an individual beyond the point of good taste is strictly prohibited.

Blue jeans can be worn on Friday's or if schools are closed for inclement weather. Only professional looking blue jeans will be allowed.

Failure to follow any Administrative Policy may result in disciplinary action and/or dismissal.

Effective 03/09/92 Kim

LEWISBURG WATER AND WASTEWATER  
ADMINISTRATIVE POLICY #14


GENERAL MANAGER

The term General Manager is legally equivalent to Superintendent for the purposes of all binding legal contracts and for all transactions relating to the business and affairs of the Lewisburg Water and Wastewater Department.

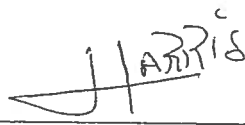
ASSISTANT MANAGER

The term Assistant Manager is legally equivalent to Assistant Superintendent for the purposes of all binding legal contracts and for all transactions relating to the business and affairs of the Lewisburg Water and Wastewater Department.

Adopted this 18<sup>th</sup> day of February 2016.

  
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Board Chairman

  
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Board Member

  
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Secretary