



FLOOD IRRIGATION NEWSLETTER

Our Valued Customers

In recent years, we have focused on making improvements to the flood irrigation distribution system and the quality of services we provide. Through a lot of hard work in both areas we are realizing the benefits of our labor by the many compliments (and fewer complaints) we receive each year. On the systems side, we have replaced dozens of worn out gates with the more durable and tamper resistant screw gates. During this time we have also completed repairs on thousands of feet of pipe. Beginning in 2009, CCTV inspection and cleaning is expected to begin for half of the distribution system as time and water scheduling permits.

While renovated systems enable water to flow, these improvements would not be as far along, or as well maintained, if it were not for the Irrigators who perform these critical duties. In addition to service and maintenance of the irrigation system, the Irrigators have each attended the following courses designed to sharpen their safety, maintenance and customer service skills: *How to be a Customer Service Superstar, How to Manage Conflict, Welding and Fabricating Level III, OSHA 10-Hour Safety, Confined Space Entry, Trenching and Shoring Safety, and Traffic and Barricade Training.* Several of the Irrigators have obtained State Certifications for Water Distribution or currently attend college. As their supervisor, I am very pleased with the many improvements they have made to the irrigation system, our service methods, and themselves. Together, they are a great team doing some fantastic work, and they are here to serve you, our valued customers.



Back row: Joe Covarrubias, Joel Nelson, Michelangelo Molina, David Zazueta
Front row: Jacob Orta, Mia Hernandez, Juan Orozco .

FLOODING EMERGENCY

480-350-2837

Non-Emergency

Customer Service

Phone: 480-350-8361

Location: 525 S. Mill Ave.

(Monday - Friday from 8:00am to 5:00)

Irrigation Schedule and more information are online at tempe.gov/water/operations/IrrigationSchedule.htm

Although every effort is made not to exceed the capacity of each yard, occasionally a mishap may occur. If you have a flooding emergency that involves property damage, try to remain calm. Please call this 24 hour emergency response number.

You will be asked for your name and address. We will immediately dispatch personnel to stop the flow of water, assess the situation and take the necessary action.

A claims officer will contact you to evaluate the circumstances, the extent of any damages, and outline the clean-up procedure with you. You have a duty to minimize the damage or loss.

Service Alert

Traditionally in the past, when a customer didn't want irrigation for any reason, they would simply place a bucket (or other object) over the irrigation valve. Last year we had two accidental floodings due to this "outdated" method.

Our Risk Management Department asked for a more reliable approach that would provide a dated record of the request from our customers. Beginning in 2009 we ask that you please call Customer Service if you wish to cancel one or more of your scheduled irrigation deliveries.

Customer Service

Phone: 480-350-8361

