

**PLEASANTON DAILY WORK REPORT**  
Utility Billing

Name \_\_\_\_\_ Emp # \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Group: **0000316**

CODE	Activity	Description	ACCT NUMBER	WK REQ. NO.	Completed W. Req? (Y/N)	Labor Hours	O.T. Hours	Units	Equipment			
									EQU. NO.	HRS	EQU. NO.	HRS
108	Other Admin Time		536-135					HRS				
110	Meetings		536-135					HRS				
111	Training		536-135					HRS				
704	Meter Install		536-135					Meters				
705	AMR Tech Support		536-135					Meters				
706	Delinquent TO		536-135					Meters				
707	New Resident TO		536-135					Meters				
729	Backflow Program		536-135					Devices				
740	Meter Read Mobile		536-135					Meters				
741	Meter Read Manual		536-135					Meters				
742	Meter Edit Review		536-135					Meters				
743	Meter Edit Field		536-135					Meters				
750	Account Maintenance		536-135					Accounts				
751	Services		536-135					Locs				
760	Accounting		536-135					Accounts				
765	Lockbox		536-135					Accounts				
770	Billing		536-135					Accounts				
772	Shutoff Notices	10-Day 48Call 48DK Shut-off	536-135					Accounts				
773	Hydrant Meters		536-135					Meters				
774	Rebates	HET HEW	536-135					Rebates				
775	Licensing	Bike Dog	536-135					Lics.				
780	Leak Audit SFR	DK Call Check	536-135					Accounts				
781	Leak Audit MFR	DK Call Check	536-135					Accounts				
782	Leak Audit COMM	DK Call Check	536-135					Accounts				
783	Leak Audit IRR	DK Call Check	536-135					Accounts				
922	Customer Service		536-135					Calls				
						<b>TOTAL</b>	<b>8</b>					

**NOTE (All MISCELLANEOUS activity codes must be explained below)**

\_\_\_\_\_

\_\_\_\_\_

REVIEWED BY \_\_\_\_\_ ENTERED BY \_\_\_\_\_ DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

**Utility Billing Daily Work Reporting Activity Codes Index**

<b>CODE</b>	<b>Activity</b>	<b>Description</b>	<b>Units</b>
108	Other Admin Time	All work associated with miscellaneous administrative tasks.	# of HRS
110	Meetings		# of HRS
111	Training		# of HRS
703	Meter Box Repairs	Physical repairs of meters, meter boxes & meter lids. Landscape mtce	# of Locations
704	Meter Install	New meter install, CMO and all related processing	# of Meters
705	AMR Tech Support	Datamatic Firefly Maintenance.	# of Meters
706	Delinquent Turn-on/off		# of Meters
707	New Resident Turn-on/off		# of Meters
708	Customer Request Turn-on/off		# of Meters
729	Backflow Program	Administration duties of the backflow program.	# of Devices
740	Meter Read Mobile	Reading (AMR) meters while in a vehicle, import & export of reads, Meter Rerouting	# of Meters
741	Meter Read Manual	Read meters on foot, import & export of reads, Meter Rerouting	# of Meters
742	Meter Edit Review	Print and review meter exceptions report; prepare for field edit; enter corrections	# of Meters
743	Meter Edit Field	Field edit checks, verify accuracy of meter reads	# of Meters
750	Account Maintenance	Address changes, collections, remittances, leak adjustments, NSF	# of Accounts
751	Services	Administrative processing of scheduled field services	# of Locations
760	Accounting	Auto pay, bankruptcy, batch processing, payment postings, deposit preparation, drawer closing, opening mail, pay mode, drop box	# of Accounts
765	Lockbox	Time spent by us to insure that Lockbox Company can process our bill mailings.	# of Accounts
770	Billing	Processing and/or printing of bills.	# of Accounts
771	Mail	Stuffing envelopes, prepare notices and other documents for mailing.	# of Accounts
772	Shutoff Notices	Processing 10 day and 48 hour shutoff notices.	# of Accounts
773	Hydrant Meters	Anything to do with the handling of hydrant meters for rental.	# of Meters
774	Rebates	Processing and handling of toilet and washer rebates. HET HEW	# of Rebates
775	Licensing	Processing and handling of bicycle and dog licensing.	# of Licenses.
780	Leak Audit SFR	DK's, calls or leak checks resulting from high usage for Single Family Residential Customers	# of Accounts
781	Leak Audit MFR	DK's, calls or leak checks resulting from high usage for Multi-Family Residential Customers	# of Accounts
782	Leak Audit COMM	DK's, calls or leak checks resulting from high usage for Commercial Customers	# of Accounts
783	Leak Audit IRR	DK's, calls or leak checks resulting from high usage for Irrigation Customers	# of Accounts
922	Customer Service	All work (field or office) associated with responding to customer inquiries/complaints.	# of Calls

# Water Work Order

W/O # <b>W000140174</b>	Activity <b>111</b>	W/O Type <b>PM</b>
Issued <b>03/06/14 07:39</b>	Created by	Assign to <b>2746</b>
Closed <b>03/06/14 07:45</b>		

### Customer Information

<b>First Name</b> TEST	<b>Phone</b> 123-456-789 -
<b>Last Name</b> SAMPLE	<b>Cell Phone</b> - - -
<b>Address</b>	<b>Cross Street</b>

**Customer Notes:**

wo\_udf1                      wo\_udf2                      wo\_udf3                      wo\_udf4                      wo\_udf5  
 wo\_udf6                      Futher Action                       Claim Filed                       County Problem                       Customer Problem

**Task Descr/Complaint:**    *\*\*\*TEST SAMPLE\*\*\**

**Action Taken:**                *TEST SAMPLE*

**Supervisor Notes:**         *TEST*

Seq	Date	Type	Code / Description	Hrmm	Pay Type	Qty	Unit	Activity Location
1	03/06/14 00:00	labor	2746 - LEONARD LOPEZ	0:30		0.00		026

Labor Cost        \$35.43	Material Cost    \$0.00	Equipment Cost   \$0.00
Contractors Cost \$0.00	Misc. Cost        \$0.00	<b>Total W/O Cost</b> \$35.43

Print Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_



# WORK REPORT DETAIL

From 03/06/14 to 03/06/14 Activity = 111



ACTIVITY      DATE      LOCATION      Resources      Pay Type      Lab/Hr      Equip/Hr      Mat      Contr      Misc      WKQTY      W/O#      ACCT#

000031 - Utility      03/06/14      026 OSC ADMIN BLDG      2746 LEONARD LOPEZ      0:30      0:00      0.0      0.0      0.0      0.0      0.0      0.0      0.0      1 - ADMINISTRATION

111 - TRAINING      03/06/14      026 OSC ADMIN BLDG      2746 LEONARD LOPEZ      0:30      0:00      0.0      0.0      0.0      0.0      0.0      0.0      0.0      W000140174      536-450

0:30      0:00      0.0      0.0      0.0      0.0      0.0      0.0 HOURS

Grand Total      0:30      0:00      0.0      0.0      0.0      0.0      0.0



# WORK REPORT DETAIL

From 03/06/14 to 03/06/14 Activity = 111



ACTIVITY      DATE      LOCATION      Resources      Pay Type      Lab/Hr      Equip/Hr      Mat      Contr      Misc      WKQty      W/O#      COST\$

000031 - Utility      03/06/14      026 OSC ADMIN BLDG      2746 LEONARD LOPEZ      1 - ADMINISTRATION

111 - TRAINING      03/06/14      026 OSC ADMIN BLDG      2746 LEONARD LOPEZ      0:30      0:00      0.0      0.0      0.0      0.0      0.0      0.0      0.0      \$35.43

W000140174      0:30      0:00      0.0      0.0      0.0      0.0      0.0      0.0      0.0      0.0      \$35.43

Grand Total      0:30      0:00      0.0      0.0      0.0      0.0      0.0      0.0      0.0      0.0      \$35.43

