



**DEPARTMENT OF PUBLIC WORKS (DPW)  
MILWAUKEE WATER WORKS (MWW)  
BUSINESS SECTION ADDENDUM**

**1.1 General Working Hours**

**A. Work Schedules**

Employees are expected to know their work schedule, including any change in their schedule as notified by management. Failure to report as scheduled may result in disciplinary action up to and including discharge.

The normal starting and quitting times listed below do not apply to emergency work and special assignments. The mid-shift meal period will be taken as assigned to provide coverage under normal conditions, or as work schedule or appointment schedule permits. This does not preclude management from altering the meal period to meet changes required by working conditions. Unless indicated otherwise, meal periods are on the employee’s time.

<b>Business Office: Mon-Fri</b>	<b>Starting Time</b>	<b>Lunch</b>	<b>Quitting Time</b>
Office	8:00 AM	45 minutes	4:45 PM
Customer Service: Early	7:30 AM	45 minutes	4:15 PM
	Late	8:15 AM	45 minutes
Billing: Late	8:15 AM	45 minutes	5:00 PM
<b>Meter Services: Mon - Fri</b>	<b>Starting Time</b>	<b>Lunch</b>	<b>Quitting Time</b>
Office	8:00 AM	30 minutes	4:30 PM
Field and Shop	8:00 AM	12:00-12:30 PM	4:30 PM

**B. Job Assignments**

It is the employee’s responsibility to immediately notify their supervisor of any work limitations. Medical restrictions will require documentation. Refusing a job assignment could result in disciplinary action. All work must be performed in a manner consistent with standards established by MWW. Actions which are detrimental to or interfere with the operation of MWW are prohibited.

**1. Field Staff**

Employees are not allowed to travel to their personal residence or any other residence, place of business, or location outside of their assigned area during work hours. Employees are expected to complete their job assignments within a timely manner and take the most expedient route when traveling in the field to job assignments.

2. Customer Service  
Providing service to customer needs is a priority and any action to avoid calls or manipulate the call system will not be tolerated. Providing service to customers at the counter must be conducted in a timely and professional manner. Customers shall not be left unattended or ignored for any reason.
3. Customer Service Call Centers  
Employees assigned to answer telephone calls through the Automated Call Distribution (ACD) system are responsible for signing in and out of the telephone system, when required.

C. Emergency Duty

Water Field Supervisors are subject to call-out emergency duty, along with employees who volunteer for such duty. If subject to call-out emergency duty, employees are required to report within one (1) hour, unless instructed otherwise. When called out, field staff will be paid from the time they arrive at Meter Services, unless otherwise specified.

**1.4 Break Periods and Lunches**

A. Break Period

Employees are allowed two (2) 15-minute paid break periods during the work day to be taken as authorized and scheduled by management. Scheduled break periods may be altered depending on the circumstances of the job. Break periods cannot be extended and are not allowed to be taken in conjunction with the lunch period or at the beginning or end of the day. Sleeping on breaks is not permitted.

B. Lunch Period

1. Business Office

Employees are allowed a 45-minute unpaid lunch period. The supervisor assigns the specific time for lunch periods. Extending lunch period beyond the time permitted is not allowed. Any changes to the lunch period requires the approval of a supervisor. Sleeping during the lunch period is not permitted.

2. Meter Services

Employees are allowed a 30-minute unpaid lunch period, or as time permits depending on the circumstances of the job. Management may alter lunch periods as needed to meet schedule and/or workload demands. Extending the lunch period beyond time permitted is not allowed. Travel time is not permitted. Any changes to the lunch period requires the approval of a supervisor. Sleeping during the lunch period is not permitted. Reading newspapers and magazines and using personal electronic devices is not permitted during lunch if in view of the general public.

## 1.6. **Reporting Absences**

Daily work schedules are to be maintained, and therefore, it is important that supervisors are informed of absences or tardiness. Employees must provide advance notice to a supervisor of at least one (1) hour before the scheduled starting time if employee will be absent from or late to work. Text messages or email messages are not considered acceptable forms of notice.

A message left on voicemail and within the call-in time will be accepted. Employees reporting an absence by leaving a voicemail message **should state their full name, the reason for their absence and a telephone number where they can be contacted.** **Also, an employee leaving a voicemail must call back after their starting time and speak directly with their supervisor.** If employees reporting an absence by leaving a voicemail message do not call back and speak directly with their supervisor they should expect a call from their supervisor to verify their absence and resolve any discrepancies. Failure to answer a call from a supervisor may result in the absence being considered an Unexcused Absence.

Report of absence is required for each day of absence unless otherwise directed by the supervisor and will not be accepted from persons other than the employee, except in emergencies. The reason for any absence must be satisfactorily explained. Long-term illnesses require that the employee provide regular updates to their supervisor, including doctor certificates for each follow-up doctor visit.

Failure to follow these procedures may result in disciplinary action. Notification of tardiness or absence does not necessarily constitute an excused tardiness or absence. Employees will not be paid for time they do not work as a result of being late for work.

### 1.15 **Vacation Policy** (See Attachment A)

### 1.18 **Inclement Weather Policy** (See Attachment B)

### 1.21 **Rules of Conduct**

#### **Work Environment**

Employees shall maintain a clean and neat work environment. Employees are responsible for cleaning up their assigned areas and vehicles, including personal and work-related items.

Portable radios and personal electronic devices (cell phones, iPads, iPods, MP3 players, etc.) are only allowed at the discretion of management, and at no time are to be distracting to fellow employees or audible to the general public. Similarly, headphones/ earbuds, etc., are only allowed at the discretion of management. In general, employees will only be permitted to use headphones/earbuds when working independently, provided they are able to maintain safety at all times and can hear and communicate with others, whenever necessary.

### 1.30 **Computers and Electronic Communications**

Laptops, tablets and other electronic devices, along with hardware and software, are the property of MWW, and for the use of MWW, DPW, and City-related business. The various devices have been loaded with specific operating software. Basic setup applications installed shall not be altered. This includes configuration settings for programs, networks and device setup. However, changes to Windows Desktop or Android and iOS home screens are allowed for personal preference customization.

Employees shall not load or remove software, or attach unauthorized hardware to any MWW-owned computer equipment, including personal device charging units.

MWW laptops and tablets will be periodically updated, and therefore, shall be made available to the MWW Information Technology Section as requested.

Employees issued electronic devices will be required to sign the City Electronics User Requirements and Expectations Acknowledgement form.

A. Laptops

Laptop computers shall remain in the secured, locked cradle in vehicles at all times. The only exception is during vehicle servicing or for computer software and hardware updates. Only Section management or Information Technology staff are authorized to remove computers from the vehicles.

Laptop computers are ruggedized models designed for field conditions. However, all computers are weather sensitive. The storage temperature range is 158°F to -40°F. The optimum operating range is 144°F to 14°F. Cold weather will cause laptops to process slower, therefore, care should be taken in moderating the temperature inside the vehicles.

B. Tablets

Tablet computers are to be in the possession of the employee (or locked in their City vehicle), and returned to their assigned storage locker at the end of each work day, unless expressed permission has been given by the Section Manager. Tablets must be powered off and connected to their charging units when stored. Employees shall not share locker combination codes or keys with co-workers.

Tablet computers are not ruggedized or protected from weather conditions. The minimum recommended operating temperature is 32°F. Employees shall make every effort to protect the tablet from extreme temperatures, rain, snow, or other weather conditions that would cause the tablet to malfunction.

C. IT Cloud Computing Policy

IT Cloud services are not to be used without the knowledge of IT Management. Refer to the City of Milwaukee Cloud Computing Policy in the DPW Standard Work Rules.

### **1.37 Security/Safety**

MWW employees are issued an access/ID card and PIN number for access to MWW facilities.

Employees are required to wear their issued access/ID card in a visible manner at all times while at work. Employees shall not lend their access/ID card to another employee or to a non-MWW employee, or give out their PIN number. If the access/ID card is lost, stolen or misplaced, the employee shall contact their supervisor immediately. Failure to maintain control of access/ID card may result in disciplinary action.

- When entering the facility at the beginning of a work shift or visit, the access/ID card must be scanned and, if applicable, the PIN number entered on the keypad.
- When leaving the facility, the access/ID must be scanned again by all employees to exit. Do not tailgate in or out of the facility.
- Employees shall not write their PIN number on the access/ID card or keep their PIN number with the access/ID card. If an access/ID card is lost, this would provide an unauthorized person easy access to the worksite.
- Employees are not allowed to take pictures within the facility perimeter or remove MWW confidential materials unless approved in writing by executive management.

### 1.39 Safety Equipment/PPE's

#### A. Hard Hats

In accordance with OSHA Regulations (Standards – 29 CFR), Head Protection.190.135, which states, in part:

*(a)(1) – The employer shall ensure that each affected employee wears a protective helmet when working in areas where there is a potential for injury to the head from falling objects. All employees are required to wear their hard hat whenever there is a danger of being struck in the head from an overhead or swinging hazard. Hard hats shall be worn while performing tasks involving the use of overhead cranes located in the Meter Repair Shop.*

**Hard hats shall be worn on all public and private construction jobsites at all times and when entering and working within any confined space.**

Damaged or worn hard hats must be turned in for replacement. Employees shall wear only MWW-issued hard hats. Paint, stickers, decals, etc. may weaken the hard hat shell, and therefore, are not allowed.

#### B. Procedures, Equipment and Clothing

It is the responsibility of all employees that safe working environments are maintained, safe working procedures by DPW and MWW are followed, and that furnished protective equipment and clothing are used. Shirts are required at all times (tank tops, muscle shirts or sport bras are not allowed). However, employees can wear sleeveless shirts if their shoulders are covered. Full-length pants are required (sweatpants, shorts, capris or skirt-type clothing are not allowed for field work). Failure to comply will be considered to be a violation of these work rules.

#### C. Respiratory Protection Program

All respirator users must be thoroughly trained and instructed prior to using respirators. Employees have the responsibility to correctly use the respiratory protective devices provided and to make sure that it remains in good serviceable condition. Employees who are required by their job responsibilities and respiratory training to wear facial masks must be clean shaven at all times to ensure an effective face mask seal. This requirement includes, but is not limited to, full beards and lengthy sideburns.

D. Other

Specialized, job-related Personal Protective Equipment (PPE) shall be worn as determined by management. It is the responsibility of the employee to use this equipment as directed.

### **1.52 Alternative Work Arrangement (AWA) Program and Policy**

Alternative work arrangements, which includes remote work and/or alternate work hours, shall be in accordance with the City's AWA Program and Policy. Employees working in positions deemed eligible for alternative work arrangements may submit a completed request form and agreement to their manager or supervisor. Given the nature of MWW's operations, a full-time remote work model will not be approved, as employees are required to report onsite on a regular basis and according to the needs of the Section.

*Eligible Positions*

Accounting: Water Financial Manager, Water Business Operations Manager, Water Accounting Manager, Accountant III, Accounting Assistant III, Water Claims Specialist

Administration: Water Projects Manager, Water Emergency Response and Security Manager, Water Works Human Resources Administrator, Human Resources Representative, Marketing and Communications Officer, Administrative Services Coordinator, Administrative Assistant IV, Water Payroll Specialist, Payroll Assistant 3

Billing & Cashiering: Water Billing & Collections Manager, Water Collections Supervisor, Water Billing Specialist, Accounting Assistant III

Customer Service: Water Customer Service Manager, Customer Service Representative III

### **1.54 Miscellaneous**

A. Employee Information

Employees shall provide MWW with their current home address, main telephone number including personal cell phone numbers, and emergency contact information. Providing a mailing address other than the personal residence will not be accepted. A post office box may be provided as long it accompanies the employee's residence street address. Any changes in this information shall be reported by the employee to

their immediate supervisor using the MWW Employee Change of Address form and/or MWW Employee Emergency Contact Information Form within 72 hours of the change. Current cell phone numbers are required for the City's "One-Call" notification system.

B. Pre-Trip Vehicle Inspection

Vehicles must be inspected daily; before, during, and after operation through procedures set forth in the DPW Fleet Vehicle Usage and Safety Manual. Drivers are responsible for keeping the cab of their assigned vehicle clean.



## **Business Section Vacation Policy**

January 2026

The following shall apply to the scheduling of vacation. For the purpose of this policy, the term vacation will refer to vacation, sick leave control incentive program (SLCIP) days, compensatory time off (CTO) and transitional vacation account (TVA) hours, if available.

Employees shall submit all vacation requests at least 24 hours in advance and in writing to the supervisor of the section they are working in. Any request to change scheduled vacation shall also be submitted in writing in this manner. Submitting a vacation request does not guarantee vacation approval. Employees will be notified by their supervisor in person or in writing as to the status of their vacation request in advance of the requested date(s). The normal vacation week starts on Monday and ends on Friday. Employees, while on vacation, will be called in regular rotation for overtime assignments, but will not be required to accept an emergency assignment.

Vacation approval is based upon guidelines established in this policy including seniority, staffing, workload considerations and management discretion. Call-in vacations are not allowed. However, emergency vacation may be granted by management based upon special circumstances. Employees will be required to provide valid documentation of the need for the emergency vacation request.

It is the responsibility of each employee to know their sick leave and vacation balances including any SLCIP days and remaining CTO balances. Employees exceeding their balances will be considered absent without leave and may be subject to discipline, unless they have submitted a Request to Borrow Vacation Hours which has subsequently been approved by a manager.

### **Selection Process**

Employee vacation requests will be selected based upon Milwaukee Water Works (MWW) seniority. When more than one employee has the same MWW start date, seniority will be determined by the DPW start date, and if necessary, City start date. Each employee shall select up to two (2) weeks of vacation at a time in order of seniority. This procedure shall be followed for a sufficient number of times for all vacation to be picked. Any remaining vacation days may be left unscheduled; however, subsequent scheduling of vacation is required to be in accordance with this policy. If an employee cancels a week (or more) of vacation or a holiday vacation week, the vacation opening is offered to other employees in order of MWW seniority. Partial weeks picked will count as one pick.

Maximum number of employees allowed on vacation at one time:

<b><u>POSITION</u></b>	<b><u>NUMBER</u></b>
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**Administration:**

Administrative Services Coordinator or Administrative Assistant IV	1
Water Payroll Specialist or Payroll Assistant 3	1

*NOTE: Management may restrict or deny vacation requests to meet payroll deadlines, including, but not limited to, holiday weeks.*

**Accounting Services:**

Accountant III	2
Water Claims Specialist	1
Accounting Assistant III	2

*NOTE: Management may restrict or deny vacation requests for Accounting, Rates & Finance staff in order to meet year-end deadlines.*

**Commercial Services (Billing, Cashiering & Customer Service):**

Customer Service Representative III – Cashiering	1
Customer Service Representative III – Customer Service	2
Accounting Assistant III	1
Water Billing Specialist – Billing	2
Water Billing Specialist – Bankruptcy	1

*NOTE: Management may restrict or deny vacation requests for staff involved in Municipal Services Bill preparation process in order to meet billing cycle deadlines.*

**Meter Services:**

Water Meter Technician Lead	*2
Water Meter Technician	4
Water Meter Investigator	**2
Customer Service Representative III	2
Program Assistant I, II and III	1
Office Assistant IV	***1

*\* Management may restrict or deny vacation requests of Water Meter Technician Leads in order to meet the testing for large commercial, industrial and wholesale customer meters to be coordinated during the appropriate season.*

*\*\* Management may restrict or deny vacation requests of Water Meter Investigators in order to meet the monthly commercial and industrial reading deadlines.*

*\*\*\*Vacation is not permitted for the Office Assistant IV on the Monday after the end of a pay period unless taken as part of a full week (or more) of vacation.*

## Inclement Weather Policy

January 2026

The Mayor of Milwaukee may declare a particular day, or portion of a day, as DO NOT REPORT or EARLY RELEASE due to severe weather conditions. When this occurs, the Milwaukee Water Works (MWW) recognizes that emergency response and critical infrastructure employees must report to work regardless of the declaration, while other designated employees would be allowed to refrain from traveling to work, or may be relieved from work early for their personal safety.

I. Employees who work in critical infrastructure areas that require 24/7 operations and emergency response are designated as “*Essential*” and **must report**. These employees work in the following sections:

- **Distribution** (except Communications Assistant III, Administrative Assistant IV and Program Assistants)
- **IT:** Automation staff (except Water Program Assistants)
- **Plants** (except Office Assistant IV)
- **Water Quality**

While it is mandatory that all *Essential* employees in these designated sections report to work as scheduled, management will do its best to accommodate case-by-case circumstances due to severe weather conditions. *Essential* employees unable to report must call their supervisor to report their delay or absence and provide a specific reason for their unavailability to come to work. Emergency vacation or unpaid leave may be approved for certain circumstances, but is not guaranteed. Disciplinary action up to and including discharge may be issued for failure to report.

II. Employees who work in the following sections/work units are designated by the City of Milwaukee as “*Non-Essential*”:

- **Business**
  - **Accounting Services**
  - **Commercial Services (including Billing, Cashiering and Customer Service)**
  - **Meter Services**
  - **Administration Office Staff (including Payroll)**
- **Distribution:** Communications Assistant III, Administrative Assistant IV, Program Assistants
- **Engineering**
- **IT:** Technical Services staff and Water Program Assistants
- **Plants:** Office Assistant IV

Non-Essential employees must:

- Work remotely, if practical and work is available
- If remote work is not practical or available, employees must report to work, request available accrued leave (which includes vacation, compensatory time off (CTO), sick leave control incentive program (SLCIP) time but not sick leave), or request an unpaid excused absence \*unless\* all three (3) of these actions have occurred:
  - Non-essential city operations are suspended
  - City facilities are closed
  - The Commissioner of Public Works has instructed non-essential staff not to report to work

Under these circumstances, employees will be eligible to record time not worked as Paid, Not Worked (PNW) in lieu of using available accrued leave or an unpaid excused absence

