



**DEPARTMENT OF PUBLIC WORKS (DPW)
MILWAUKEE WATER WORKS (MWW)
IT 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.

Personnel	Starting Time	Lunch	Quitting Time
Early	7:00AM	45 minutes	3:45PM
Regular	8:00AM	45 minutes	4:45PM
Late	8:15AM	45 minutes	5:00PM
Late	8:30AM	45 minutes	5:15PM
Late	8:45AM	45 minutes	5:30PM
Late	9:00AM	45 minutes	5:45PM

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.

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.

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

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.

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 notify a supervisor at least one (1) hour before their scheduled starting time if they 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 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. MP3 players, iPods, iPads, and other electronic devices not issued by MWW, as well as the use of headphones/earbuds, etc., are not allowed during work hours in positions that require contact with the public or where communicating as a team, and are at the discretion of management.

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 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.

B. Tablets

Tablet computers are to be in the possession of the employee.

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.

D. Security Considerations and Procedural Standards

IT staff will not use personal accounts on City devices such as tablets and laptops, including City cellphones. This is to safeguard personally identifiable data, and to limit circumstances involving possible City open records requests.

Printed IT related documentation will be disposed of by shredding.

The use of a password utility, such as KeePass, is mandatory for all IT staff.

IT accounts shall be segmented into Domain, Server and Local administration accounts, alongside a non-administrative account for regular use, to limit action scope and enable appropriate use.

IT administrative accounts can be made non-expiring, but must be at least 16 characters in length with complexity in place.

All IT staff must observe appropriate confidentiality on the job for work, data, records and personnel matters across MWW.

Safe browsing on the Internet will be observed, with no use of the Tor browser; business related browsing only with reputable retail business sites.

All IT staff shall only use new City-supplied USB data sticks for file storage.

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. Appropriate eye protection as required.

Hard Hats

In accordance with the 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 must 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. Sweatpants and shorts are prohibited and full-length pants are required for all field work. Failure to comply will be considered to be a violation of these work rules.

C. 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 Arrangements (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

Water Information Technology Manager, Water Plant Automation Manager, Water Automation Network Administrator, Water Information Technology Supervisor, GIS Analyst Sr., GIS Analyst, Database Analyst, IT Support Specialist - Senior, IT Support Specialist, Water

Systems Analyst - Senior, Water Plant Automation Control Engineer, Water Plant Automation Technician - Senior, Water Program Assistant

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.



IT 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 vacation at one time:

<u>WORK UNIT</u>	<u>NUMBER</u>
Technical Services (Business)	4
Automation (OT)	4



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 (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 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