



Delaware County Regional Sewer District Standard Operating Procedure

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1.0 Purpose

- 1.1 Antero is a software program designed to help meet the record-keeping and maintenance tracking needs of the Regional Sewer District. Antero allows staff to create and maintain equipment; inventory and track spare parts and usage; schedule, generate and log work orders from start to finish which include equipment and tasks, parts, labor, subcontractors and instructions.

2.0 Work Orders

- 2.1 When a repair is necessary an employee shall submit a written work order request to their *Manager or his designee* to be entered into Antero. *Managers or his designee* shall create said work orders using the Antero software program on an “as needed basis”.
- 2.2 *Managers or his designee* shall record a detailed description of the repair being requested, to the best of their ability.
- 2.3 *Managers or his designee* will be required to enter “plant projects” into Antero for tracking purposes by using their respective data base. Each *Manager* shall be responsible for managing their respective data base.

3.0 Work Order Priorities

- 3.1 Work Order Priorities shall be submitted as follows:

- 3.1.1 **Priority 1** shall be designated for any emergency repairs that require “IMMEDIATE ATTENTION”. This repair priority shall be assigned to any vital piece of equipment that “DOES NOT HAVE REDUNDANCY”, would hinder operations, jeopardize compliance or create an employee safety hazard. The *Operations Manager or his designee* shall inform the *Maintenance or Collection System Manager or his designee* about the equipment failure via phone or text in addition to the work order submittal.
- 3.1.2 **Priority 2** shall be designated for any emergency repairs that require “PROMPT ATTENTION”. This repair priority shall be assigned to any vital piece of equipment “THAT HAS REDUNDANCY”, but still would hinder operations, jeopardize compliance or create an employee safety hazard. The *Operations Manager or his designee* shall inform the *Maintenance or Collection System Manager or his designee* about the equipment failure via e-mail in addition to the work order submittal.

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3.1.3 **Priority 3** shall be designated for any non-emergency repairs “GENERAL REPAIRS” This repair priority shall be assigned to any piece of equipment that will not hinder operations, jeopardize compliance or create an employee safety hazard. The *Operations Manager or his designee* shall inform the *Maintenance or Collection System Manager or his designee* about the equipment failure via the work order submittal.

3.1.4 **Priority 4** shall be designated for any preventative maintenance procedures.

4.0 Work Order Types

4.1 Work Order Types shall be selected as follows:

4.1.1 **Immediate Attention** shall represent a priority 1

4.1.2 **Prompt Attention** shall represent a priority 2

4.1.3 **General Repair** shall represent a priority 3

4.1.4 **Preventative Maintenance** shall represent a priority 4

5.0 Antero Management

5.1 The *Maintenance Manager, Collection System Manager and Operations Managers or their designee* shall review the status of open work orders daily. Consideration shall be given to the equipment repairs by priority or work order type. The work orders shall be printed and assigned to the different crews and/or employees.

5.2 The *Maintenance and Collections crew* should communicate with the proper facility *Manager* or personal on all repairs.

5.3 During the repair, the *Maintenance and Collection crews*, and *Operators* shall record the appropriate information on the work order including, but not limited to, work hours, parts and any other information pertinent to that repair. If other necessary repairs are completed or future repairs are identified, and have not been issued a work order, the *Maintenance and Collection crews or Operators* shall write up the repair on a blank work order and turn into the *Maintenance Manager, Collection System Manager or Operations Manager or their designee* for submittal.

5.4 Work Orders shall be completed by the *Maintenance and Collection crews or Operators* in a clear and concise manner. All documentation shall be legible for accurate submittal.

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- 5.5 Parts used for repairs shall be recorded on work order as “inventoried parts” or “unlisted parts”.
- 5.6 At the end of each day the *Maintenance and Collection crews or Operators* shall return the completed work orders to the *Maintenance Manager, Collection System Manager or Operations Manager or their designee*.
- 5.7 Closing of work orders shall be completed in a timely manner by the *Maintenance Manager, Collection System Manager or Operations Manager or their designee*. Information such as work hours, vendor and parts from inventory or purchased shall be recorded.
- 5.8 The *Maintenance Manager, Collection System Manager and Operations Managers or their designee* shall provide updates or comments to the work order when applicable, i.e. parts on order, subcontractor being used, etc.
- 5.9 The *Maintenance Manager, Collection System Manager and Operations Managers shall* review Antero weekly to view work orders for their respective facilities and to check the status of repairs or projects.