



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON WIESBADEN
UNIT 29623
APO AE 09096-0050

IMEU-WSB-ZA

16 JUN 09

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: US Army Garrison Wiesbaden Command Policy Letter 33, Definition of Emergency Service Order Work (After Duty Hours) for the Directorate of Public Works

1. REFERENCE:

- a. DA Pam 420-6, Facilities Engineering Resources Management System, 15 May 95.
- b. AR 420-1, Army Facilities Management, 12 Feb 2008.
- c. AE PAM 750-15, Domestic Appliance Repair and Replacement, 15 April 2004.

2. PURPOSE: To provide information and definition of what is an emergency situation after normal duty hours in a format of easy understanding to the customer and other personnel involved.

3. APPLICABILITY: All personnel served by the USAG Wiesbaden.

4. DISCUSSION: In the current climate of reduced manpower and constrained resources, we must ensure that on-call personnel are not needlessly called in, or that engineer emergency personnel do not continually respond to non-emergency type situations.

5. EMERGENCY DEFINITIONS: A failure or problem which constitutes an immediate danger to life, health, mission, security or potential damage to government property. The following examples are considered emergencies:

a. Heating.

(1) Loss of heat to an entire building or apartment (Family quarters).

(2) Leaks in heating system water pipes, radiators, or fittings, significant enough that a hazard exists or may cause significant damage to property.

b. Plumbing.

(1) Any large interior or exterior water leak when there is no means to cut off the flow, and the flow is too large to be reasonably caught and disposed of by using a container.

(2) A plugged commode, when only one is available for use.

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- (3) A plugged main drain or the backing up of sanitary sewer lines.
- (4) A severely clogged drain, the use of which cannot be avoided.
- (5) Interruption of the water supply to an entire building.
- (6) Interruption of the water supply to an entire apartment (family quarters).
- (7) Interruption of the hot water supply to an entire apartment (family quarters)
- (8) Interruption of the hot water supply to an essential portion of a Garrison customer support facility, i.e. Fitness Center, CDC, Medical Facility, DFAC, etc.

c. Electrical.

- (1) Interruption of electrical system to an entire building.
- (2) Interruption of electrical system to an entire apartment (family quarters), after occupant has already checked the fuse panel.
- (3) No illumination in an entire stairwell in family quarters.
- (4) Defective, damaged or exposed live electrical wiring.
- (5) Activation or failure of installed fire detection systems, or intrusion detection system.

d. Refrigeration:

- (1) Defective walk-in freezers, chilled display cases, and other food service operation refrigeration equipment where stored food cannot be moved to other operational equipment.
- (2) Defective air-conditioning in computer rooms, ETS central switch facilities, etc.

e. Others

- (1) Extensive window glass or exterior door breakage/damage that affects the security of the facility.
- (2) Inoperable locks which prevent entrance to or exit from family quarters.
- (3) Structural damage such as roof collapse, roof tiles torn away by storm, falling plaster, collapse of suspended ceiling or roof trusses.

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(4) Oil leaks or spills that may result in water or soil contamination.

(5) Accidental lock-in of small children.

6. Urgent Requirements concern conditions which could become an emergency, but do not require immediate attention. As a general rule, we will make every effort to accomplish all urgent work within 2 working days of receipt of the request. The following examples are not considered emergencies:

a. Heating.

(1) A minor leak in a radiator.

(2) A minor leak in a heating pipe.

(3) No heat in one or more radiators in an apartment (family quarters).

(4) No heat in a child's bedroom, but heat in the rest of the apartment (child can be moved into another room).

b. Plumbing.

(1) One plugged up toilet or urinal in a bathroom within an apartment, or soldier's quarters, when others are available.

(2) A minor leak in a pipe.

c. Electrical.

(1) A defective light on one landing of a stairwell.

(2) A defective light in the basement corridor.

(3) Burned out light bulbs, replacement of fuses, resetting of circuit breakers, or faulty current circuit breakers which can be accomplished by the occupants.

(4) Inoperable smoke detectors.

d. Appliances. In accordance with AE Pam 750-15, 15 April 2004, (page 7), the breakdown or malfunction of a Family housing or Soldier quarters refrigerator is a severe inconvenience, but not an emergency. If a refrigerator breaks down on a holiday or weekend and you cannot get service for several days, ask a neighbor for help. They may be able to store your perishables in

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their refrigerator or lend you ice chests until your refrigerator is repaired. If you do not have a neighbor, you can ask for help from the DPW, who will loan you a small refrigerator, effective the next working day, until yours is repaired.

(1) Stove, refrigerators, washers, dryers, and dishwashers are repaired by contract. There are no provisions for emergency repair.

(2) Requests to repair appliances will be called into CFMO at 337-7071, Monday through Friday, 0730-1600.

e. Other.

(1) Being locked out of POV's, offices, etc., where no dangerous situation exists.

(2) No or poor AFN reception.

(3) Lock outs resulting from loss of a key or negligence will be responded to on a reimbursable basis.

7. Work requests to correct problems similar to those listed under Para 6a, b, c, d should be submitted to the Directorate of Public Works Service Order Section, DSN: 337-5633/9999 or civilian 0611 705 5633/9999 during regular duty hours, 0715-1600, Monday through Friday.

8. As it is impossible to list all emergency type situations that may occur, request that common sense be exercised in determining what situations require immediate corrective action and what situations can wait until the next working day during normal duty hours.

9. Emergency service orders should be reported to the emergency number 0611 705 115 between the hours of 1600-0715, Monday through Thursday and beginning at 1600, Friday until 0715 on Monday morning. Emergency service orders should also be reported to this number on all American and German holidays.

10. Point of contact is Mr. Rainer Kreer, DSN: 337-1560.



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Commanding