



Greeting: You've reached the answering service for [CampaignName], this is [OpName]. Is this an Emergency?

i. Yes (Emergency)

a. I am sorry to hear that. I can take your information and contact the on-call Technician. Is this a Sewer Emergency or Water Emergency?

i. Water

1. May I have your first name?
2. May I have the spelling of your last name?
3. Thank you. May I have the best number to reach you?
4. What is your street address?
5. And can you briefly describe the emergency?
6. Thank you for calling, the on-call Supervisor will contact you shortly.

a. Reach on-call and send message through.

ii. Sewer

1. May I have your first name?
2. May I have the spelling of your last name?
3. Thank you. May I have the best number to reach you?
4. What is your street address?
5. And can you briefly describe the emergency?
6. Thank you for calling, the on-call Supervisor will contact you shortly.

a. Reach on-call and send message through.

ii. No (All Other Calls)

- a. Unfortunately, the office is closed at this time, but I can take your information and have your call returned when they re-open. May I have your first name?
- b. May I have the spelling of your last name?
- c. Thank you. May I have the best number to reach you?
- d. What message would you like me to pass along?
- e. Thank you for calling, your call will be returned when the office re-opens.
 - i. Send message through.