

FIRE, WATER LEAK, GAS LEAK PROCESS

In the event that a customer reports a fire, gas leak, or water leak, our goal should be to have a servicer go to the customer's home that same day, unless it is after 6pm local time, in which case we will have them out the next day.

1. Instruct the customer to take immediate action:
 - **Active Fire**-Instruct the customer to immediately contact their local fire department.
 - **Gas Leak**-Instruct the customer to contact their gas company. Advise customer to wait at the street or other safe location for the gas company to arrive.
 - **Water Leak**- Instruct the customer to immediately shut off the water valve connected to the appliance to avoid further damage. And do not use the product.
2. Create a fire or gas/water leak reported escalation ticket on the original order.
3. Let the customer know we will send a servicer that **same day or next day (if after 6pm local time)**
4. Create a troubleshoot order in DOLI.
5. **Copy into Additional Instructions:** *Please take and submit photos of the leak and affected area.*
6. Call the original service company

Ask the servicer if he can go out to the customer's home that day to address the issue.

- a. **YES:** Reassign and Force Book the troubleshoot onto their board and request an arrival window from the servicer. Provide the customer the servicer's expected time of arrival.
- b. **NO / NO ANSWER:**
 - i. Go to **StoreFile** and see if the selling store has a Primary or Secondary.
 - ii. **Call the Primary/Secondary** (whichever is not already assigned to the order) and ask if they can cover the job for today. Agents may need to seek management assistance with locating contact information for alternate service companies.
 1. **YES – Add the Service Call SKU as Installs Pays** and cancel the Troubleshoot SKU. Reassign the job to the new company and force book for today.
 - a. Ask for an ETA and update the customer with the arrival time
 2. **NO –**
 - a. Call the Market Manager for help finding coverage
 - b. If the Market Manager doesn't answer, call the Regional Manager, and finally Robb Bishop.
 - c. If you find coverage, reassign and force book the job in DOLI.

7. **Notate every call in DOLI. Send all emails from DOLI.**

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Note: If any party you call does not answer, move on to the next person on the list. Stop calling once you find coverage.

Note: Always leave a VM that includes the Job Number and follow up with email.

8. Call the customer back with an update.

9. Notate both orders, including both job numbers.

- RC Back Office will need to follow-up on all gas/water leak or fire reported escalation tickets. SLA is 24 hours.
- Damage Claims will need to follow up on all fire reported escalation tickets for same day. SLA is 24 hours.