
 GUAM WATERWORKS AUTHORITY	STANDARD OPERATING PROCEDURE	No.	SOP-1000-AM-001
	Water Outage & Road Closure Notifications to the Media/Public	Effective Date	6/6/2025
		Final Approver	 Miguel C. Bordallo, P.E. General Manager
		Revision Letter	C

1.0 Purpose

This Standard Operating Procedure (SOP) establishes the approval requirements and workflow procedure (**Attachment 1**) for the Guam Waterworks Authority's (GWA) release of water outage and/or road closure notifications to the media and public to ensure the accuracy of information shared with the media and public.

2.0 Scope

This SOP covers the request for Water Outage/Road Closure Notification to the media and public by GWA Divisions up to the release of the mentioned notice to the media and public. It applies to Division Managers or Supervisors who take the lead in any preventive or corrective maintenance, repairs, or construction work that may result in service interruption and/or road closure, Dispatchers, Dispatch Supervisor, and Community Outreach Program Director.

3.0 Policy

GWA recognizes the inconvenience brought to the public by the interruption of its water and wastewater services or road closures whenever it needs to complete facility improvements or maintenance efforts. As part of the commitment to give reliable water and wastewater services to its ratepayers, GWA gives accurate and timely service interruption and/or road closure notice to the public to allow them to prepare for the service interruption and/or avoid the construction/maintenance site.

Division Managers and Supervisors, Dispatch, and Community Outreach Program Director should follow the standard format, procedures, and approval requirements established in this SOP.

4.0 Definitions

- 4.1. **Communication:** Processes involved in sharing information with the media and/or public via Mailchimp or TextCaster blast relative to water and/or wastewater service interruptions and/or road closures.
- 4.2. **Compulsory Recipients:** Critical Government of Guam agencies, such as but not limited to the Department of Education, Mayors' Council, etc. (complete list in **Attachment 2**), which must be notified at all times under this SOP.
- 4.3. **Dispatcher:** Employees under the Trouble Dispatch Center in charge of sending email and text messages to the media and/or public concerning emergency and scheduled water and/or wastewater service interruptions and/or road closures to perform infrastructure repair and maintenance.
- 4.4. **GWA Horizontal Assets:** Assets that may be configured or networked for the purpose of moving water from one place to another. Also known as below ground assets such as pipelines.
- 4.5. **GWA Vertical Assets:** Assets within a building and/or facility are often comprised of multiple components also known as above-ground assets. This typically refers to assets within pump stations and treatment plants.

Water Outage & Road Closure Notifications to the Media/Public

- 4.6. **Mailchimp:** Marketing automation platform and email marketing service for managing mailing lists and creating email marketing campaigns to send to customers.
- 4.7. **Media Notice:** An official statement delivered to members of the media and the public to provide information relative to water/wastewater service interruptions and/or road closures.
- 4.8. **Potable Water Outage:** An interruption in the supply of potable water. Water outages are caused by main breaks, major leaks, emergencies, scheduled repairs due to damaged pipes and infrastructure, system upgrades or construction.
- 4.9. **Road Closure:** The blocking of a road or closure of traffic to perform water and/or wastewater infrastructure repairs and maintenance.
- 4.10. **Sanitary Sewer Overflow (SSO):** Any overflow, spill, release, or diversion of wastewater from a sanitary sewer collection system that occurs before a treatment plant. Sanitary sewer overflows include a) overflows or releases of wastewater that reach waters of the US, b) overflows or releases of wastewater that do not reach waters of the US, and c) wastewater backups into buildings or private property that are caused by blockages or flow conditions in a sanitary sewer system or building sewer lateral. SSOs are generally caused by high volumes of inflow and infiltration (I/I), pipe blockages, pipe breaks, power failure, and insufficient system capacity.
- 4.11. **TextCaster:** A communication tool used to quickly disseminate notices, such as service disruptions or road closures, to large groups of people via text message.
- 4.12. **Trouble Dispatch Center (Dispatch):** The GWA 24/7 customer complaint response center. The Trouble Dispatch Center is responsible for receiving customer complaints and generating and assigning Work Order requests.

5.0 Roles and Responsibilities

5.1.	General Manager (GM)	Approves this SOP and all subsequent changes thereof.
5.2.	Assistant General Manager - Operations (AGM-O)	Oversees the development, revision, and implementation of this SOP as the Policy Owner. Endorses any amendment(s) needed to this SOP to the SOP Committee. Ensures that all Divisions comply with this SOP.
5.3.	Utility Services Administrator (USA), Asset Management ¹	Reviews this SOP annually and makes necessary changes to be presented to the AGM-O for consideration. Ensures that proper training and/or training guidelines are provided to the affected employees to ensure proper compliance with this SOP.

¹ Refer to GWA Memorandum, *Transfer of Trouble Dispatch Section Management Oversight*, dated December 30, 2024, which transfers oversight of the Trouble Dispatch Section from the O&M Manager for Water Production to the Utility Services Administrator.

Water Outage & Road Closure Notifications to the Media/Public

		Reviews and approves final Water Outage/Road Closure Notification prepared by Dispatch and confirms social media post prepared by the Community Outreach Program Director.
5.4.	Division Managers, Supervisors, or Authorized Representatives	Provide details of the scheduled and emergency service interruption or road closure to Dispatch via <i>Water Outage & Road Closure Notice Request (Attachment 3)</i> . Details to be indicated in the form are the village and areas affected; an indication it is a "Scheduled" or "Emergency" outage; day, date, and time; reason; expected restoration; date of completion, if applicable; and requestor's name, signature, and date of request.
5.5.	Dispatch Supervisor	<p>Reviews and approves final Water Outage/Road Closure Notification prepared by Dispatch and confirms proposed social media post prepared by the Community Outreach Program Director</p> <p>Regularly monitors changes in compulsory recipients' contact information and updates the <i>List of Compulsory Recipients (Attachment 2)</i>.</p> <p>Monitors completion of sending emails and texts to all recipients.</p> <p>Monitors and appropriately manages all incoming emails sent to alerts@guamwaterworks.org.</p>
5.6.	Dispatchers	<p>Acknowledge receipt of the completed request by providing their name, signature, and date of receipt on the bottom of the form.</p> <p>Prepare Water Outage/Road Closure Notification via Mailchimp and TextCaster based on the information provided by Division Managers and Supervisors in the <i>Water Outage & Road Closure Notice Request</i>, and email to the Dispatch Supervisor or USA for Asset Management for final review.</p> <p>Transmit the approved Water Outage/Road Closure Notification to compulsory recipients, media, and/or public.</p>
5.7.	Community Outreach Program Director	Coordinates Final reviews and approval of Water Outage/Road Closure Notification with Dispatch Supervisor. Posts latest and/or critical information to GWA social media account and removes completed alerts weekly.

6.0 Procedure Description

Water Outage & Road Closure Notifications to the Media/Public

- 6.1. **Division:** As soon as Division Managers, Supervisors, or their authorized representatives confirm the necessity for GWA service interruption and/or road closure, they must notify Dispatch via email to dispatch@guamwaterworks.org, text message, or through the designated WhatsApp chat about the service interruption and/or road closure using the *Water Outage & Road Closure Notice Request (Attachment 3)*.
- 6.2. **Water Outage & Road Closure Request:** Division Managers, Supervisors, or authorized representatives must utilize **Attachment 3** to request GWA Dispatch to release a public notice of the service interruption and/or road closure. These requests should be made at least forty-eight (48) hours in advance for planned events, or immediately for unplanned or emergency events. The request must adhere to the following procedures:
 - 6.2.1. **For Planned Water Outage/Road Closure/Other GWA Service Interruption:** The request should be emailed, texted, or messaged via the designated WhatsApp chat forty-eight (48) hours in advance before service interruption and/or road closure and should contain the following details:
 - 6.2.1.1. Village name and areas affected by the outage and/or road closure;
 - 6.2.1.2. An indication it is a "Scheduled" outage/closure;
 - 6.2.1.3. Day, date, and time of the outage/closure;
 - 6.2.1.4. Reason for the water outage, road closure, or other GWA service interruption;
 - 6.2.1.5. Expected restoration of service;
 - 6.2.1.6. Completion date, if applicable; and
 - 6.2.1.6.1. If the outage/closure extends beyond the expected completion date, an updated notice will be issued.
 - 6.2.1.7. Requestor's name, signature, and date of request.
 - 6.2.2. **For Unplanned or Emergency Water Outage/Road Closure/Other GWA Service Interruption:** The request should be emailed, texted, or messaged via the designated WhatsApp chat immediately upon confirmation of the needed water outage, road closure, or other GWA service interruption and the notice should contain the following pertinent details:
 - 6.2.2.1. Village name and areas affected by the outage and/or road closure;
 - 6.2.2.2. An indication it is an "Emergency" outage/closure;
 - 6.2.2.3. Day, date, and time of the outage/road closure;
 - 6.2.2.4. Reason for the water outage, road closure, or other GWA service interruption;
 - 6.2.2.5. Expected restoration of service;

Water Outage & Road Closure Notifications to the Media/Public

6.2.2.6. Completion date, if applicable; and

6.2.2.6.1. If the outage/closure extends beyond the expected completion date, an updated notice will be issued.

6.2.2.7. Requestor's name, signature, and date of request.

6.3. **GWA Dispatch:** Dispatchers shall review the *Water Outage & Road Closure Notice Request* and ensure it contains all necessary information. If any information is missing, Dispatchers shall send the form back to the Division Manager, Supervisor, or authorized representative for revision. Dispatchers shall acknowledge receipt of the completed request by providing their name, signature, and date of receipt on the bottom of the form. Dispatchers shall prepare and review a draft of the Water Outage/Road Closure Notification via Mailchimp (see *Mailchimp 101, GWA Outages & Alerts Distribution*²) and TextCaster (see *TextCaster Walkthrough*²) upon confirming that all necessary information has been provided. Following the review for completeness and accuracy, the draft must be emailed to the Dispatch Supervisor or his/her designee for review and approval. If the Dispatch Supervisor is unavailable, the draft must be emailed to the USA for Asset Management for review and approval. In either case, the Dispatcher shall send a notification via phone, text message, or through the designated WhatsApp chat to inform the Dispatch Supervisor or USA for Asset Management of the email sent.

6.3.1. **Mailchimp Templates:** Under GWA's Mailchimp account, there are different templates for each type of Water Outage/Road Closure Notification: 1) *Scheduled Water Outage Alert (Attachment 4)*; 2) *Road Closure Alert (Attachment 5)*; 3) *Emergency Water Outage Alert (Attachment 6)*; 4) *General Water Service Alert (Attachment 7)*. GWA Dispatcher should use the appropriate template.

6.4. **Review of Requests:** The Dispatch Supervisor or USA for Asset Management approves or disapproves the transmission of the Water Outage/Road Closure Notification as well as any proposed social media post via email, text, or through the designated WhatsApp chat. Reasons for the disapproval must be explained in the email, text, or designated WhatsApp chat. The Dispatch Supervisor or USA for Asset Management must coordinate with the Community Outreach Program (COP) Director to ensure that the information outlined in §6.2.1. and §6.2.2. are accurately contained in the public notice and social media post.

6.4.1. Emergency notices should be reviewed for approval or disapproval as soon as possible or within one (1) hour of receiving the request.

6.5. **Notice Transmittal:** The Dispatcher transmits the approved Water Outage/Road Closure Notification via Mailchimp and TextCaster to the compulsory recipients, Community Outreach Program Director, media, and/or public. Mailchimp notices should be sent to the "GWA Outages & Alerts Audience."

6.6. **Notice Control:** The Dispatch Supervisor shall monitor the completion of the notification to ensure it has been sent to all email and text recipients.

6.7. **Posting to Social Media Account:** The Community Outreach Program (COP) Director shall provide Final approval of and be responsible for preparing, posting, and removing all Water Outage/Road Closure Notifications on GWA's social media account(s).

² This and other training materials can be found at GWA Intranet www.guamwaterworks.org/intranet.

Water Outage & Road Closure Notifications to the Media/Public

- 6.7.1. Upon receiving an approved Water Outage/Road Closure Notification, the COP Director shall draft the social media post and submit it via email to the Dispatch Supervisor for review and confirmation. If the Dispatch Supervisor is unavailable, the draft shall be sent to the USA for Asset Management. The COP Director has final approval authority for social media posts.
- 6.7.2. The Dispatch Supervisor or USA for Asset Management shall confirm the draft social media post via email or text message within one (1) hour of receipt, especially for emergency notices.
- 6.7.3. Once confirmed, the post shall be published to GWA's official social media account(s).
- 6.7.4. The COP Director shall review GWA's social media account(s) weekly and remove any posts related to completed outages or road closures.
- 6.8. **Regular Updating of Compulsory Recipients:** The Dispatch Supervisor shall regularly update compulsory recipients' email addresses, WhatsApp numbers, and other pertinent information to ensure that Dispatch does not miss sending them critical information.
- 6.9. **Alert Emails:** Incoming emails sent to alerts@guamwaterworks.org are automatically forwarded to the GM, AGM-O, Assistant General Manager for Administration and Support (AGM-A&S), Dispatch, and Customer Service. The appropriate personnel shall respond to the emails received (e.g., if it is a billing inquiry, then Customer Service shall respond). The Dispatch Supervisor shall monitor and appropriately manage all incoming emails to ensure that they are properly addressed. This includes taking necessary action based on the nature and criticality of the information provided in the email.
- 6.10. **Training:** The USA for Asset Management should conduct training in the Water Outage and Road Closure Notifications to the Media/Public when needed. New or relevant employees must receive training and sign the *Employee's Acknowledgment Receipt (Attachment 8)* to confirm their understanding and compliance with the procedures outlined in this SOP.
- 6.11. **Non-Compliance with this SOP:**
- 6.11.1. **Employee:** Failure of the employee to adhere and comply with any of the guidelines, policies, and procedures stated herein may result in progressive or adverse disciplinary action, including but not limited to suspension, demotion or termination of employment as provided by GWA Personnel Rules and Regulations (PR&R).
- 6.11.2. **Supervisors and Managers:** Failure of the Manager or Supervisor to report and enforce all the guidelines, policies, and procedures stated herein may result in progressive or adverse disciplinary action, including but not limited to suspension, demotion, or termination of employment as provided by GWA PR&R.

7.0 Document Approvals

Role	Position	Name of Approver	Approval Signature	Date Approved
Authors	Legal Secretary III Water Communications Dispatcher Supervisor	Antonette Dione A. Gutierrez Jonathan Herrero	Approval on File	On File

Water Outage & Road Closure Notifications to the Media/Public

Policy Owner	Assistant General Manager for Operations	Thomas A. Cruz, P.E.	Approval on File	On File
Final Approver	General Manager	Miguel C. Bordallo, P.E.	Page 1	Page 1

By existing Guam and federal laws, the contents of this SOP were reviewed thoroughly by its policy owner and were found to be:

☒ appropriate for publication on the GWA website without compromising the security of GWA's system or the public's health and safety.

☐ not appropriate for publication on the GWA website because it might jeopardize the security of GWA's system or the public's health and safety.

8.0 Records of Revisions

All suggestions for improvement shall be directed to the policy owner indicated below. The policy owner will consider input received, develop recommendations on how to address the suggestions, and obtain authorization to make the recommended changes. Updates, revisions, corrections, and waivers to this SOP shall be made in writing and be approved by the GM.

8.1. Policy Owner: Assistant General Manager for Operations

8.2. Authorization: General Manager

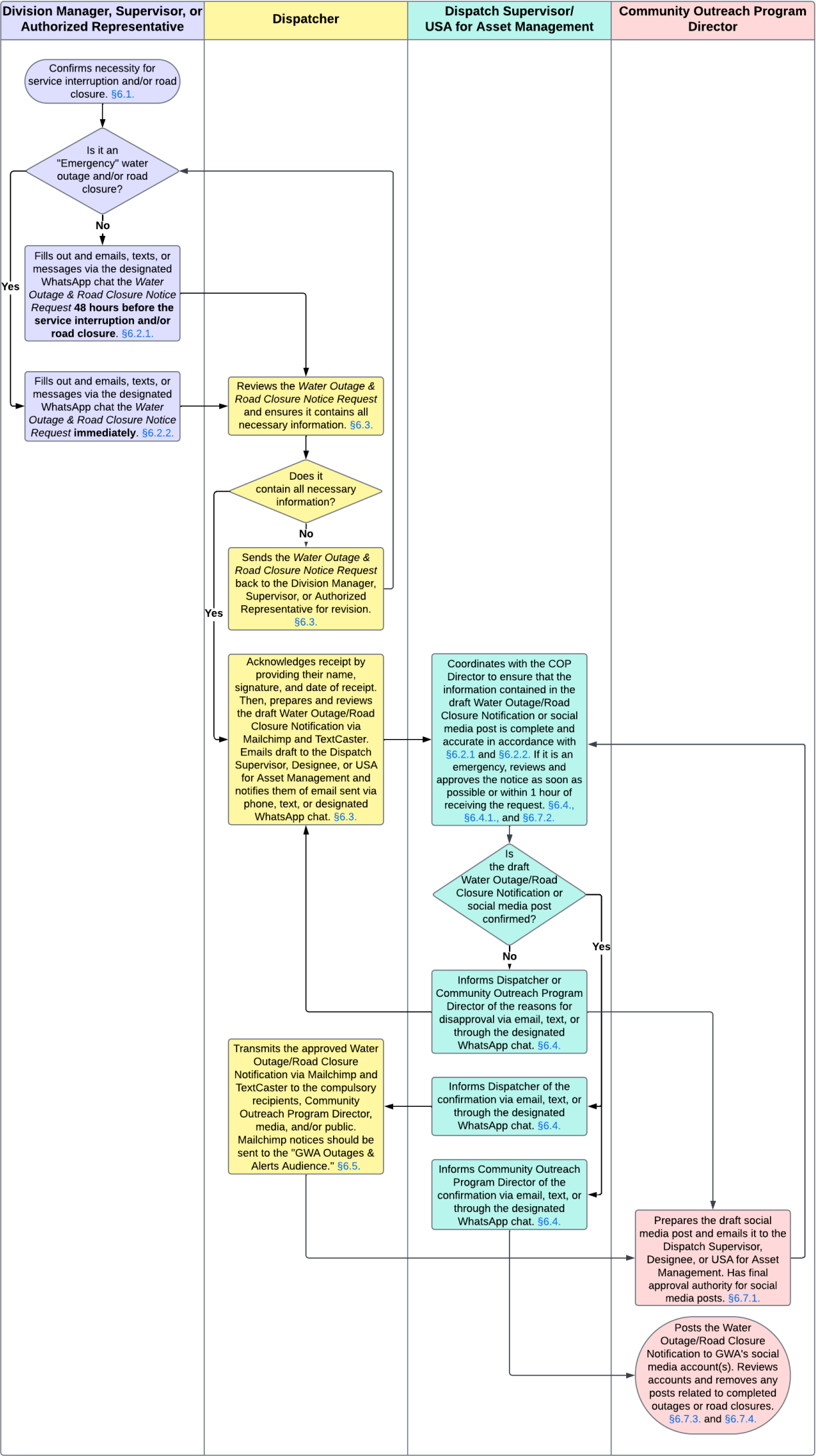
Effective Date	Revision Letter	Document Authors	Description of Change
Page 1	C	Antonette Dione A. Gutierrez & Jonathan Herrero	Amended Policy/Procedure

9.0 References

- 9.1. GWA Memorandum – Transfer of Trouble Dispatch Section Management Oversight, December 24, 2024.
- 9.2. GWA SOP GM-123, *SCC/Dispatch to Report All Water Outage Notifications to the Media*.
- 9.3. SOP-1500-WP-001(B), *Water Outage & Road Closure Notifications to the Media/Public*.
- 9.4. Notes provided by AGM for Operations.
- 9.5. Mailchimp 101, GWA Outages & Alert Distribution Prepared by 8 Ronin.
- 9.6. "So, What Exactly Is Mailchimp and Why Do You Need It for Email Marketing". AnnexCore. 15 February 2021. Retrieved 2021-09-20.

Water Outage & Road Closure Notifications to the Media/Public

Attachment 1: Flowchart



Water Outage & Road Closure Notifications to the Media/Public

Attachment 2: List of Compulsory Recipients



Gloria B. Nelson Public Service Building
688 Route 15
Mangilao, Guam 96913

WATER OUTAGE & ROAD CLOSURE NOTIFICATIONS TO THE MEDIA/PUBLIC LIST OF COMPULSORY RECIPIENTS

Guam Agencies

1. Department of Public Health and Social Services
2. Office of the Attorney General
3. Guam Council on the Arts and Humanities Agency
4. Department of Administration
5. Department of Homeland Security
6. Guam Energy Office
7. Guam Department of Corrections
8. Guam Housing Corporation
9. Guam Police Department
10. Guam Housing & Urban Renewal Authority
11. Guam International Airport Authority
12. Office of Public Accountability
13. Guam Power Authority
14. Guam Memorial Hospital Authority (GMH)
15. GMH - Skilled Nursing Facility
16. Government of Guam Retirement Fund
17. Guam Department of Public Works
18. Guam Fire Department
19. Bureau of Statistics & Plans
20. Civil Service Commission
21. Guam Department of Agriculture
22. Judiciary of Guam
23. Department of Youth Affairs
24. Guam Environmental Protection Agency
25. Guam Department of Education
26. Serve Guam Commission
27. Guam Department of Revenue and Taxation
28. Port Authority of Guam
29. Guam Office of Technology
30. Guam Regional Transit Authority
31. Department of Integrated Services for Individuals with Disabilities
32. Department of Labor
33. Guam Supreme Court
34. Guam Legislature
35. Customs and Quarantine Agency
36. Guam Ancestral Lands Commission
37. Guam Visitors Bureau
38. Department of Land Management
39. Guam Solid Waste Authority
40. Hagåtña Restoration and Redevelopment Authority
41. Bureau of Budget and Management Research
42. Guam Department of Public Works
43. Guam Economic Development Authority
44. Guam Behavioral Health and Wellness Center
45. Department of Parks and Recreation
46. Guam National Oceanic and Atmospheric Administration Weather Forecast Office

47. Transportation Security Administration

Mayors' Council

48. Mayors' Council of Guam
49. Village Mayors and Vice Mayors

Media

50. Guam Pacific Daily News (Media)
51. Joy FM Radio (Media)
52. Kuam (Media)
53. Guam Post (Media)
54. Guam Pacific News Center (Media)
55. BOSS 104 (Media)
56. Moycom (Media)
57. k57 (Media)
58. Stars and Stripes (Media)
59. Glimpses of Guam (Media)
60. Pacific Island Times (Media)
61. Chinese Times Guam (Media)
62. Choice Phone LLC (Media)
63. Choice Broadcast (Media)
64. Guam Shinbun (media)
65. Kandit News (Media)
66. KTKB FM (Media)
67. Sorensen Media Group (Media)
68. Stars & Stripes Guam (Media)
69. Docomo Pacific (Media)
70. Mabuhay News (Media)
71. Hit Radio 100 (Media)
72. 8Ronin (Media)
73. Galaide group (Media)
74. GTA Teleguam

US Military Bases in Guam

75. US Navy Guam
76. US Airforce Guam
77. US Marine Guam
78. US Army Guam
79. Guam Army National Guard
80. US Coast Guard Guam
81. Naval Hospital

Others

82. University Of Guam
83. Guam Community College
84. American Red Cross of Guam
85. Guam Salvation Army
86. Guam Regional Medical City
87. Harvest Baptist Church Guam

Water Outage & Road Closure Notifications to the Media/Public

Attachment 3: Water Outage & Road Closure Notice Request

Gloria B. Nelson Public Service Bldg.
688 Route 15
Mangilao, Guam 96913

**WATER OUTAGE & ROAD CLOSURE
NOTIFICATIONS TO THE MEDIA/PUBLIC
WATER OUTAGE & ROAD CLOSURE
NOTICE REQUEST**

MANDATORY DETAILS	INFORMATION
1. Village	
2. Specific Road / Street and Surrounding Areas (Cannot be blank)	
3. Emergency or Scheduled (For scheduled outage, this request must be sent to Dispatch 48-hours before the scheduled service interruption)	<input type="checkbox"/> Emergency / Unplanned <input type="checkbox"/> Scheduled / Planned
4. Day, Date, Time	
5. Reason	
6. Expected Restoration	
7. Completion Date (if applicable)	

- This request must be emailed, texted, or messaged through the designated WhatsApp chat to GWA Dispatch before an outage or road closure is executed.
- No information in this form should be left blank.

Requested by:

Acknowledged by:

Requestor Name, Signature & Date

Dispatcher Name, Signature & Date

Water Outage & Road Closure Notifications to the Media/Public

Attachment 4: Scheduled Water Outage Alert

[View this email in your browser](#)



SCHEDULED OUTAGE

Dear Valued Customer,

You are receiving this water service alert because you have subscribed to our alert notification service. If you wish to no longer receive future notices, you can [unsubscribe](#).

Scheduled Water Outage

Date:

Estimated Start Time:

Estimated End Time:

Village:

Areas Affected:

We appreciate your patience as [insert work/repairs performed].

Water Outage & Road Closure Notifications to the Media/Public

Attachment 4: Scheduled Water Outage Alert (Cont.)

For more information, contact GWA Dispatch at alerts@guamwaterworks.org or call 671-646-4211 (available 24/7).



Copyright © `{CURRENT_YEAR}` `{LIST:COMPANY}`; All rights reserved.
`{IFNOT:ARCHIVE_PAGE}` `{LIST:DESCRIPTION}`

Our mailing address is:
`{HTML:LIST_ADDRESS_HTML}` `{END:IF}`

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#).

#1140

Water Outage & Road Closure Notifications to the Media/Public

Attachment 5: Road Closure Alert

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ROAD CLOSURE

Dear Valued Customer,

You are receiving this water service alert because you have subscribed to our alert notification service. If you wish to no longer receive future notices, you can [unsubscribe](#).

Road Closure Alert

Date:

Estimated Start Time:

Estimated End Time:

Village:

Areas Affected:

We appreciate your patience as [insert work/repairs performed]. Please adhere to traffic safety signage and flagmen while traveling through. Si Yu'us Ma'ase for your help in keeping our crews safe. Drive safely!

Water Outage & Road Closure Notifications to the Media/Public

Attachment 5: Road Closure Alert (Cont.)

For more information, contact GWA Dispatch at alerts@guamwaterworks.org or call 671-646-4211 (available 24/7).

VISIT GWA



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`{IFNOT:ARCHIVE_PAGE}` `{LIST:DESCRIPTION}`

Our mailing address is:

`{HTML:LIST_ADDRESS_HTML}` `{END:IF}`

Want to change how you receive these emails?

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Attachment 6: Emergency Water Outage Alert



EMERGENCY OUTAGE

Dear Valued Customer,

You are receiving this water service alert because you have subscribed to our alert notification service. If you wish to no longer receive future notices, you can [unsubscribe](#).

Emergency Water Outage

Date:

Estimated Start Time:

Estimated End Time:

Village:

Areas Affected:

We appreciate your patience as [insert work/repairs performed].

Water Outage & Road Closure Notifications to the Media/Public

Attachment 6: Emergency Water Outage Alert (Cont.)

For more information, contact GWA Dispatch at alerts@guamwaterworks.org or call 671-646-4211 (available 24/7).

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Our mailing address is:

`*[HTML:LIST_ADDRESS_HTML]*` `*[END:IF]*`

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[GWA EMPLOYEE #]

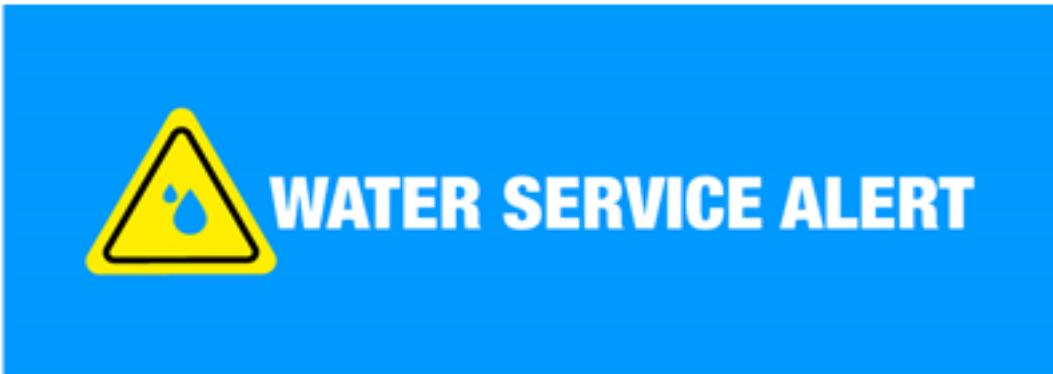
Water Outage & Road Closure Notifications to the Media/Public

Attachment 7: General Water Service Alert

[View this email in your browser](#)



GUAM WATERWORKS AUTHORITY



Dear Valued Customer,

You are receiving this water service alert because you have subscribed to our alert notification service. If you wish to no longer receive future notices, you can [unsubscribe](#).

[Type of Alert]

Date:

Estimated Start Time:

Estimated End Time:

Village:

Areas Affected:

We appreciate your patience as [insert work/repairs performed].

Water Outage & Road Closure Notifications to the Media/Public

Attachment 7: General Water Service Alert (Cont.)

For more information, contact GWA Dispatch at alerts@guamwaterworks.org or call 671-646-4211 (available 24/7).

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{IFNOT:ARCHIVE_PAGE} {LIST:DESCRIPTION}

Our mailing address is:

{HTML:LIST_ADDRESS_HTML} {END:IF}


Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).

[GWA EMPLOYEE #]

Water Outage & Road Closure Notifications to the Media/Public

Attachment 8: Employee's Acknowledgement Receipt

	Gloria B. Nelson Public Service Building 688 Route 15 Mangilao, Guam 96913	WATER OUTAGE & ROAD CLOSURE NOTIFICATIONS TO THE MEDIA/PUBLIC EMPLOYEE'S ACKNOWLEDGMENT RECEIPT
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I, the undersigned, an employee of the Guam Waterworks Authority, hereby acknowledge receipt of SOP-1000-AM-001(C) entitled "*Water Outage & Road Closure Notifications to the Media/Public*" this _____ day of _____, 20____.

Employee's Name/Badge No.:	Employee's Signature:	Date:
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