
County of Wetaskiwin No. 10

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NEWS RELEASE

For Immediate Release

September 16, 2020

New Public Works Call Centre

Over the summer, the County of Wetaskiwin No.10 implemented a new communication system for handling Public Works and Utility related calls originating from the public. All calls will now go through a centralized call centre. This will allow for all calls to be logged, prioritized, and tracked in a more efficient manner.

The goal is to assist the public immediately (if possible) with an answer to their question. If the nature of the call requires a field inspection and follow up with County field staff, then the call is logged in the Service Request Management System (SRM) and the SRM is assigned.

The goal of the Call Centre is to efficiently address and organize the high volumes of calls that come in on a daily basis. Once an SRM is set up, it will not be closed until there is a resolution to the complaint or service request.

Residents can call Public Works and Utilities directly by calling 780-361-6241. For afterhours concerns and emergencies please call 780-352-0005.

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For further information contact:
Public Works

780-361-6241

pwadmin@county10.ca