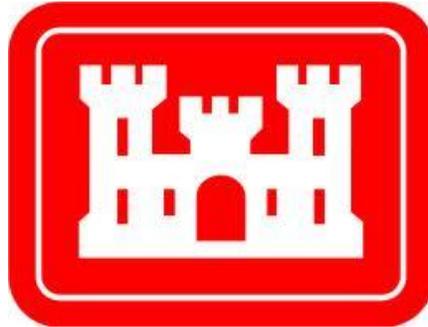




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DPW CUSTOMER HANDBOOK

**Directorate of Public Works
US Army Garrison,
Fort Greely Alaska**

1 February 2013

DPW: Your Dedicated Professional Workforce



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SECTION 1

INTRODUCTION

PURPOSE: The purpose of this handout is to help you, our customer, to understand how the Directorate of Public Works (DPW), U. S. Army Garrison, Fort Greely, can help you accomplish your requested work and mission.

DPW RESPONSIBILITY: The professionals of the DPW, USAG Fort Greely, are at your service to provide engineering, master planning, environmental protection and compliance, and maintenance and repair of facilities, grounds, roads, utilities and other structures located at Fort Greely, Alaska. This responsibility includes such things as the maintenance and repair of buildings, roads, sidewalks, headbolt heaters, grounds/landscaping, and signs within the installation boundaries. We are also responsible for ensuring continuous, reliable, and safe water, sewer, and electrical services in the facilities.

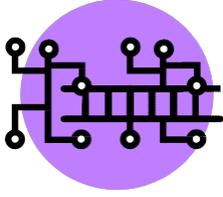
Our in-house professionals are “subject matter experts” and will assist you in determining how the DPW can best meet your needs.

If we cannot accomplish your work requirements with our in-house personnel, we will determine if a contract with a civilian contractor can be established to have the work accomplished.

The most important thing in being a satisfied DPW customer is to get the DPW involved as early as possible in any of your plans that will require our support in order to make your plans successful.

Non-DPW work: There are certain things that the DPW does not provide. The DPW is not responsible for providing maintenance/repair support for items on a hand receipt including but not limited to electrical cipher locks, safes, furniture, movable equipment, and vehicles. Please contact your local Directorate of Logistics (DOL) for advice on how to obtain maintenance/repair for these items. Please contact Central Receiving for furniture repair at (907) 873-4306. For maintenance of non-GSA/non tactical vehicles please contact Vehicle Maintenance at (907) 873-3480.

In addition, the DPW frequently receives requests to install or repair telephones and /or TV cables. Please contact the Network Enterprise Center (NEC) 59th Signal Battalion (907) 873-3100 for advice on how to obtain support.



SECTION 2



How to get "HELP" from DPW??

The following DPW Divisions are available to assist you. We have listed their contact information along with the services they provide at Fort Greely.

Facility Maintenance

Location: 1st Floor North East end, Building 601
Phone No: (907) 873-3188 (normal duty hours and also during non-duty hours)

Services: Demand maintenance orders, facility maintenance and repair, job estimating, in-house work orders, workers include carpenters, pipe fitters, plumbers, HVAC technicians, electricians, maintenance workers, and laborers.

Engineering

Location: 2nd Floor, Building 603
Phone No: (907) 873-4399 (normal duty hours)

Services: Engineering design, cost estimating, project work order development, construction contracting, AutoCAD drawing, energy management, work classification, building inspections, building code requirements.

Roads and Grounds

Location: East End, Building 615
Phone No: (907) 873-4589 (normal duty hours)

Services: Grass cutting, snow removal, road maintenance, and refuse removal.

Master Planning

Location: 1st Floor, Building 603
Phone No: (907) 873-7336 (normal duty hours)

Services: Installation master planning, military construction (MILCON) programming, real property file management, space utilization including providing needed space to tenants, Real Property Planning Board, and Geographic Information System and Mapping.

Housing

Location: 1st Floor, Building 603
Phone No: (907) 873-4658 (normal duty hours)

Services: Housing services including providing off-post housing options, RCI and North Haven oversight, barracks assignments, and barracks furnishings.

Contract Management

Location: 1st Floor, Building 603
Phone No: (907) 873-1134 (normal duty hours)

Services: Construction contract oversight, contractor relations, Contracting Officer Representative (COR) services, liaison between customer, contractor and Contracting Officer, provide customer with status updates on projects.

Utilities

Location: 1st Floor East Side, Building 603
Phone No: (907) 873-7409 (normal duty hours)

Services: Oversight of utilities privatization contractor Doyon Utilities Inc., service hookups, power outage notification, utility rates, oversight of utility construction.

Environmental

Location: 2nd Floor East Side, Building 601
Phone No: (907) 873-4664 (normal duty hours)
(907) 873-FIRE (for spills and emergencies)

Services: Environmental compliance, pollution prevention, environmental sampling, waste management, recycling and reuse program, pest control, wildlife management.

Facility Maintenance

The facility maintenance team is made up of professional workers in such areas as carpentry, plumbing, pipe fitting, painting, sheet metal work, electrical work, and HVAC, etc. If you need work done or have a maintenance issue you will need to initiate a demand maintenance order or a project work order. Based on the scope and complexity of the work to be done, the DPW will determine if the work is to be accomplished through a **Demand Maintenance Order** or a Facilities Engineering Work Request , DA Form 4283 (also known as **Project Work Orders**).

DEMAND MAINTENANCE ORDERS



Demand Maintenance Orders (DMO's) are initiated by calling or visiting the maintenance desk located at the Facility Maintenance Office listed above.

DMO's are used for minor facility maintenance and repair work accomplished on Government-owned facilities and equipment and is limited to \$2,500 in cost or forty (40) man-hours of labor. When submitting a DMO, please provide the following information:

- 1. Clear description of the problem, including the exact location.*
- 2. Name & phone number of a person familiar with the problem or need.*
- 3. Unit or activity you are assigned to.*

The Maintenance Production Control Technician will prepare a DMO and electronically send it to the appropriate DPW trades shop for work accomplishment.

Demand Maintenance Order Priorities

DMO priorities are established by the DPW and will be accomplished based upon the following priority system:

Emergency (Priority 1) - Emergency work takes priority over all other work and requires immediate action, including overtime or diverting craftsmen from other jobs, if necessary, to cover the emergency. Usually, work will be classified as emergency when it consists of correcting failures/problems, which constitute an immediate danger to life, health, mission, security, or property. Examples include: overflowing drains, broken water or steam pipes, power failures, broken electrical components which may cause fire or shock, and stopped up commodes (when only one is available for use). Normal response time to emergency work is

within 30 minutes during normal business hours and 2 hours after hours. Once started, work will continue until completed or until temporary repair is made.

Urgent (Priority 2) - Urgent work is required to correct a condition, which could become an emergency, could seriously affect morale or has command emphasis. Examples include heating and hot water supply outages, or air conditioning system failures. As a general rule, the DPW will make every effort to accomplish all urgent work within 7 working days of receipt of the request.

Routine (Priority 3) - Routine work does not meet the category of emergency or urgent. This category covers required work which, if not accomplished, would only continue to be an inconvenience or unsightly condition. Work in this category will normally be accomplished on a first-come first-served basis. Every effort will be made to respond to and complete routine work within 30 days.

Unsatisfactory Work Accomplishment - Work that has been unsatisfactorily completed will be redone correctly. Please call the Maintenance Supervisor at 873-4589 if you have any work accomplished which you feel is unsatisfactory.

Work Evaluation - The DPW reviews the performance of work accomplished by our craftsmen. Whenever they do any work for you, we would appreciate very much if you would let us know how they did. Our workers can provide you with a copy of a questionnaire. It is important that you fill out the questionnaire and return it to the DPW. It helps us to evaluate our performance and improve our services. In addition, customers are encouraged to submit ICE comments and contact our maintenance desk to express their satisfaction/dissatisfaction with work accomplished.



Demand Maintenance Orders Converted to Project Work Orders.

If the work is determined to cost more than \$2,500 or require more than 40 man-hours of labor the work must be converted to a work order. This means that a **Facilities Engineering Work Request (DA Form 4283)** must be completed and a project will be developed to complete the work. It is often difficult to determine if an item of work should be a demand maintenance order or a project work order before the official estimate is completed. The Maintenance Supervisor can assist with this since DPW has experience from past projects. DMO's are also converted to project work orders if the item of work requested is not maintenance or repair of a facility which DPW is responsible to maintain or if the requesting organization intends to fund the work.

Engineering

The Engineering Division is responsible for providing engineering support for maintenance and repair of all infrastructure on the installation. This usually means the Engineering Division works on larger scale projects or projects that require specialized engineering expertise. All new construction on the installation must also be coordinated through the Engineering Division. This work is done through project work orders.

PROJECT WORK ORDERS

Facilities Engineering Work Request, DA Form 4283 (Project Work Orders)

Maintenance, repair and construction work that exceeds \$2,500 in cost or require over 40 man-hours is completed with a Project Work Order or a Facility Engineering Work Request, (DA Form 4283). A copy of the DA Form 4283 is attached.



Only authorized unit/activity representatives may submit DA Form 4283 to the DPW. The DPW Engineering Administrator keeps a copy of the Authorized Requestor memorandum on file and verifies each DA Form 4283 against this authorizing memorandum. Work order(s) will not be accepted unless signed by the unit/activity authorized requestor. To find out who in your organization is an authorized requestor or to become one, contact the DPW Engineering Administrator at (907) 873-1105.

You need to clearly state in the description block of the DA Form 4283 the work you need done. It's important that this be stated clearly; otherwise, misunderstandings can result in your work being unnecessarily delayed. Please clearly state your requirement as well as other pertinent information, such as whether you plan to pay for the work, if you plan to do the work as self-help, and if there are any time constraints that we need to be aware of. When you submit your 4283, please make sure that all necessary drawings or maps are included. If you are unsure of the extent of the problem please call DPW and we will have the appropriate engineer come help with the description.

When a regulation, policy letter or safety requirement is the justification for the requested work, please attach a copy to the work request.

If there is not enough information for the DPW to process the work request, the originator/customer will be contacted and asked to provide the missing information by a certain suspense date. If the required information is not provided by the suspense date, the 4283 will be cancelled and the originator will be notified. However, you may resubmit another 4283 for the same request when all of the information is attached. If all necessary information is provided, the DPW will determine a method of accomplishment based on the scope and complexity of the work, and the 4283 will be forwarded to the appropriate DPW office for accomplishment.

Remember: The most important thing in being a satisfied DPW customer is to get the DPW involved as early as possible in any of your plans that will require our support in order to make your plans successful.



Fort Greely Work Order Process

1. The organization requesting the work completes a DA Form 4283 and submits a signed copy to the DPW Engineering Administrator (Currently Cheryl Gardner-Phone # 873-1105, email – cheryl.gardner4.ctr@mail.mil).
2. The DA Form 4283 must be signed by an authorized requestor who has a current signature card on file with the DPW.
3. The DPW Engineering Administrator creates project file and forwards project to DPW Engineering Chief (Currently Carl Ramos-Phone # 873-4399, email – carl.e.ramos.civ@mail.mil).
4. The Engineering Chief will contact the organization to clarify scope if necessary, determine need for the project, determine if the work requested is a DPW real property responsibility (instead of repair of hand receipt equipment), find out when project completion is required and identify funding availability.
5. Project will be developed by DPW Engineering Staff including a scope of work and cost estimate. Engineers will coordinate with customers to ensure customer needs are met and to explain project limitations or requirements.
6. Engineering Division will hold a final design review meeting prior to beginning work. Customer and appropriate organizations will be invited. This is the customer's final opportunity to provide input or make changes so it is important to attend.
7. Engineering Division will obtain the required approvals such as Environmental, Fire Department, Network Enterprise Center, and Security, etc.
8. When funding becomes available the work will either be completed by in-house DPW personnel or by contract.
9. DPW Contract Management will notify the customer when the work is expected to begin and end and provide status updates throughout the project.

Change Orders

Once the contract has begun, it is too late for the customer to provide input or make changes. Any changes to the design of a project after contract award are called change orders and have proven to be very costly at this installation. Only unforeseen site conditions justify changes after award. It is imperative that the customer attend design review meetings and provide input to the engineers during project development before the contract is awarded.

Who pays; the DPW or the Customer?



This is a critical question. In the majority of cases, the DPW is responsible for funding most of the routine maintenance, repair, and minor construction for all Fort Greely assigned Real Property. However, there are exceptions and they have to be addressed on a case by case basis. In addition, there are various customers (i.e. units/Activities/Directorates) that are required by law or official directives to fund work when requesting the DPW to perform for them. These customers have been officially designated as "Reimbursable Customers".

As a rule of thumb, work to maintain or repair existing real property is funded with Sustainment, Restoration & Modernization (SRM) dollars. Real property consists of land, buildings and facilities, including improvements, additions, and the utilities that support them. It includes equipment built into the facility (such as a central air-conditioning system), but not mobile equipment (such as dining facility equipment, and ice machines).

To prevent any misunderstandings and delays, it is recommended that one of the first steps in your request for DPW support is to determine who will pay.

The DPW Budget office, 873-3331, will assist you in this determination.

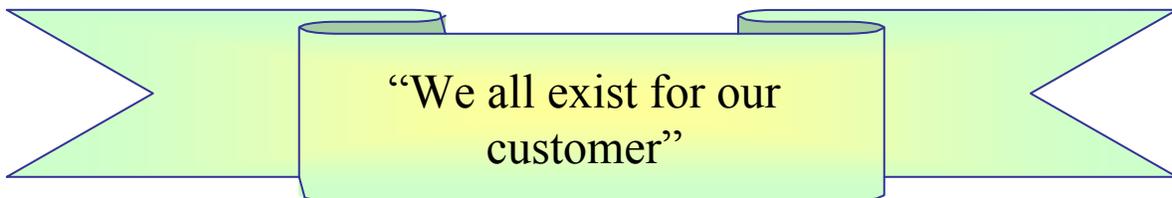
Funding for Projects

Fort Greely receives SRM funds annually for the Sustainment, Restoration and Modernization of the installation's infrastructure. The amount received is based on a formula established in the Facility Sustainment Model which is determined by information such as facility type, square feet, and category code. Not all facilities generate SRM funding. The DPW is responsible for planning work so that maintenance and repair will be accomplished at a level to support the planned use of the facility. Guidance from IMCOM HQ states that 92% of all SRM funding should be used for sustainment. Sustainment is the maintenance and repair activities necessary to keep facilities or the inventory of real property in good working order. It includes regularly scheduled adjustments and inspections, preventive maintenance and routine service calls. Sustainment includes major repairs or replacement of facility components that are expected to occur periodically throughout the lifecycle of the facility. The remaining 8% of SRM funding should be used for Restoration and Modernization which would include additions, expansions, conversions or replacement (i.e. new work). SRM funds should only be spent on facilities that

generate funding.

The DPW is required to maintain a 5 year work plan which gets adjusted annually. Each year the DPW develops a project list and establishes priorities for the Annual Work Plan (AWP). This AWP list includes the projects that will be completed with the current year's available funding and is developed after discussions with all installation organizations. These discussions are each organization's opportunity to let the DPW know their top priorities for the coming year. The list is presented at the Real Property Planning Board and approved by the Installation Commander.

Tenant organizations can fund projects not funded with SRM dollars. All work must be coordinated with and approved by the DPW regardless of the source of funds or method of accomplishment. This ensures that all maintenance, repair and construction are in accordance with the installation's real property management plans. They also ensure that work accomplished does not violate federal or state laws; DOD or Army regulations; building and construction codes, standard, and criteria; installation facility standards; or exceed any local utility infrastructure capabilities.



Proprietary Approval

Proprietary approval is the requirement for all Units/Activities/Directorates located at Fort Greely *to obtain approval from the DPW prior to* initiation of any maintenance, repair, or construction work. There are some special circumstances which require special procedures for three organizations on Fort Greely. The Missile Defense Agency maintains operational control of the Missile Defense Complex and some facilities within the cantonment area. Doyon Utilities owns and is responsible for maintenance and operation of utilities and utility infrastructure. North Haven Communities and Lend Lease are responsible for maintenance of family housing on the installation.

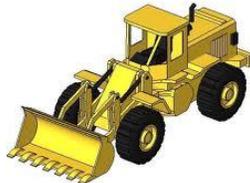
All others must have their projects technically reviewed and approved by the DPW. ***This review and approval must be obtained prior to the start of any work.***

All requests for approval to perform work on any Fort Greely Facility will be submitted to the DPW on a DA Form 4283 with the following information:

- Detailed location of proposed project.
- Scope of proposed work.
- Justification for the proposed work.
- Impact if the project is not accomplished.
- Technical details of the project to include drawings, etc.

Proprietary approval is also required prior to the purchasing of any equipment that needs site approval, structural modifications to a facility, or facility support such as connections to utilities.

Obtaining proprietary approval, as outlined above, will minimize any problems in the accomplishment of your project. It will help you, *the customer*, to meet your mission requirements in a timely fashion and ensure that the DPW can support your project/equipment after project completion and or installation of your equipment.



Roads and Grounds

REFUSE REMOVAL

Remove recyclables and salvageable items, municipal solid waste, and construction/demolition debris. The removal of the refuse is based on a planned schedule. If your dumpster is full and needs dumping or you need to request a refuse container, please contact 873-4589.

GRASS CUTTING

DPW is responsible for grass cutting and grounds maintenance on the installation for all areas except the housing area.

SNOW REMOVAL

The DPW road maintenance crew is responsible for removing snow from all roadways and parking lots on the installation. Snow clearing and removal operations will begin once snow accumulation reaches 2 inches and snow continues to fall during normal duty hours. The order of operations is based on a snow removal SOP which prioritizes roadways and parking lots. The DPW will schedule parking lot snow removal and provide notification to building tenants when vehicles need to be moved. Snow removal operation for after hour, weekends and federal holidays is determined by the Directorate of Emergency Services Watch Commander.



Master Planning

Master planning is responsible for the short term and long term planning on the installation. This is accomplished through the Fort Greely Master Plan. The Master Plan identifies planned future development of land, facilities, and infrastructure on the installation. This requires development of new military construction projects (MILCON) to meet mission requirements. If you need a new facility, master planning can develop a DD Form 1391 to begin the MILCON process. Master planning is also responsible for all real property files on the installation.

SPACE REQUIREMENTS

Master planning determines proper space utilization through performing facility utilization surveys. To identify space shortage in real property facilities or request space on the installation, you need to contact Master Planning at 873-7336.

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

The DPW has staff that maintains and updates a robust Geographic Information System that is used to keep track of the locational data for most everything that is outside the building footprints on post. From this data the DPW can create high quality mapping products to meet your organizations spatial visualization needs that can be delivered in virtually any format to suit the customer's needs. These maps can be requested by contacting the Installation Geospatial Information and Services (IGI&S) Manager, currently Kevin White at 873-4193. When requesting these products please be prepared to explain the area of interest, the types of features needed to be displayed, and how the product should be delivered. While all efforts are made to make sure this data is accurate and up-to-date, the maps and analysis provided can in no way be substituted for an engineering review or to circumvent the dig permit process for things such as underground utilities.

LARGE FORMAT PRINTING

While the DPW is not set up to be a full scale print shop, nor do we have the proper software to do serious graphic design, we are equipped to provide large format printing of documents in support of Fort Greely's missions. However, the DPW is not funded to provide this service; therefore, customers requesting these services will be charged \$3.00 per Sq. Ft. for large prints. Also if any custom graphic design work is requested there will be hourly rates applied. These costs will be determined up front so the customer is aware of the costs to their organization prior to any work being performed.

RELOCATABLE BUILDINGS

Units may not purchase sprung, portable or relocatable buildings without written permission and site approval from the DPW. Such building erected by the user shall be maintained at the user's expense and will not be recorded on the DPW's Real Property account. The user will fund and procure all infrastructure requirements. Adding electricity, heat or other utilities is not allowed.



Housing

The Housing Office can help you meet your housing needs. They manage the barracks program and are responsible for barracks furnishings and making barracks assignments. Family housing on Fort Greely is privatized and the Housing Office provides government oversight for our housing partners, RCI and North Haven LLC. They also can provide information on off-post housing options.



Contract Management



The contract management team is made up of Contracting Officer's Representative and Quality Assurance Evaluators who oversee the construction and service contracts for the Garrison. They are the DPW construction and contracting experts and ensure that the contractors are providing the government what is required by contract. If you have questions or concerns about a project that is in progress please contact our contract management team at 753-1134.

DIG PERMITS

You must obtain an excavation/dig permit from DPW prior to any excavation/digging. DPW will review and approve all requests for excavation/digging submitted by the activity performing the work within 5 workdays from the date of receipt. DPW will review site plans for the area of excavation to assure that any existing utility lines or other underground systems will not be damaged during excavation. The customer is responsible for initiating the excavation permit and obtaining all necessary approvals.

Utilities

The DPW is responsible for providing safe reliable steam/heat, electric, water and wastewater utilities on the installation. On Fort Greely this is accomplished through a contract with a privatized utility company. Doyon Utilities LLC is the owner and operator of these utilities on Fort Greely. The DPW has a team of COR's and QAE's who oversee the contract and work with Doyon to meet the installation's needs. If your organization has a need for a change in utilities or questions about your service please contact the Utility Privatization team at 873-7409 and they will work with Doyon to meet your needs.

UTILITY OUTAGES

The DPW will provide notification of all utility outages.



Environmental

DPW Environmental Office ensures environmental compliance on the installation. They are also responsible for the Environmental Management System. Additional information about the Fort Greely environmental program is available in the Fort Greely Environmental Handbook. To obtain a copy please contact the Environmental Office at 873-4664.

WASTE MANAGEMENT

DPW also manages hazardous and universal wastes, with their contractor Environmental Compliance Consultants. If you will be generating hazardous waste contact the DPW Environmental Office at 873-4664. For hazardous waste service contact Environmental Compliance Consultants at 873-1007.



PEST CONTROL SERVICE

Contact the Installation Pest Management Coordinator at 873-4202 to report pest problems and initiate a demand maintenance order.

ENVIRONMENTAL SAMPLING

The Environmental Office can perform testing or reference surveys for radon, asbestos, mold and lead-based paint. Contact the Environmental Office at 873-4664 for more information.



RECYCLING

Customers may request pickup of their recyclable materials by contacting the Operations & Maintenance Division, DPW, Tel: 873-4589, and leaving a message stating: the name of a point of contact, telephone number, building number, and types of recyclables to be picked up. Requests for recycling containers, general recycling questions, and assistance with recycling should be referred to Fort Greely Recycling Manager at 873-4381.

SECTION 3

OTHER INFORMATION YOU NEED TO KNOW

In addition to providing maintenance and repair of facilities and the services listed above, the DPW is frequently asked about other items of work. Here is some additional information.



FIRE EXTINGUISHERS

DPW does not exchange used fire extinguishers. When the DPW turns over a new or renovated building, all fire extinguishers are provided.



KEYS AND LOCKS

Key control is a unit responsibility. Units should have a sufficient number of keys signed out to users and one additional key in their key box. That way, only a key broken off in the lock is an emergency. If a person or soldier misplaces a key or loses it, the DPW will not respond to this as a Priority 1 Service Order. Re-keying multiple locks due to lack of key control is not an urgent priority.

NEGLECT AND ABUSE

Equipment or facilities damaged through neglect or abuse will be brought to the attention of the unit Commander. Those responsible for the neglect or abuse may be held financially responsible.



PACKING AND MOVING

DPW provides moving services for government office moves. This work must be funded by the unit requesting the work. Packing and crating for household goods is the responsibility of the Area Transportation Office, Director of Logistics, located in Building 601.

PLAYGROUNDS

Playgrounds within the housing areas are the responsibility of North Haven Communities. All other playgrounds including the Indoor Playground in Bldg 650 are maintained by the DPW.



SIGNS

All sign requests must be submitted on a DA Form 4283, with a typed attachment showing the correct wording/spelling you want on the sign. The DPW is responsible for real property signs, such as street signs, permanent directional signs, safety signs, building and unit identification signs, exterior hours of operations signs, and name signs for Brigade and Battalion Commanders and their Command Sergeants Major. All real property signs will be made in accordance with the Installation Design Guide. For any exterior signs for a facility that will impact the appearance of the installation, you must submit a DA Form 4283 to the DPW for Proprietary Approval before you can make or purchase these signs, including electric marquees. The DPW does not provide signs for events, deployments, exercises, internal policies and procedures, motivational signs, or other name signs. All name signs will follow the same format as the Brigade name signs. You must procure these signs with your unit funds. Installation appearance is important! One way of keeping our installation looking nice is avoiding sign clutter. Whenever possible, use pavement markings instead of signs.

SMOKE DETECTORS

You may not remove or damage smoke detectors. Unauthorized tampering or removal of smoke detectors will be brought to the attention of the unit Commander.

TELEPHONE

DPW does not handle telephone services. For official government telephone services in your office, contact your unit Telephone Control Officer (TCO) and he/she will submit the request to the Network Enterprise Center (NEC). Your TCO through the NEC will assist you with your requirements.



TRANSPORTATION REQUIREMENTS

The DPW is not responsible for providing transportation. For transportation needs please contact the Directorate of Logistics Transportation Motor Pool located at Building 615.



FORT GREELY SCHOOL

The Fort Greely Middle School is owned by the Delta-Greely School District who is responsible for funding for all facilities engineering work performed on their facilities or assigned grounds.

SECTION 4



CUSTOMER FEEDBACK

We, at DPW, pride ourselves on listening to, working with, and learning from the most important person in our business – OUR CUSTOMER! We are committed to providing our customers with the very best service. We take your comments seriously.

There are several methods we use to gain feedback from our customers:

1. Our service providers will leave a Customer Service Survey Form with you when the job is complete. Just fill it out and drop in the mail.
2. You can put your comments directly into the Garrison's Interactive Customer Evaluation (ICE) System at <http://ice.disa.mil/>. If you work with DPW via email, use the ICE link from your service provider's signature block.
3. You can also provide comments by email to the Director of Public Works at christine.boerst.civ@mail.mil.



FACILITIES ENGINEERING WORK REQUEST

For use of this form, see DA Pam 420-6; the proponent agency is OACSIM.

PART A (See requestor instructions)	CUSTOMER ID	DOCUMENT SERIAL NUMBER	FY	TYPE	SHORT JOB DESCRIPTION						DATE				
				J							DA	MON	YR		
INSTALLATION ABBREVIATION OF FACILITIES		BUILDING/FACILITY NUMBERS													
		1	2	3	4	5	6	7	8	9	10				
1	FGA														
2															
3															
REMARKS															
INSTALLATION NAME Fort Greely, Alaska					CUSTOMER NAME				POC NAME			POC PHONE NUMBER			
WORK DESCRIPTION (Description and justification of work request)															
AUTHORIZED REQUESTOR (Type or print)							AUTHORIZED REQUESTOR SIGNATURE								
PART B (Approving Official Only)	APPROVAL ACTION CODE:						SPECIAL INTEREST CODE:			DATE					
	WORK REQUEST PRIORITY:						ESTIMATED WORK START DATE:			DA	MON	YR			
	PROGRAM INDICATOR CODE:						ESTIMATED WORK COMPLETION DATE:								
ENVIRONMENTAL IMPACT YES NO		ENVIRONMENTAL CONSIDERATION EIS / EIA INITIATED EIS / EIA COMPLETED		WORK TO BE PERFORMED IN-HOUSE SELF-HELP CONTRACT TROOP		WORKCLASS		APPROVAL AMOUNTS FUNDED UNFUNDED		SOURCE OF FUNDS					
						\$		\$		<input type="checkbox"/> DIRECT					
						\$		\$		<input type="checkbox"/> AUTOMATIC REIMBURSEMENT					
						\$		\$		<input type="checkbox"/> FUNDED REIMBURSEMENT					
						\$		\$		ACCOUNT PROCESSING CODE					
DESIGN APPROVAL (Please type or print name)				DATE			APPROVAL AUTHORITY (Please type or print name)				APPROVAL ACTION		DATE		
DESIGN APPROVAL SIGNATURE				DA	MON	YR	APPROVAL AUTHORITY SIGNATURE				APPROVED		DA	MON	YR
				DISAPPROVED											



Service Application

Installation: FWA FGA JBER Date of Application: _____ Applicant Phone: _____

Applicant Name: _____ Company Name: _____

Applicant Signature: _____ Applicant e-mail: _____

Name of Contractor/Installer: _____ Phone of Contractor/Installer: _____

What utility is requested: Water Sewer Heat Electric Gas

Type of service: New or Replacement/upgrade of existing service AND Temporary or Permanent

Will the work require demolition of existing service? Yes No Date service required: _____

Building Number/Location of Service: _____

Army Project Number and Name: _____

Who is the tenant? _____ Has the contractor obtained a "Dig Permit"? Yes No

Has the contractor read and understood the Doyon Utilities Design & Construction Standard for the applicable utility? Yes No

NOTES:

- Please complete the applicable sections below. If additional space is required to explain the project, please attach additional pages.
- Three sets of plans are required for Doyon Utilities to review and approve.
- For Electric - Please provide a load letter consist with the requirements detailed in NEC Article 220.

WATER/SEWER

Calculated average daily water demand in Gallons per Day: _____ Calculated peak water demand in Gallons per Hour: _____

Number of people to be served: _____ Total Fixture Count (per Uniform Plumbing Code): _____

STEAM

Calculated average daily heat demand in BTUs per Day: _____

Size of each pressure reducing valve in lbs/hr. PRV # 1 _____ PRV# 2 _____

Total calculated steam load of all equipment in Lbs. per hour (nameplate data) _____ Bldg sq. footage: _____

ELECTRIC

Service Voltage: _____ Amps: _____ Number of meters: _____

Choose one: Single Phase Three Phase

GAS

Number of meters required: _____

Load details

	Appliance Type	# of appliances	X	Load per unit BTU/hr	Total load BTU/hr
Delivery pressure required:			X		
<input type="checkbox"/> 7" WC (standard) <input type="checkbox"/> 2 psig			X		
			X		
			X		

RETURN FORM TO APPLICABLE OFFICE

INTERNAL USE ONLY

Fort Wainwright P.O. Box 74040 Fairbanks, AK 99707 (907) 455-1571	Fort Greely P.O. Box 31346 Fort Greely, AK 99731 (907) 869-3600	JBER P.O. Box 5469 JBER, AK 99505 (907) 338-3600
----------------------------------------------------------------------------	--------------------------------------------------------------------------	-----------------------------------------------------------

Army Project Number



Utility Disconnect

Please give Doyon Utilities as much notice as possible but not less than (5) working days prior to the requested disconnect/reconnect.

Location: _____

Service type: Permanent Temporary

Utility to disconnect Water Steam/Condensate Wastewater Electrical

Requested Disconnect: _____ Final Meter Read: _____

Reason for Disconnect/Termination: _____

Requester: _____ Point of Contact: _____

Phone: _____ Cell: _____

Submittal Date: _____ E-mail: _____

RETURN FORM TO APPLICABLE OFFICE

Fort Wainwright

This request shall be submitted by fax to Doyon Utilities at (907) 356-7690 and verified by phone with Shayne Coiley (907) 455-1570 or Charlie Davenport (907) 455-1568.

Fort Greely

This request shall be submitted by fax to Doyon Utilities at (907) 869-3061 and verified by phone with Mike Lanegan at (907) 869-4290.