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## Service process description

### Service Name: **Electrical**

**Service Manager:** The service manager is responsible for taking responsibility for all electrical projects posted. Once a homeowner has been vetted and the problem has been identified as an electrical issue, notification of the posting will be sent to the service manager. The service manager will be responsible for Coaching all electrical projects. As the Coach, the service manager will utilize their available resources to have the problem assessed and a plan of action for resolving the problem determined. That plan will utilize the available resources of handymen and/or professionals, as appropriate. The service manager may also engage a professional to help with or make the assessment if they deemed that to be necessary. This service requires a manager with handyman knowledge of electrical work or a professional from the electrical industry.

**Description:** The majority of electrical issues we address are minor electrical repairs such as replacement of light fixtures, defective switches or outlets. Diagnosis of electrical problems, replacement of furnace thermostats, and replacement of bathroom exhaust fans or ceiling fans. If we encounter a more complex problem requiring the pulling of wire or modification to an electrical supply box or requiring a permit we engage a professional electrician.

### We don't do these things:

Major re-wiring of a home.

### How we do each step of the process:

**Phone call:** Our call takers will contact the homeowner vet them and try to determine as much detail about the problem as possible. They will do their best to explain our capabilities and constraints. They will record all of this information on the website tool for use by the Service Manager.

**Assessment:** This will be conducted by the Service Manager or one of his available resources. It is expected that the majority of electrical jobs, if not all, will need an assessment due to the fact that electrical problems, while similar, all have unique aspects. The expectation is that the assessment will fall into 3 categories: too complex or major and beyond our capabilities; addressable by our skilled handymen; or, needs to be referred to a professional.

**Plan and Schedule:** Assign work to appropriate handyman or professional passing on all relevant information. Coordinate between client and handyman/pro on time and place to address the issue.

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**Execute:** Handyman or pro executes work.

**Close:** Handyman or pro passes on any relevant information regarding completion of the job to the Service Manager. When a pro does the work, the Service Manager will pay the professional or coordinate with the Director of Operations for payment. The Service Manager will then status the project as Complete including any relevant information regarding the job on the website.

### Service Resources

#### Professionals

TBD

#### Handyman

Keller

Withey

Eads

Wendell

### Magnitude of Service

In 2016 we completed 22 electrical projects.

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