

City of Raleigh Public Utilities Department

Code Enforcement Business Process Maps

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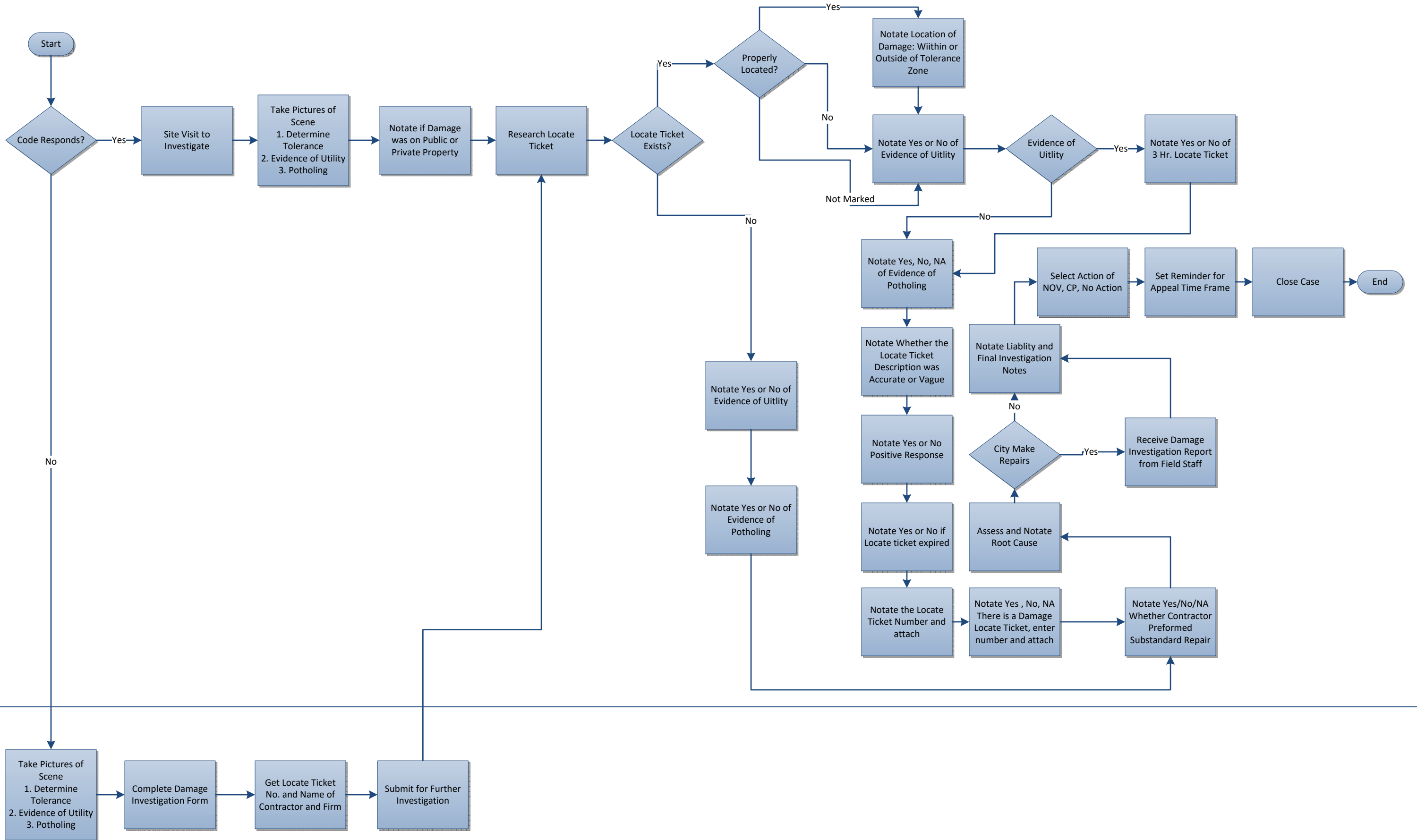
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Damages Process

Phase

Code Enforcement

Field Staff



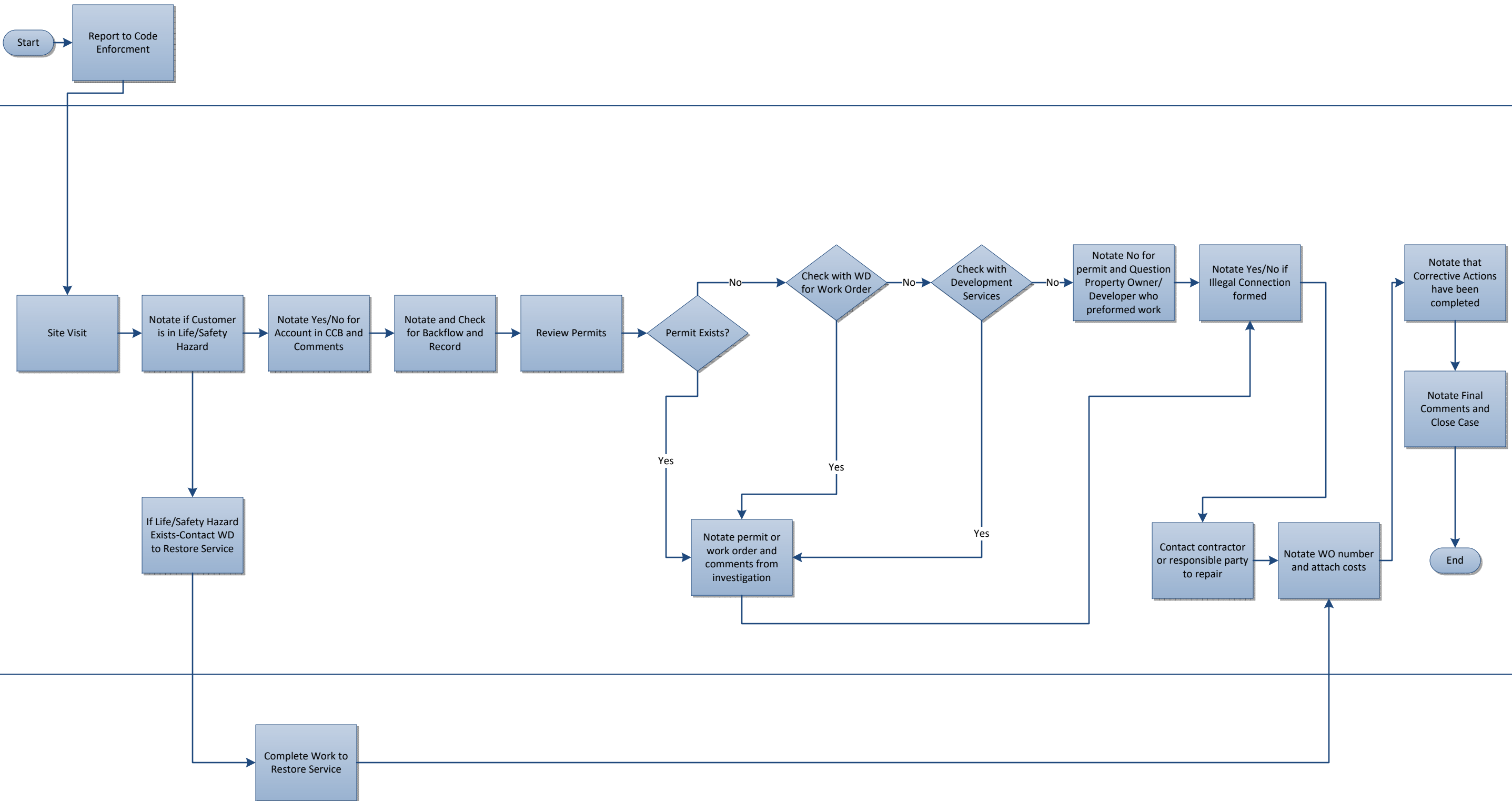
Service Splits

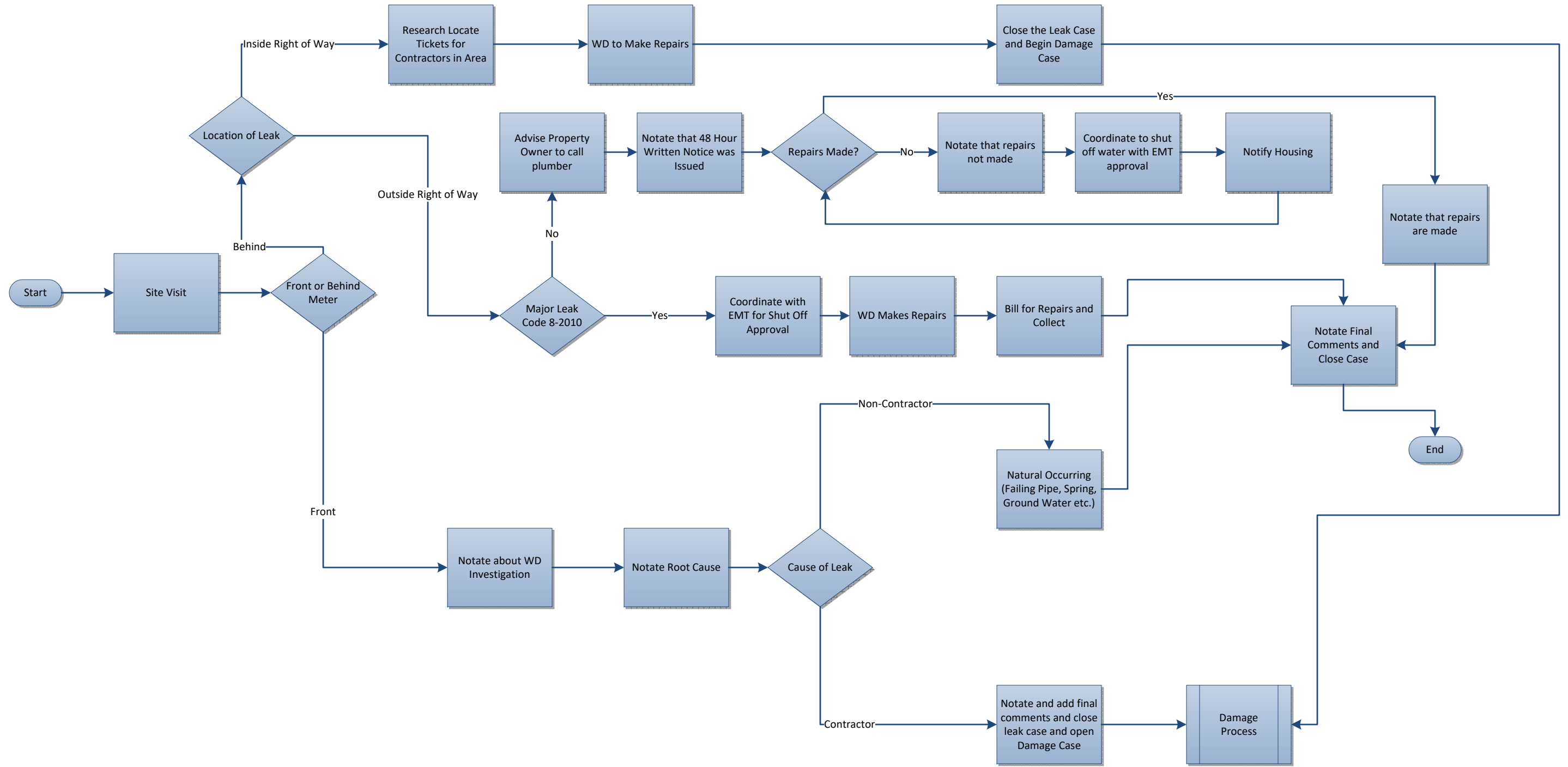
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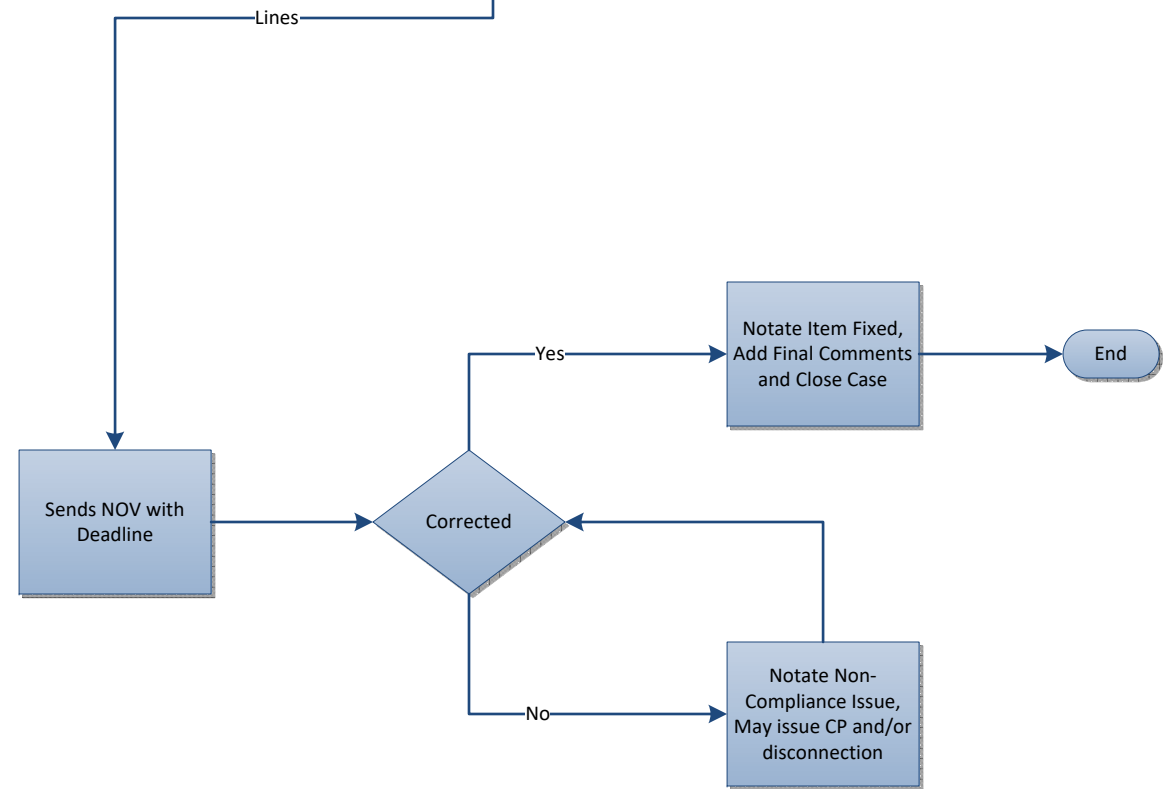
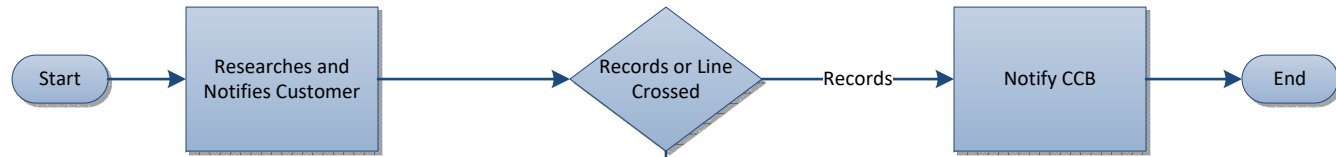
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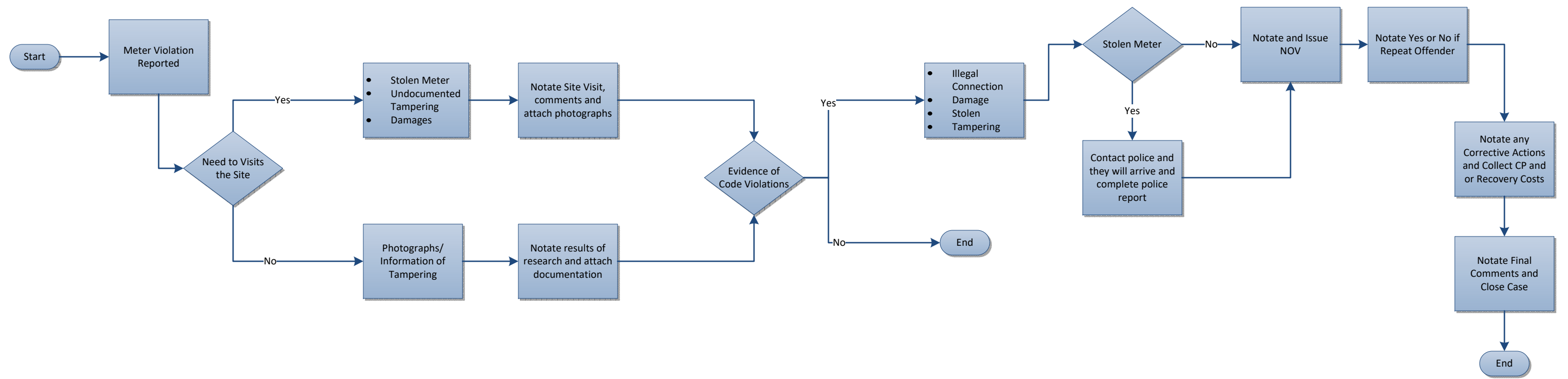
Code Enforcement

Water Distribution







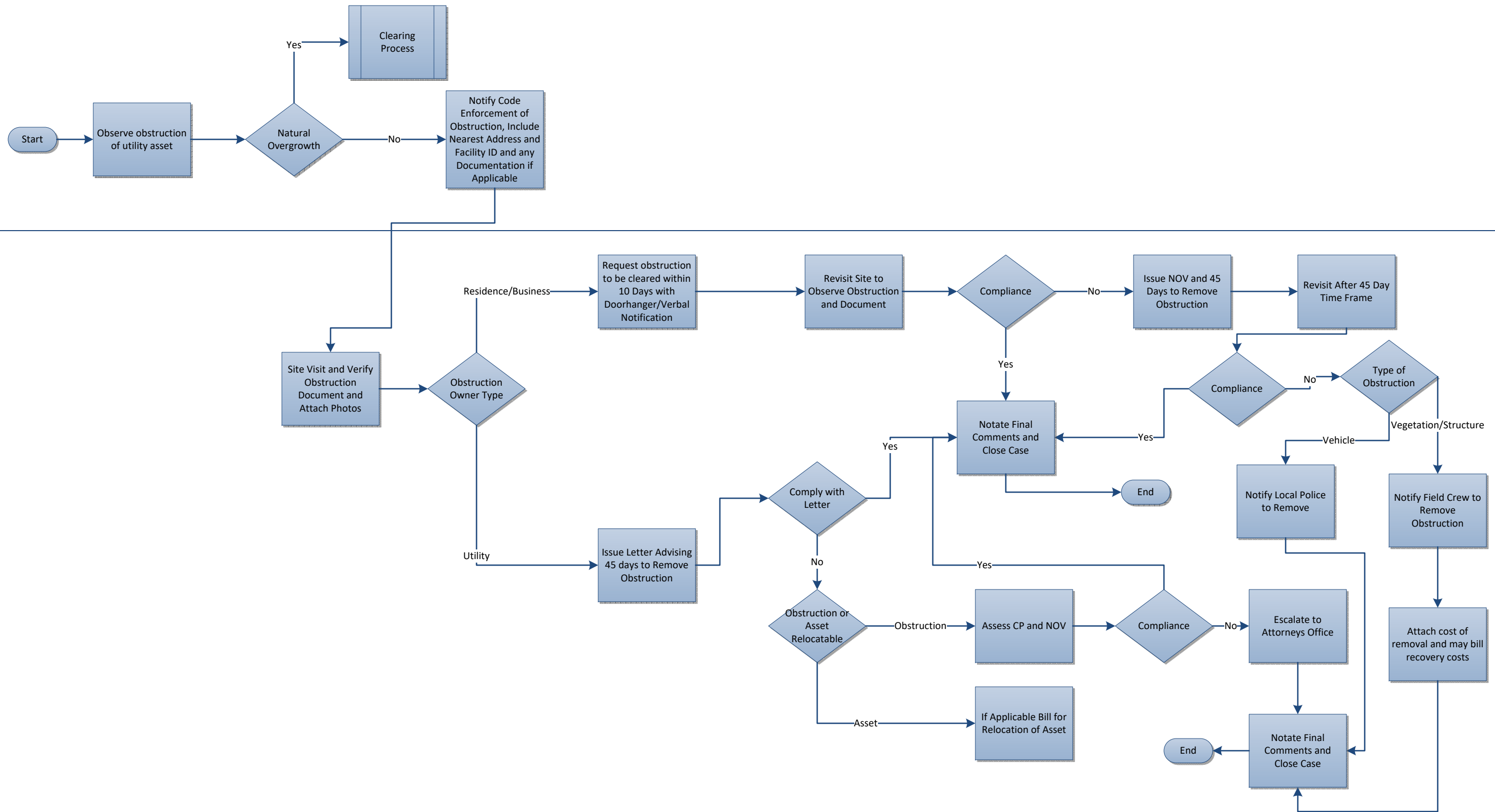


Utility Obstructions (Hydrants/Valves/BlowOffs/Manholes/Meter)

Code Enforcement

Internal/External

Code Enforcement



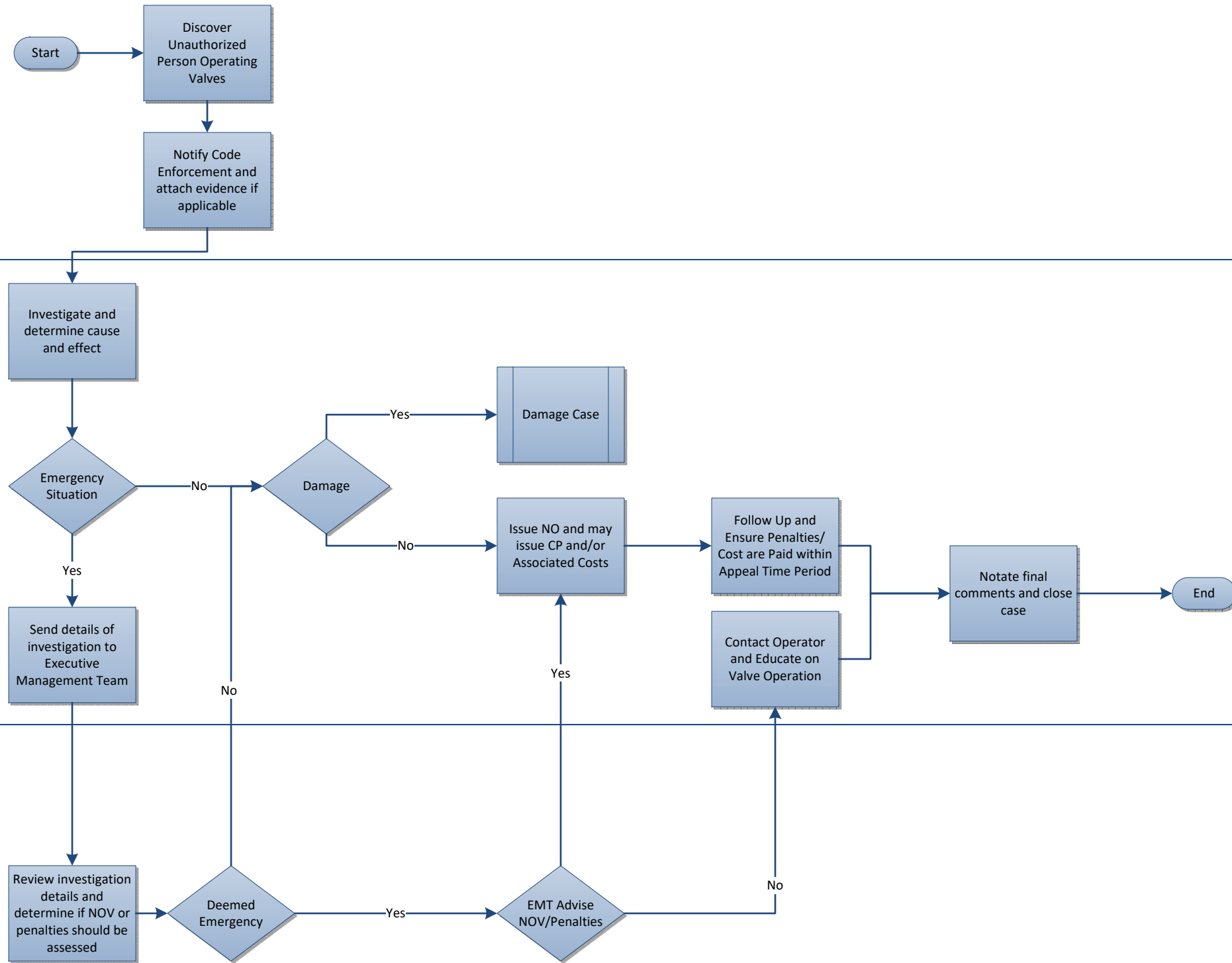
Illegal Operation of Valves

Code Enforcement

Water Distribution

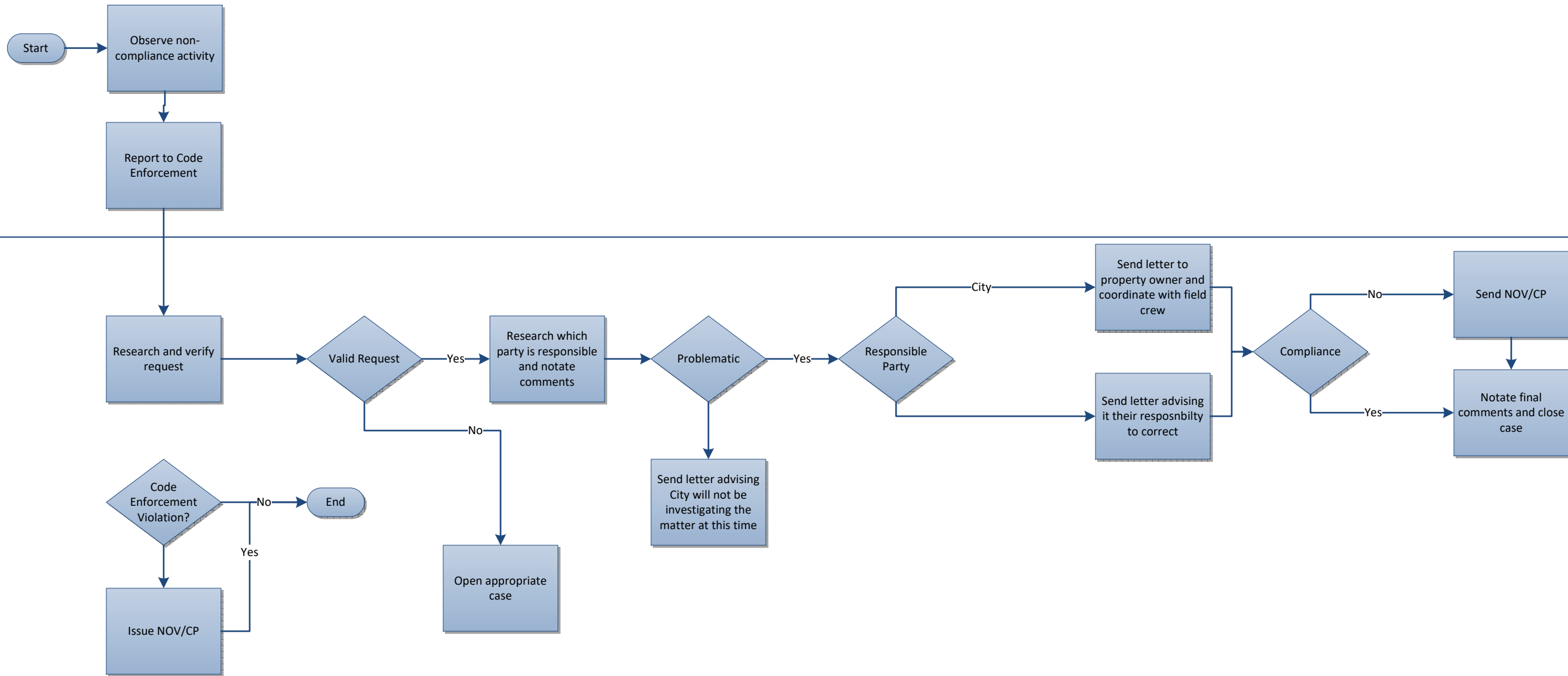
Code Enforcement

Executive Management Team



Field Divisions

Code Enforcement

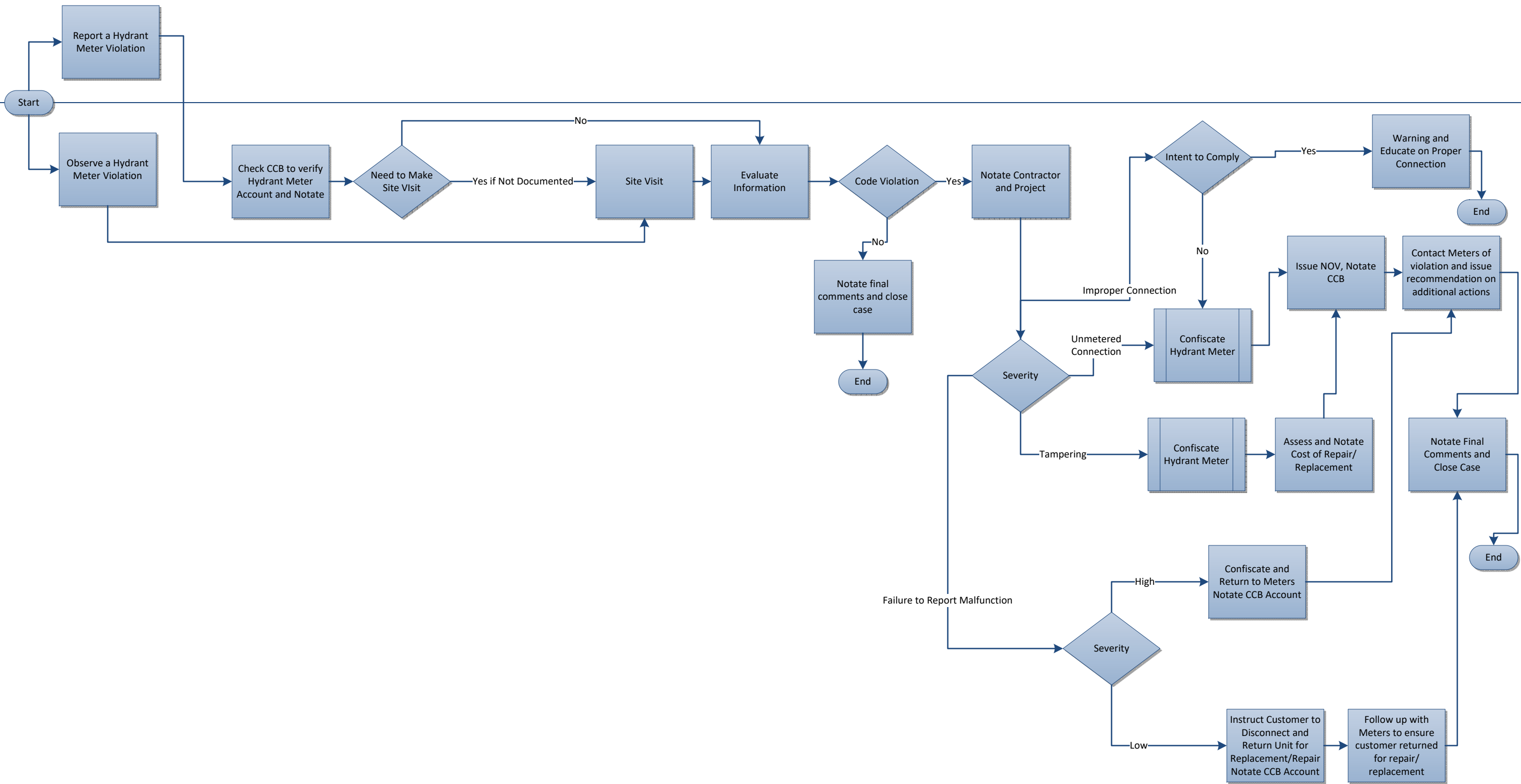


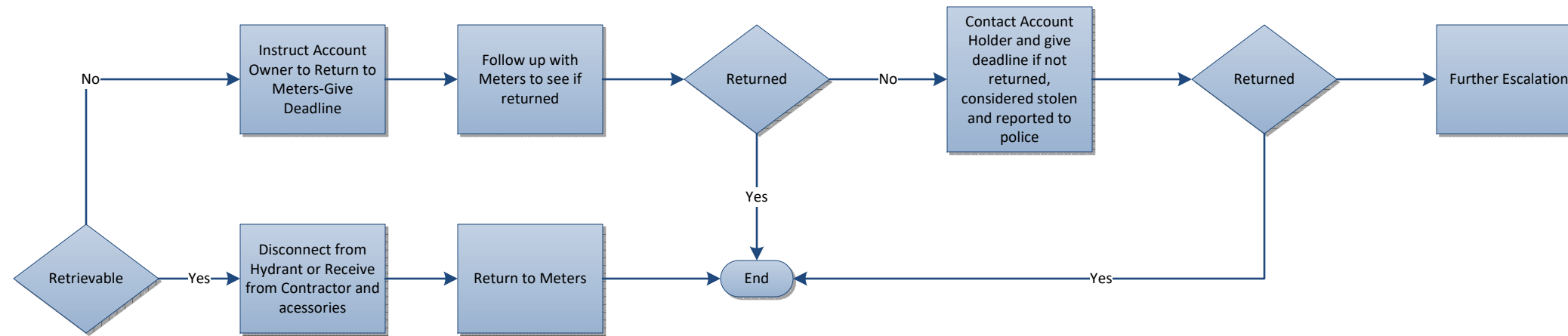
Hydrant Meters

Phase

Internal/
External

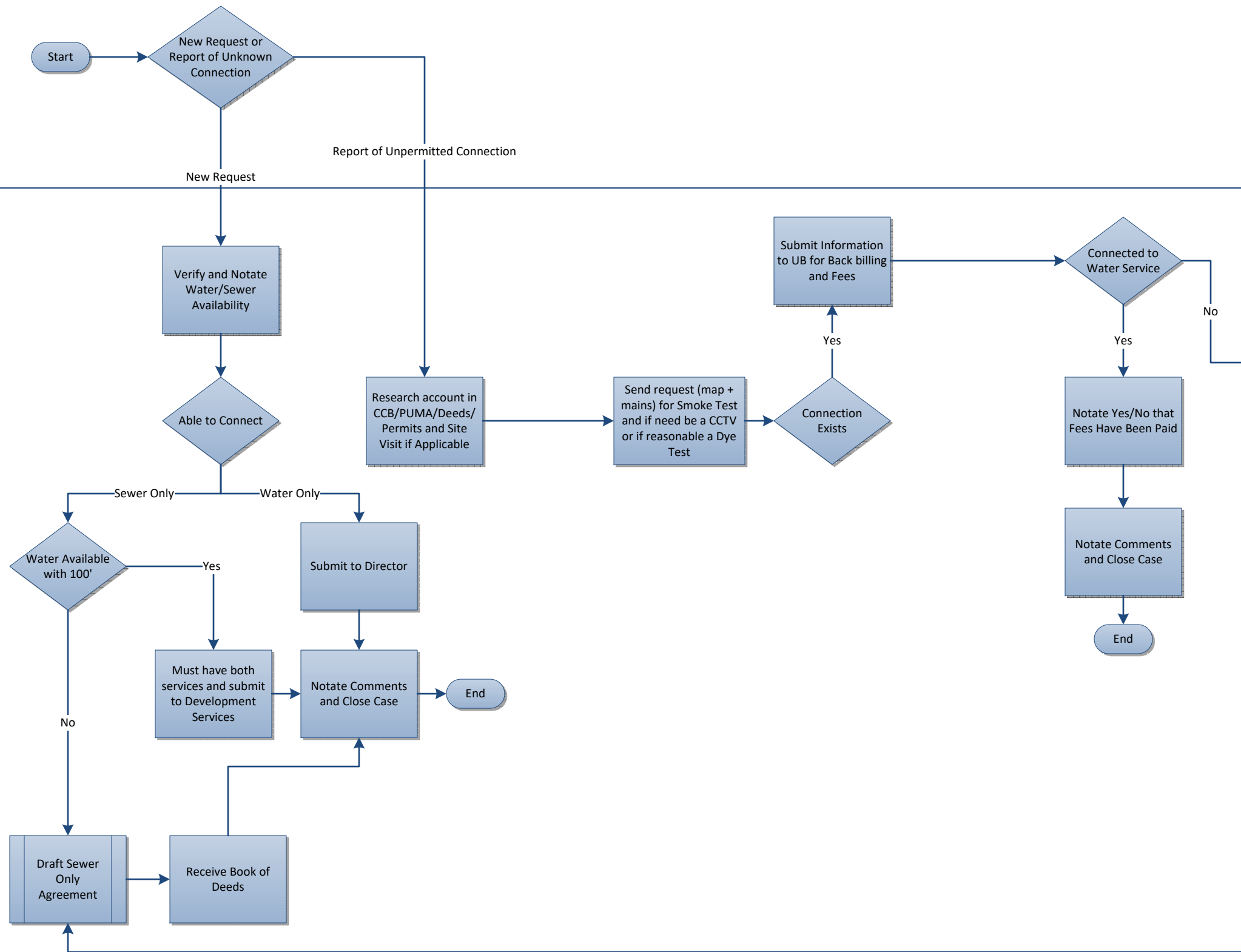
Code Enforcement





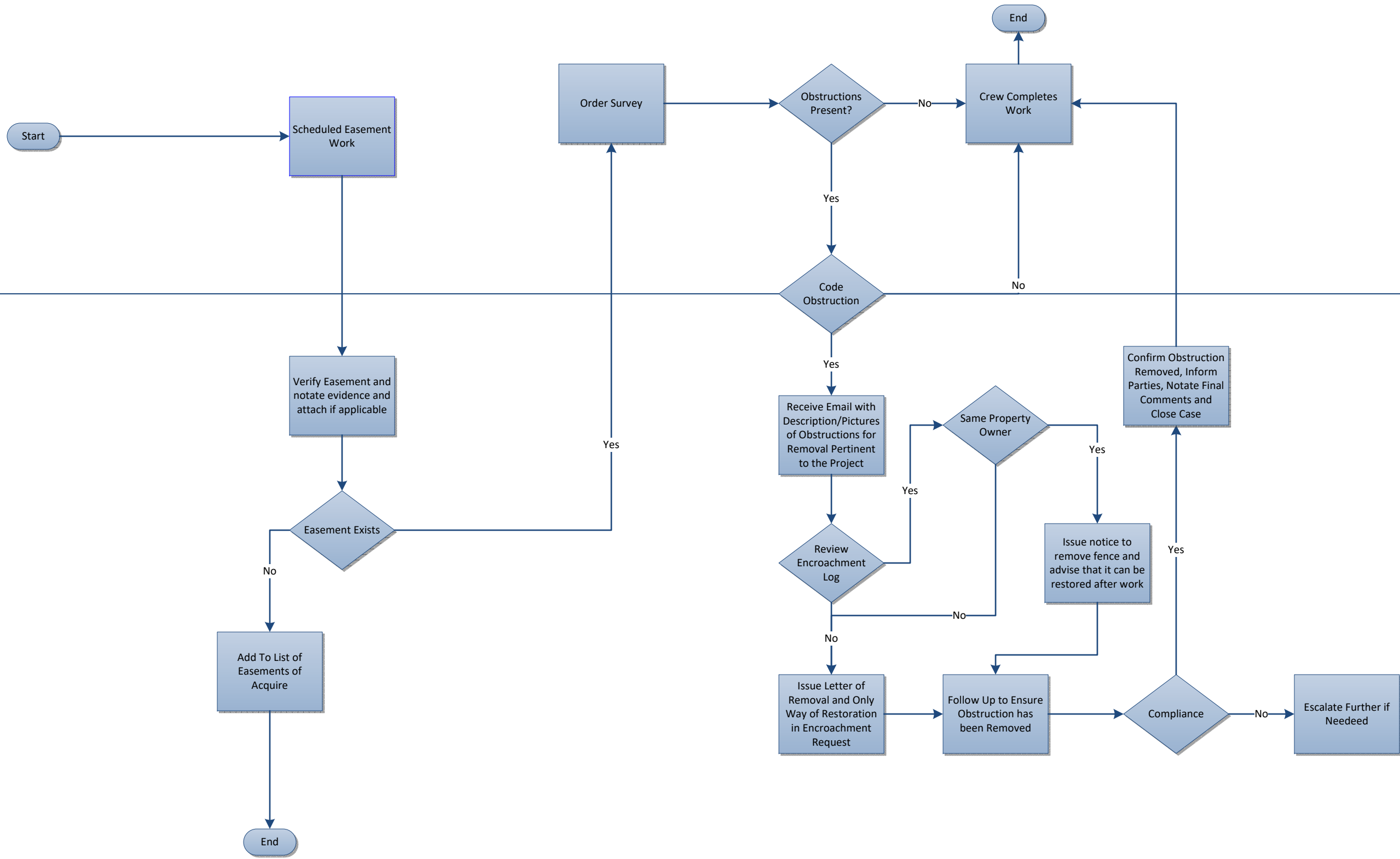
Internal/External

Code Enforcement



Internal

Code Enforcement



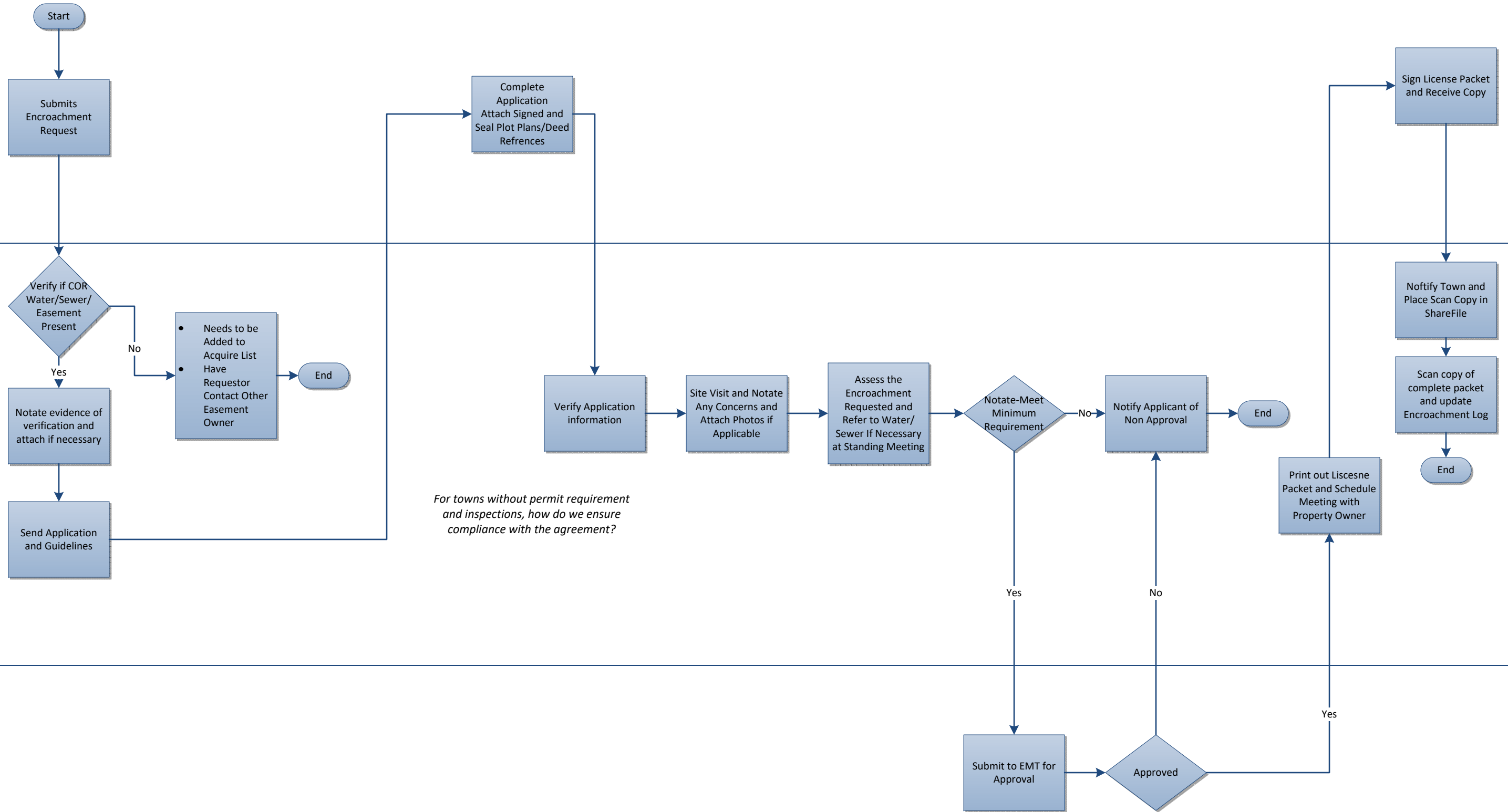
Encroachment Request (Possible Public Facing)

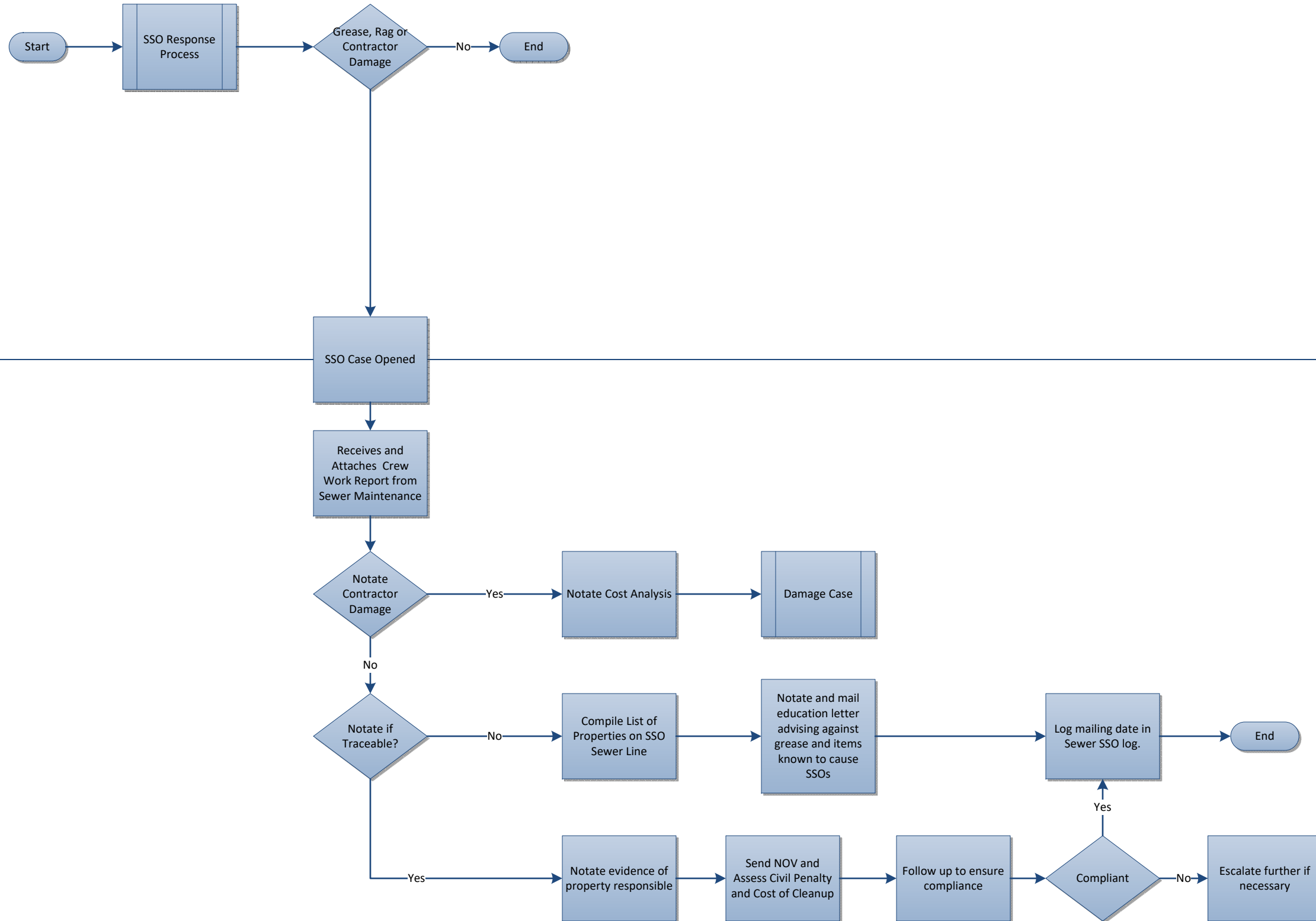
Code Enforcement

External (Property Owner)

Code Enforcement

Designated Assistant Director





Internal

Start

Information Request

External

Case Opened

Research, Notate
and Attach if
Applicable

Advise Requestor of
Answer and Notate

Code Enforcement

End

