



CITY OF FRANKSTON

SERVICE REQUEST & UTILITY COMPLAINT FORM

Public Works • Streets & Grounds • Water & Sewer Department

DATE

REQUESTER INFORMATION

NAME

PHONE NUMBER

DATE OF REQUEST

LOCATION / ADDRESS OF PROBLEM

TYPE OF PROBLEM

Streets, Grounds & Trees

☐ Potholes / Pavement

☐ Overhanging Tree

☐ Street Sweeping

☐ Drainage Issue

☐ Downed Tree

☐ Other

Water & Sewer

☐ Water Leak / Main Break

☐ Sewer Backup / Odor

☐ Low / No Water Pressure

☐ Billing Inquiry

☐ Water Quality

☐ Other

DESCRIPTION OF PROBLEM

FOR DEPARTMENT USE ONLY

DEPARTMENT / EMPLOYEE ASSIGNED

DATE/TIME REQUEST RECEIVED BY DEPT.

DATE/TIME RESOLVED

ACTIONS TAKEN TO RESOLVE ISSUE

☐ Problem Fixed

☐ Follow-up Required

EMPLOYEE SIGNATURE

DATE / TIME

All forms must be submitted to the City Secretary Office & kept on file.