



OTG Comments

- 1 Arrival Condition:** Describe what you found when you arrived
- 2 Actions Taken:** Explain what you did and what happened.
- 3 Root Cause / Findings:** If identified, explain the cause of the issue.
- 4 Next Steps:** Outline what is needed moving forward.
- 5 Handoff Information:** Complete if transferring work.

Reminders

- * 250 character maximum for the WT Comments
- * Comments are visible to customers
- * Voice-to-text feature available to assist



OTG Comments

- 1 Arrival Condition:** What you found
- 2 Actions Taken:** What you did
- 3 Root Cause / Findings:** Cause, if known
- 4 Next Steps:** What is needed next
- 5 Handoff Information:** If transferring work

Reminders: 250-char max • Visible to customers • Voice-to-text available
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Examples:

WT-111111 – Fire Alarm | Kresge Underground

"Heat sensor in rm 112 triggered 2nd alarm in 1hr. On arrival, FD & NUPD on scene. No visible cause found. Disabled point on Simplex panel. Notified electric shop for detector follow-up."

WT-222222 – Hot Water Alarm | Cook Hall

"HW temp alarm on system serving basement coils S1–S4. On arrival, control valves unresponsive despite operator override. Root cause: valve/actuator fault. DDC follow-up required."

WT-333333 – HVAC Alarm | Anderson Hall

"Low air pressure alarm received. On arrival, found broken nipple on compressor blow-down line. Root cause: fitting failure. Repaired broken nipple to restore pressure."

WT-444444 – Plumbing Alarm | 555 Clark

"Ejector pump alarm active. Discovered during scheduled PM in mechanical rm. Root cause: pump failure. Corrective work order to follow for pump repair/replacement."

WT-555555 – Drain Issues | Ryan Fieldhouse

"Multiple drain failures on main server lines at Nona Jo's. On arrival, met contact on site. Root cause: clogged/failed drain lines. Snaked and cleared. Zone Plumber notified."