



## March 25, 2025 – Superintendent’s Report

### ADMIN UPDATE:

As you are all aware, on Saturday, March 15, 2025, in the early morning, our water system started losing pressure and customers began to call the on-call phone for the Utility to report having low pressure or no water at all.

At 12:45 a.m., Andy Hall was alerted that the after-hours on-call technician was receiving calls from residents stating they had low pressure or no water at all throughout the city. The on-call water plant operator informed us that the SCADA system showed that the elevated towers were dropping which indicated that we had a water main break somewhere in our system, but we did not know where.

We immediately called in 13 employees to begin looking for the source of the leak. Approximately one hour after the issue was reported, we located the source of the leak at the Fort Harrison Water Treatment Plant and the break was isolated by throttling down system valves while constantly maintaining positive pressure at the break to prevent contamination of the water main. Once this was done, the remaining two water plants were able to restore pressure in our system and begin filling the water towers to normal operating levels. Note: the water towers still had approximately 80 feet of water remaining in the standpipes by the time we isolated the location of the break.

Indiana 811 was called to get the other underground utilities located (gas, power, phone, etc.) so we could begin excavating to make the necessary repairs to get the Fort Harrison water treatment plant back online. This process was hindered due to the severe weather that was moving through the area at that time. Due to lightning, we were not safely able to begin excavation until that subsided.

The Director of Administration and Regulatory Compliance for the Utility was notified and contacted IDEM as required to notify them of the situation and began drafting the boil advisory notification for distribution per their instruction due to the water system pressure dropping below 20 psi.

Excavation was able to begin after all other utilities were located and the lightning stopped at approximately 5:45 a.m. on Saturday morning. The repair consisted of excavating approximately 10 feet deep and 20 feet long to expose the 16-inch PVC water main that had split longitudinally (lengthwise). It was necessary to remove and replace 14 ½ feet of the 16” PVC water main. All pipe and fittings necessary for the repair were disinfected prior to installation. Note: the water repairs were still hindered throughout the day by heavy rain at times, making conditions difficult to work in safely.

By 2:00 a.m. on Sunday, March 16, 2025, the water main repair was completed, backfilled with sand to within 3 feet of finished grade, water main flushed in affected area, and the water treatment plant was back online and in service.

The third-party laboratory that the city uses is not open on the weekends, so water samples were collected first thing Monday, March 17, 2025, and delivered to the laboratory for testing by 11:00 a.m. The required testing takes 24 hours to complete and get results. On Tuesday, March 18, 2025, the

laboratory faxed the results of the tests, which were all negative for the presence of bacterial contamination to the Utility at 11:20 a.m. and the boil advisory was able to be lifted immediately.

I would like to take a moment to thank all Utility staff that were involved in the locating and repairing the 16-inch water main for their quick response and dedication to get the main safely repaired in these trying conditions. I would also like to thank the Business Office staff for their efforts in fielding the calls from the residents on this matter while still performing the normal day-to-day tasks in their positions. There are many more that played some part in getting this issue resolved and my thanks goes out to all of them as well.

The Utility will be looking into options for a mass information notification system that will allow us to better notify the residents of these types of issues in a timely manner.

**Account Adjustments:**

4744 Charney Avenue: The customer is requesting a sanitary sewer adjustment for \$545.52 due to service line leak. We recommend approval.

7919 Kersey Drive: The customer is requesting a sanitary sewer adjustment for \$367.32 due to spigot leak. We recommend approval.