STANDARD OPERATING PROCEDURES

FOR

WATER LEAKS

GREATROCK WATER AND SANITATION DISTRICT

GREATROCK WATER AND SANITATION DISTRICT

Procedure for Water Main Leaks

1. Determination of District Main Status

When the District receives information regarding a water leak, the District's Maintenance Contractor (REC) shall be present on site to determine the condition of the District's water main. If it is determined the leak is on the district's side of the meter, normal emergency procedures will be used. This includes at a minimum immediately contacting a supervisory staff member who will provide additional direction. The Supervisor will contact a district approved contractor capable of repairing the leak and also notify the owner or occupant of potentially impacted properties of the District's responsibilities.

If the District's side of the meter or water main is not leaking and is functional, the District's Maintenance Contractor (REC) shall notify the owner or occupant and advise them of the potential that their private service line is leaking and needs to be repaired immediately. The property owner or occupant shall be advised to have the private service line repaired at their expense.

If the water leak requires any service outage, the District Manager will immediately be notified so that a plan for notification of affected residents and the Board of Directors can be identified and implemented.

2. Call SDMS 303-987-0835 to provide verbal report and follow-up with a written report within three (3) days.

DISTRICT CONTRACTORS MUST NOT ADMIT ANY LIABILITY OR RESPONSIBILITY FOR THE WATER MAIN BREAK/LEAK OR RESORATION OF THE PROPERTY. OUR INTEREST IS HEALTH AND SAFETY.

Districts Excavators –

Dan's Custom Construction:
Dan LaCoe - 303-356-8043

Farner Enterprises:
303-659-3851 Office
Donnie Farner - 303-901-1942 Cell
Terry Lloyd - 303-901-1943 Cell