STANDARD OPERATING PROCEDURES

FOR

WATER LEAKS

GREATROCK NORTH WATER AND SANITATION DISTRICT

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Procedures for Water Leaks

In any water emergency, 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.

1. Determination of District Facilities Status

When the District receives information regarding a water leak, the District's Maintenance Contractor, Ramey Environmental Compliance (REC), shall mobilize to the site to determine the condition of the District's water distribution facilities.

If it is determined the leak is on the District's side of the meter, the foillowing procedures will be implemented.

a. The initial responsder will immediately contacting a supervisory staff member who will provide additional direction
b. 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.
c. The supervisory staff member will then contact the District Manager and advise on the issue and keep the District Manager apprised of the status of repair, conditions, water outages, notification process, etc
d. The District Manager will notify the Board of Directors of the issue and keep them apprised of the status of repairs, conditions, water outages, notifications, etc.
e. If the issue affects the interruption of water service to users in any way, the District Manager will notify residents via the Call Em All System and through updates to the District website.

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

2. Immediately call Special District Management Services (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

Northern Colorado Constructors
Will Vickers
9075 WCR 10
Fort Lupton, CO 80621
303-857-1754

NORTHERN COLORADO CONSTRUCTORS, INC.
Office: 303-857-1754
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NORTHERN COLORADO CONSTRUCTORS, INC.

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