

Utility Advisory Commission Regular Meeting

Agenda

Thursday, August 6, 2020

7:00 pm – Gardner City Hall Council Chambers

CALL TO ORDER

PLEDGE OF ALLEGIANCE

PUBLIC COMMENT

CONSENT AGENDA

1. Standing approval of the minutes as written for the June 4, 2020 meeting of the Utility Advisory Commission.

OLD BUSINESS

NEW BUSINESS

DISCUSSION ITEMS

1. Discuss possible rebate programs for LED lights, smart thermostats, insulation, heating and cooling.
2. Second Quarter Outage Reports for Electric, Line Maintenance Water and Line Maintenance Wastewater.
3. Project Updates.

OTHER BUSINESS

ADJOURNMENT

UTILITIES ADVISORY COMMISSION STAFF REPORT CONSENT AGENDA ITEM #1
MEETING DATE: AUGUST 6, 2020
STAFF CONTACT: GONZ GARCIA, UTILITIES DIRECTOR

AGENDA ITEM: Standing approval of the minutes as written for the June 4, 2020 meeting of the Utilities Advisory Commission.

Background:

The draft minutes for the June 4, 2020 Utilities Advisory Commission meeting are attached.

Staff Recommendation:

Staff recommends approval of the minutes for the June 4, 2020 meeting of the Utilities Advisory Commission.

Attachments:

- Draft minutes of the June 4, 2020 Utilities Advisory Commission meeting.

**RECORD OF PROCEEDINGS
OF THE UTILITY ADVISORY COMMISSION
GARDNER, KANSAS
Page No. 2020-11
June 4, 2020**

The Utilities Advisory Commission of Gardner, Kansas, met in Regular Session on June 4, 2020, at City Hall. Present were Chairman Gary Williams, Vice-Chairman Kristina Harrison, Commissioner Barbara Coleman, Commissioner Bryce Augustine, Utilities Department Director Gonzalo Garcia and Administrative Assistant Erin Groh.

CALL TO ORDER

The meeting was called to order at 7:11 p.m. by Chairman Gary Williams.

PLEDGE OF ALLEGIANCE

CONSENT AGENDA

1. **Standing approval of the minutes as written for the March 5, 2020, meeting of the Utility Advisory Commission.**

2. **Consider a recommendation to the City Council for appointment of a Director on the Kansas Municipal Gas Agency's Board of Directors.**

Motion by Vice-Chairman Harrison, seconded by Commissioner Augustine to approve the Consent Agenda.

Motion carried 4-0 Aye

OLD BUSINESS

NEW BUSINESS

1. **Consider a recommendation to City Council to approve an ordinance amending provisions of Chapter 13.35 of the Gardner Municipal Codes related to Inflow & Infiltration and Fats, Oils and Grease Discharge (FOG) programs.**

Director Gonz Garcia presented the staff report.

Director Garcia discussed how the FOG program regulates how grease is disposed of into the collection system and how the fats, oils and grease cause routine maintenance and how it can clog the sewer system. Garcia stated that the current municipal code needs to be updated for various reasons with some examples as it doesn't have a section of I&I prevention stating that you cannot connect your down spouts, etc. to a sump pump and it doesn't specify who is inspecting such connections or how we will discipline people for violations. Garcia stated that there needs to be guidelines and penalties specified.

Motion by Commissioner Augustine, seconded by Vice-Chairman Harrison to forward a recommendation to City Council to approve an ordinance amending provisions of Chapter 13.35 of the Gardner Municipal Codes relating to Inflow & Infiltration and Fats, Oils and Grease Discharge (FOG) programs.

Motion carried 4-0 Aye

DISCUSSION ITEMS

1. 2020 1st Quarter Electric Outage Report

Director Garcia presented the Electric Outage report for the 1st Quarter of 2020. Electric staff responded to 15 outages affecting 291 customers: 3 caused by equipment failures, 3 caused by animals, 2 caused by damage by others, and 7 caused by other reasons. The average workday response time was 13 minutes and the average workday length of outage was 24 minutes. The average after-hours response time was 34 minutes and the average after-hours length of outage was 1 hour and 19 minutes. The overall average response time was 30 minutes and the overall average length of outage was 1 hour and 8 minutes

2. 2020 1st Quarter Wastewater Collection Repairs Report

Director Garcia presented the Wastewater Collection report for the 1st Quarter of 2020. Line maintenance staff completed 7 sanitary sewer line repairs affecting 8 customers, with 2 being caused by roots and 5 due to residents' issues. The average workday response time with 19 minutes and the average workday repair time was 2 hours and 15 minutes. The average after-hours response time was 22 minutes and the average after-hours repair time was 2 hours and 15 minutes. The overall average response time was 20 minutes and the overall average repair time was 2 hours and 8 minutes.

3. 2020 1st Quarter Water Distribution Repairs Report

Director Garcia presented the Water Distribution Repairs Report for the 1st Quarter of 2020. Line maintenance staff completed 18 water distribution service repairs affecting 33 customers: 4 due to line failures, 2 due to valve failure, 7 due to damage by others, and 5 due to residents' issues. The average workday response time was 6 hours and 43 minutes and the average workday repair time was 12 hours and 48 minutes. The average after-hours response time was 16 minutes and the average after-hours repair time was 1 hour and 12 minutes. The overall average response time was 4 hours and 12 minutes and the overall average repair time was 8 hours and 18 minutes.

4. Project Updates.

Hillsdale Water Treatment Plant Expansion Update

Director Garcia went over the past and present details of the Hillsdale Water Treatment Plant. The Hillsdale Water Treatment Plant was constructed in 1995 with a 2 MGD capacity. In 2005, Gardner did the first expansion and the capacity was increased to 4 MGD. In 2018, the need to expand Hillsdale was very apparent. In 2019, the city selected the Joint Venture Burns & McDonnell and CAS Constructors to do the design and construction. In 1995, Hillsdale Water Treatment had two lagoons, the treatment facility and clearwell. In 2005, the treatment facility expanded to the west, the lagoons remained the same and they added a second clearwell.

In 2019, a plan was developed for the expansion to include the installation of a solid contact basin, three clarifiers, a filter building, a transfer pump and the addition of a second clearwell. In addition there will be a new raw water line coming from Hillsdale Lake. In October 2019, CAS began clearing trees to begin the construction and also the East Lagoon had to be cleaned and have water and solids taken out. The site prep had to be done to prepare for the transfer pump building. In November concrete foundations were poured, and in December 2019- January 2020 the transfer pump station was constructed.

**RECORD OF PROCEEDINGS
OF THE UTILITY ADVISORY COMMISSION**

GARDNER, KANSAS

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June 4, 2020

In January 2020 the expansion ran into some issues trying to annex the plant into Miami County. During this time Gardner couldn't get permits issued for the new buildings. CAS then started doing the new water line installation going into the plant. In March, the Carbon Contact Basin construction began. In April, CAS started on the Filter Building. The Chlorine Building construction also began in April. In May, the lagoon was split into two and a wall was installed which will divide it into two lagoons. The purpose for this is to be able to take one lagoon out of service to do maintenance on it while still using the other lagoon. Construction on the Solids Contact Clarifier began in May. In late May, the pipes began being installed for the new raw water line that will go from Hillsdale Lake to the treatment plant.

OTHER BUSINESS

Commissioner Augustine asked about how back in March when there was the electric rate increase and the City covered the bill for a month if Director Garcia had any information about any complaints or any follow up about it. Garcia said that it was in January when we had many complaints about the rate increase due to the all electric rate going away, and the City Council voted to waive the electric bills for Gardner customers for the month of March. He said that he hasn't heard recently of complaints about the rates changing.

Chairman Williams asked if there are any plans to make any adjustments to those who were on the all electric rate. Director Garcia said that there aren't any plans however Amy [Utility Billing] is working with customers and one option is to do an energy assessment or audit to identify if maybe they have incandescent lamps or an old air conditioner or heater. Commissioner Coleman asked if there was a special payment plan that would be in effect for customers that was different from our regular budget plan and Director Garcia said that there were two different plans offered.

Commissioner Augustine asked about if the free month of electric came from the Electric fund. Director Garcia confirmed that \$750,000+ dollars came from the Electric Fund. Augustine said that in March we talked about the LED program and he asked if we still have funds in the Electric fund to where we could get a LED program going for the city. Garcia said that the Electric fund is pretty strong so if we want to move forward with an LED program we could do so with no impact to the actual Electric fund. Chairman Williams said the rates were predicated on that fund being available so when it is reduced at some point, rates have to make up the difference. Garcia reiterated that the fund balance is pretty strong and healthy. Commissioner Augustine said he would like to see some more information on a LED program whether if it was with the company that was here or otherwise to help citizens get a good quality LED bulb in their house and he would be interested in knowing what was in all of our city buildings and facilities because if we're going to ask everyone else to do it then we need to be adding LED's as well. He could see it being available as far as residential, commercial and even partnering with the school district and it seems like a good way to save a little bit of money for everybody. Chairman Williams said that it seems like there is a reasonable payback for the investment. Director Garcia said that he will check with the company that visited for some examples and go further with this.

Augustine said he was told that people can borrow or rent a pump to fill their pool from a fire hydrant and Director Garcia said that it is actually a fire hydrant meter which can be rented from Utility Billing that would measure how many gallons of water are used and the rate is fairly low to rent it. Commissioner Augustine said that he heard from someone that people have to provide their own hose. Director Garcia said he didn't know the details on the hose but that he would find out.

ADJOURNMENT

Motion by Commissioner Coleman, seconded by Commissioner Augustine, to adjourn the meeting at 7:57 p.m.

Motion carried 4-0 Aye

/s/ Erin Groh

Utilities Department Administrative Assistant

UTILITY ADVISORY COMMISSION STAFF REPORT

DISCUSSION ITEM #1

MEETING DATE: AUGUST 6, 2020

STAFF CONTACT: GONZ GARCIA, UTILITIES DIRECTOR

AGENDA ITEM: Discussion of possible rebate programs

Background:

Staff received information from Ecologix regarding rebate programs ranging from LED lights, smart thermostats to insulation, heating and cooling.

UTILITY ADVISORY COMMISSION STAFF REPORT

DISCUSSION ITEM #2

MEETING DATE: AUGUST 6, 2020

STAFF CONTACT: GONZ GARCIA, UTILITIES DIRECTOR

AGENDA ITEM: 2020 2nd Quarter Electric Outage Report

Background:

Electric staff responded to 16 outages affecting 235 customers:

- 1 caused by equipment failures,
- 1 caused by trees,
- 4 caused by animals,
- 1 caused by a storm,
- 2 caused by damage by others, and
- 7 caused by other reasons.

The average workday response time was 8 minutes and the average workday length of outage was 17 minutes.

The average after-hours response time was 31 minutes and the average after-hours length of outage was 55 minutes.

The overall average response time was 22 minutes and the overall average length of outage was 41 minutes.

Attachment Included:

- 2020 2nd Quarter Electric Outage Report

Electric Outage Summary

Report Dates Between 4/1/2020 and 6/30/2020

EQ - Equipment, TR - Trees, AN - Animals, SM - Storms, DO - Damage By Others, OT - Other

7/27/2020

3:02 PM

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20200403-010	28307 W 162ND ST	4/3/2020	9:00 am	4/3/2020	9:10 am	4/3/2020	9:20 am	1	Customer Side Issue	temp power cord got run over by a lawnmower. Jim	0:10	0:20	1.0	DO
20200421-014	859 S MOONLIGHT RD	4/20/2020	7:18 pm	4/20/2020	7:50 pm	4/20/2020	7:50 pm	0	Low Hanging Wire	This was Everyg's power line. Lashing coming off cable TV overhead cable.	0:32	0:32	1.0	OT
20200424-011	404 N BIRCH ST	4/24/2020	10:38 am	4/24/2020	10:45 am	4/24/2020	10:45 am	0	System Fault Detected	squirrel on 3 phase bracket to Grace Baptist Church caused blink. Fuses were good and checked meter at church and all phases were displayed. 43 circuit had one trip A-N. arrival 10:45 power back on 10:45. just a blink.	0:07	0:07	1.0	AN
20200427-015	720 E VALERIE LN	4/24/2020	7:13 pm	4/24/2020	7:50 pm	4/24/2020	7:55 pm	1	Customer Side Issue	Underground secondary pedestal was filling up with water and floating lid up. Jeff told the home owner they get water in them all the time and said it would be Ok.	0:37	0:42	2.0	OT
20200505-011	757 S OAK ST	5/4/2020	2:32 pm	5/4/2020	2:45 pm	5/4/2020	2:50 pm	1	Tree Limb on Wire	Res. said she didn't lose power just wanted to let us know branch was on electrical line.	0:13	0:18	3.0	SM
20200603-005	218 E MAIN ST	6/2/2020	2:30 pm	6/2/2020	2:35 pm	6/2/2020	2:55 pm	214	Power Out	A&C fuses melted out behind City Hall.	0:05	0:25	4.0	EQ
20200604-017	504 E PARMA WAY	6/3/2020	11:55 pm	6/4/2020	12:45 am	6/4/2020	1:00 am	1	Customer Side Issue	customer stated he had a voltage issue. All checked out fine.	0:50	1:05	2.0	OT
20200608-010	106 S CENTER ST	6/8/2020	10:30 am	6/8/2020	10:35 am	6/8/2020	10:42 am	1	Partial Power	Shirley says part of funeral home without power. A/C not running and some lights not working. 856-7111 it was a squirrel on A phase. Jim	0:05	0:12	3.0	AN

Electric Outage Summary

Report Dates Between 4/1/2020 and 6/30/2020

EQ - Equipment, TR - Trees, AN - Animals, SM - Storms, DO - Damage By Others, OT - Other

7/27/2020

3:02 PM

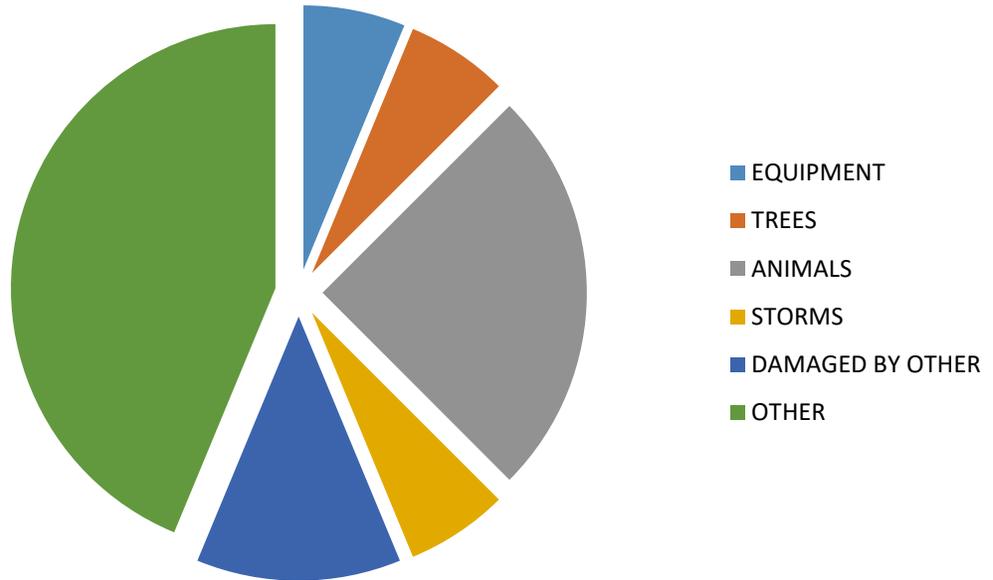
WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause		
20200608-018	318 E WASHINGTON ST	6/8/2020	9:03 am	6/8/2020	9:11 am	6/8/2020	9:20 am	10	Power Out	C-phase line fuse blew due to squirell at bottom of dip pole at 318 E Washington St. "Wheatridge Middle School. Line fuse at 235 E Shawnee St. also blew due to it was the same size fuse as the middle school line fuse. We upgraded the line fuses to 100 amp at 235 E Shawnee St.	0:08	0:17	7.0	AN		
20200611-005	265 N MOONLIGHT RD	6/10/2020	9:53 pm	6/10/2020	10:45 pm	6/10/2020	11:45 pm	0	Damaged Street Light Pole	Office Waggoner. Need Police Report.	0:52	1:52	2.0	DO		
20200615-011	331 N ALDER ST	6/13/2020	7:02 am	6/13/2020	7:58 am	6/13/2020	8:15 am	1	Customer Side Issue	Customer called reporting power out/AC not working after hearing a pop across the street. Later called and said power was back on. Checked readings at meter can, customer had full power.	0:56	1:13	2.0	OT		
20200615-012	650 E MADISON ST	6/13/2020	8:36 am	6/13/2020	8:50 am	6/13/2020	9:15 am	1	Fuse	Baptist church had partial power. Fuse on A phase dip pole was blown. Cause is unknown.	0:14	0:39	2.0	AN		
20200624-006	490 N BIRCH ST	6/23/2020	7:04 pm	6/23/2020	7:20 pm	6/23/2020	7:30 pm	1	Customer Side Issue	Spectrum thought we had a bad neutral, it was not bad. Jim	0:16	0:26	2.0	OT		
20200629-009	617 N CEDAR ST	6/26/2020	4:30 pm	6/26/2020	4:45 pm	6/26/2020	6:00 pm	1	Customer Side Issue	part power in house. Meter can looked good, good connection. Jim.	0:15	1:30	1.0	OT		
20200629-010	29550 W 191ST ST	6/27/2020	10:30 am	6/27/2020	10:45 am	6/27/2020	11:15 am	1	Customer Side Issue	Breaker inside of business. Jim	0:15	0:45	1.0	OT		
20200629-011	214 N WALNUT ST	6/28/2020	8:00 pm	6/28/2020	8:20 pm	6/28/2020	8:30 pm	1	Customer Side Issue	branch on secondary wire.	0:20	0:30	1.0	TR		
Totals:								235							35.0	

		10	After Hours Average	0:31	0:55	<u>Cause Totals</u>	
		6	Workday Average	0:08	0:17	EQ	1
		16	Average	0:22	0:41	TR	1
						AN	4
						SM	1
						DO	2
						OT	7

2020 Electric Outages

EQUIPMENT	TREES	ANIMALS	STORMS	DAMAGED BY OTHER	OTHER	TOTAL
1	1	4	1	2	7	16

2Q 2020



UTILITY ADVISORY COMMISSION STAFF REPORT

DISCUSSION ITEM #3

MEETING DATE: AUGUST 6, 2020

STAFF CONTACT: GONZ GARCIA, UTILITIES DIRECTOR

AGENDA ITEM: 2020 2nd Quarter Wastewater Collection Repairs Report

Background:

Line maintenance staff completed 5 sanitary sewer line repairs affecting 5 customers:

- 1 caused by roots, and
- 4 due to residents' issues.

The average workday response time was 13 minutes and the average workday repair time was 1 hour and 40 minutes.

The average after-hours response time was 26 minutes and the average after-hours repair time was 1 hour and 21 minutes.

The overall average response time was 18 minutes and the overall average repair time was 1 hour and 32 minutes.

Attachment Included:

- 2020 2nd Quarter Wastewater Collection Repairs Report

Sewer Repair Summary

Report Dates Between 4/1/2020 and 6/30/2020

7/27/2020

GR - Grease, RT - Roots, LS - Line Sag, DB - Debris, LF - Line Failure, O - Damage By Others, RI - Residents Issue

11:06 AM

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20200406-013	734 S ASH ST	4/6/2020	11:50 am	4/6/2020	12:00 pm	4/6/2020	12:20 pm	1	Backup	Backing up into basement. Spoke with resident and then checked manholes 26SE35 & 26SE36 found good flow in our main. Resident understood that we had no problems on our side.	0:10	0:30	2.0	RI
20200427-013	1199 E SANTA FE ST	4/27/2020	7:45 am	4/27/2020	8:00 am	4/27/2020	10:00 am	1	Backup	Conestoga Lot 100 Check for possible sewer backup. customer complained of sewer back up admitted that his service line was clogged. Checked Mholes and flow was normal in our sewer main. Jetted our main while there anyways.	0:15	2:15	4.0	RI
20200526-006	179 CHOCTAW DR	5/25/2020	4:44 pm	5/25/2020	5:15 pm	5/25/2020	6:05 pm	1	Backup	I arrived at 179 Choctaw dr at 5:15 to inspect a backup at above stated address and checked all upstream and downstream manholes as follows 30NE22/ 30NE21/ 30NE20 I found no backup issues in the city main. knocked on customers door several times to inform them of my findings and no one answered the door.	0:31	1:21	1.0	RI
20200528-005	1080 BUFFALO TRL	5/27/2020	7:10 pm	5/27/2020	7:30 pm	5/27/2020	8:30 pm	1	Backup	Customer called about her drains not draining i checked upstream and downstream manholes was running good. Talked with customer and explained our side had no issues, customer understood.	0:20	1:20	1.0	RI

Sewer Repair Summary

Report Dates Between 4/1/2020 and 6/30/2020

7/27/2020

GR - Grease, RT - Roots, LS - Line Sag, DB - Debris, LF - Line Failure, O - Damage By Others, RI - Residents Issue

11:06 AM

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20200602-013	299 CONESTOGA ST	6/2/2020	1:15 pm	6/2/2020	1:30 pm	6/2/2020	3:30 pm	1	Backup	Lot 299 called in a sewer main backup. (310Ft)(600Gals) Calld at 1:15 pm about backup. Arrived at 1:30pm and determined there was an issue. At 25ft in we hit a blockage of roots. At 2:15pm blockage was cleared and flows were back to normal. 3:15pm we left the area after cleanup.	0:15	2:15	6.0	RT

Totals: 5

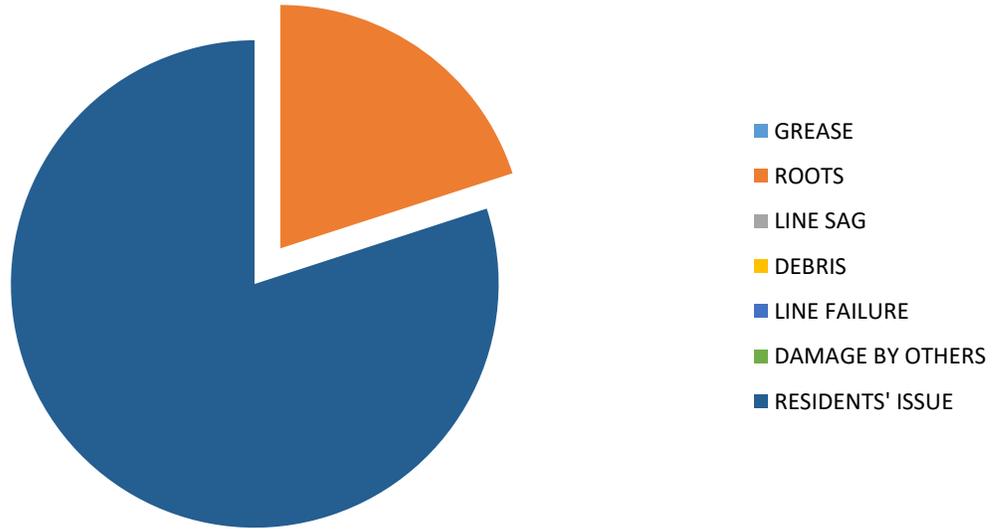
14.0

	2	After Hours Average	0:26	1:21	Cause Totals
	3	Workday Average	0:13	1:40	GR 0
	5	Average	0:18	1:32	RT 1
					LF 0
					LS 0
					O 0
					DB 0
					RI 4

2020 Sewer Repair Report

GREASE	ROOTS	LINE SAG	DEBRIS	LINE FAILURE	DAMAGE BY OTHERS	RESIDENTS' ISSUE	TOTAL
0	1	0	0	0	0	4	5

2Q 2020



UTILITY ADVISORY COMMISSION STAFF REPORT

DISCUSSION ITEM #4

MEETING DATE: AUGUST 6, 2020

STAFF CONTACT: GONZ GARCIA, UTILITIES DIRECTOR

AGENDA ITEM: 2020 2nd Quarter Water Distribution Repairs Report

Background:

Line maintenance staff completed 27 water distribution service repairs affecting 33 customers:

- 4 due to line failure,
- 1 due to valve failure,
- 3 due to damages by others, and
- 19 due to residents' issues.

The average workday response time was 6 hours and 52 minutes and the average workday repair time was 47 hours and 38 minutes.

The average after-hours response time was 28 minutes and the average after-hours repair time was 52 minutes.

The overall average response time was 5 hours and 27 minutes and the overall average repair time was 37 hours and 15 minutes.

Attachment Included:

- 2020 2nd Quarter Water Distribution Repairs Report

Water Distribution Repair Summary

Report Dates Between 4/1/2020 and 6/30/2020

7/27/2020

10:30 AM

LF - Line Failure, SF - Saddle Failure, VF - Valve Failure, RCF - Repair Clamp Failure, O - Damage By Others, RI - Residents Issue

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20200402-010	32016 W 172ND ST	4/2/2020	10:00 am	4/2/2020	10:30 am	4/6/2020	10:00 am	2	Leak	4/2/20 Customer called in about water in her driveway. Check for a possible leak. listened to service, thought i could hear something. checked puddle in yard for chlorine came back at .68 4/6/20 Went back and set leak detection pods out. Pods didnt pick anything up. Checked across the street at 32027 W 172nd and could hear the leak from the meter pit. Spoke to both customers and scheduled repairs for Thursday 4/9/20	0:30	96:00	2.0	LF
20200407-011	32016 W 172ND ST	4/6/2020	8:00 am	4/9/2020	8:00 am	4/9/2020	6:00 pm	1	Leak	4/6/20 leak found. one calls put in and repairs are scheduled for Thursday 4/9/20. Dug up and found pinhole in copper in the middle of the street. pulled new copper 50'	72:00	82:00	37.5	LF
20200409-015	912 E WARREN ST	4/9/2020	2:00 pm	4/10/2020	8:00 am	4/10/2020	9:00 am	1	Water Quality	Very low water pressure at Gardner Business Center. 4/10/20 62 psi and 20 gals a min @ setter. 55 psi and 9 gals min @ business. Explained to customer that pressure and flow test on our side are very good. Customer understood the city side was fine.	18:00	19:00	2.0	RI
20200417-016	28208 W 162ND ST	4/17/2020	2:25 pm	4/17/2020	2:30 pm	4/17/2020	3:30 pm	1	Water Quality	Customer called in and complained of white sediment in his water. Test, & flush Checked water from outside water spicket and hydrant, the test results were in the normal range. Flushed 5000 gals. Customer understood water coming from city was clear & normal.	0:05	1:05	1.0	RI

Water Distribution Repair Summary

Report Dates Between 4/1/2020 and 6/30/2020

7/27/2020

10:30 AM

LF - Line Failure, SF - Saddle Failure, VF - Valve Failure, RCF - Repair Clamp Failure, O - Damage By Others, RI - Residents Issue

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20200421-009	740 S ASH ST	4/21/2020	9:50 am	4/21/2020	10:05 am	4/21/2020	10:30 am	1	Leak	Water flowing down to 760 S Ash St. and resident says she thinks it's coming from 740 S Ash. Says she thinks it's a main break. Checked meter pit at 740 S Ash, no water visible and couldnt hear anything. Saw water discharging from sump pump at 740 S Ash. Explained to customer and customer understood.	0:15	0:40	0.5	RI
20200421-010	1199 E SANTA FE ST	4/21/2020	11:30 am	4/21/2020	12:30 pm	4/21/2020	1:15 pm	1	Water Quality	Lot 205- Water coming out of pipes is white. customers issue. when we got there water was clear told the resident to run water for 10 more minutes and to call me in the morning if water was milky still. she never called back	1:00	1:45	2.0	RI
20200422-007	230 W SHAWNEE ST	4/22/2020	1:00 pm	4/22/2020	1:25 pm	4/22/2020	2:30 pm	1	Water Quality	Low water pressure. Plumber suggested res. have it checked. 55 psi@ house and 9 gals a min. 58 psi @ setter and 16 gals a min. talked to resident and explained pressure & floww on our side is normal.	0:25	1:30	2.0	RI
20200427-014	212 N PEAR ST	4/27/2020	8:45 am	4/27/2020	9:20 am	4/27/2020	9:30 am	1	No Service	Customer called in saying her outside spigot for waterhose doesnt work. Check to make sure our side has no issues. Talked to customer and told her that it is on her side, customer understood.	0:35	0:45	1.0	RI
20200428-018	124 S PINE ST	4/28/2020	1:50 pm	4/28/2020	2:10 pm	4/28/2020	2:45 pm	1	Water Quality	Water from faucet has a brown tint and smells bad. After talking with the customer she said that she had recently moved in and the house sat empty for a few weeks. 4/28/20 went out and Flashed hydrant 2000 gals. water from residents faucet was clean and clear.	0:20	0:55	1.0	RI

Water Distribution Repair Summary

Report Dates Between 4/1/2020 and 6/30/2020

7/27/2020

LF - Line Failure, SF - Saddle Failure, VF - Valve Failure, RCF - Repair Clamp Failure, O - Damage By Others, RI - Residents Issue

10:30 AM

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20200506-009	875 N ALDER ST	5/6/2020	4:30 pm	5/7/2020	7:40 am	5/7/2020	8:30 am	1	Water Quality	Low water pressure. Put in irrigation system last week. He'd like you to come by later in the afternoon if possible. 5/7/20 went out and checked pressure. psi @ house 40 psi and 6 gals min. at the setter 42 psi and 8 gals min. Checked Neighbors on both sides 40 psi across the street was 39 psi @ house. spoke to resident told her if she had any more issues to call back in.	15:10	16:00	2.0	RI
20200511-015	270 W MOCKINGBIRD ST	5/11/2020	10:00 am	5/11/2020	10:10 am	5/11/2020	11:10 am	1		Customer called in and said pipes in house were vibrating. replaced the check valve in setter.	0:10	1:10	2.0	VF
20200513-001	16045 GARDNER RD	5/12/2020	2:30 pm	5/13/2020	7:30 am	5/13/2020	1:30 pm	1	Leak	Repair service leak. Dug up and found pipe had crack on side of pipe it was direct tap. Removed old corp and repaired with a 12x8 3/4 cc wrap.	17:00	23:00	18.0	LF
20200515-008	18336 BUTTERNUT ST	5/14/2020	5:20 pm	5/14/2020	6:10 pm	5/14/2020	6:20 pm	0	Main Break	Customer called in possible main break. upon investigation it is the pool being drained at the corner of Butternut & Cherekee.	0:50	1:00	1.0	RI
20200518-009	508 E DOGWOOD ST	5/17/2020	7:00 pm	5/17/2020	7:45 pm	5/17/2020	7:53 pm	1	Leak	Customer called in a main break at this adress. upon arrival found water hose on side of house was left on.	0:45	0:53	1.0	RI
20200520-008	32016 W 172ND ST	5/19/2020	4:43 pm	5/19/2020	4:52 pm	5/19/2020	5:32 pm	1		Customer called in that meter pit lid was missing. Customer runs a daycare and was worried someone may fall in the pit. Arrived onsite found lid missing. Replaced meter pit lid.	0:09	0:49	1.0	O
20200520-011	510 S CENTER ST	5/20/2020	10:00 am	5/20/2020	10:30 am	5/20/2020	11:00 am	1	Leak	Customer called in saying her sump pump is running more than usual. Check meter for possible leak. went out could not find anything wrong. talk to resident and she understood	0:30	1:00	1.5	RI

Water Distribution Repair Summary

Report Dates Between 4/1/2020 and 6/30/2020

7/27/2020

10:30 AM

LF - Line Failure, SF - Saddle Failure, VF - Valve Failure, RCF - Repair Clamp Failure, O - Damage By Others, RI - Residents Issue

WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20200522-008	211 E WARREN ST	5/21/2020	12:50 pm	5/21/2020	1:30 pm	5/21/2020	2:00 pm	1	Leak	resident called in possible water leak. went out and pumped out meter pit and found leak detector spinning. spoke to resident to inform her she had a problem on her side. Customer understood.	0:40	1:10	2.0	RI
20200527-016	239 W PARK ST	5/27/2020	12:20 pm	5/27/2020	12:30 pm	5/27/2020	2:45 pm	1		Needs water shut off to house so resident can change his shut off valve inside his house. water off @ 12:30 pm. back on 2:45 pm	0:10	2:25	1.0	RI
20200529-008	29501 W 184TH ST	5/29/2020	10:00 am	5/29/2020	10:20 am	5/29/2020	11:15 am	1		Low water pressure. Res said that when she has water running in the kitchen the bathroom is a trickle coming out of the faucet. 5/29/20 43 psi 7 gals min @ house. 45 psi 16 gals minute at the setter. talked to resident,gave her the results. Explained that results are normal.	0:20	1:15	2.0	RI
20200603-010	847 E ROSEWOOD ST	6/1/2020	5:45 pm	6/1/2020	6:00 pm	6/1/2020	6:23 pm	1	No Service	turn water on at the setter for new resident.	0:15	0:38	0.5	RI
20200607-002	779 S CYPRESS ST	6/5/2020	3:08 pm	6/5/2020	3:30 pm	6/5/2020	3:53 pm	1	Water Quality	resident called in low water pressure went out and checked.42 psi @ House and 6 gals a min. 45 psi and setter 16 gals a min. spoke with residents and informed him that results are normal, customer understood.	0:22	0:45	1.0	RI
20200611-010	32421 W 174TH ST	6/11/2020	10:00 am	6/11/2020	10:10 am	6/11/2020	10:45 am	1	No Service	Resident clomplaint of no water checked setter and meter. Leak detection needle on meter was moving. Resident understood that she had a problem on her side.	0:10	0:45	1.0	RI

Water Distribution Repair Summary

Report Dates Between 4/1/2020 and 6/30/2020

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WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20200615-014	28540 W 160TH ST	6/15/2020	9:45 am	6/15/2020	10:00 am	6/15/2020	6:00 pm	1	Leak	Low water pressure. Res. knows you've been out to his house recently to check it but it had been 70 pounds of pressure and now it's 15. Both neighbors have 50-60 lbs of pressure. 6/15/20 went out and checked pressure it was 10 psi @ house. Checked @ setter it was 15 psi. heard noise in meter pit so started to investigate more and found a leak. started to dig up and hydro service and found hole in Copper under the sidewalk replaced with 60" piece of poly	0:15	8:15	26.0	LF
20200615-015	18315 GARDNER RD	6/14/2020	11:22 am	6/14/2020	11:50 am	6/14/2020	12:30 pm	1	Leak	there was a callout for a broken meter pit and leaking meter at casey's on Gardner Rd at 11:22am I arrived at 11:50am. It ended up being their pit for irrigation the lid was knocked in by the mowers and it did break the line so I shut the valve off for the line so there would not be wasted water I informed the manager it was their line and not the city of Gardner. I also informed her that i shut the line down so they could get it fixed.	0:28	1:08	2.0	O
20200616-010	S CENTER ST	6/16/2020	8:00 am	6/16/2020	8:30 am	6/16/2020	12:00 pm	7	Leak	contractor hit 1" service on 18" water line on South Center Street. went out and Hydro up and repaired. found 1" copper broke. Removed old 1" corp put in new 3/4 corp and 3/4 3' piece of copper. 1 3/4 to 1" copper to copper.	0:30	4:00	14.0	O
20200618-008	190 W COLLEEN CT	6/18/2020	4:00 pm	6/19/2020	8:00 am	6/19/2020	9:00 am	1	Water Quality	Low water pressure in all faucets. Has been experiencing this on and off for a while. 6/19/20 Checked pressure @ house 50 psi and 9 gals a min. 55 psi @ setter and 16 gals a min. Talked with customer and gave her the results, no problems on our side.	16:00	17:00	2.0	RI

Water Distribution Repair Summary

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WO #	Location	Date Reported	Time Reported	Date of Arrival	Time of Arrival	Date Complete	Time Completed	# Customers Affected	Problem	Comments	Response Time	Repair Time	Manhours	Cause
20200701-018	19730 GARDNER RD	6/9/2020	2:00 pm	6/9/2020	2:15 pm	7/9/2020	2:45 pm	1	Leak	Mike Gardner called and said we may have a possible leak at this residence. Upon arrival didnt see anything or hear anything at the meter pit. Saw a little water just north of pit. Tested it with a chlorometer and it was negative. Talked with property owners gave them the results. This is a dispute between the gas company and the homeowner at this residence. City does not have a leak.	0:15	720:45	0.5	RI

Totals: 33

127.5

	6	After Hours Average	0:28	0:52	Cause Totals
	21	Workday Average	6:52	47:38	LF 4
	27	Average	5:27	37:15	SF 0
					VF 1
					RCF 0
					O 3
					RI 19

2020 Water Repair Report

LINE FAILURE	SADDLE FAILURE	VALVE FAILURE	REPAIR CLAMP FAILURE	DAMAGED BY OTHERS	RESIDENTS' ISSUE	TOTAL
4	0	1	0	3	19	27

2Q 2020

