

Twin Forks MDWCA

Standard Operating Procedure A.4

Leak Detection, Response and Repair (including priorities)

Approved by the Board of Directors

[September 17, 2005]

I. Leak Detection

A. Reporting of leaks

Anyone detecting a leak should notify the Twin Forks MDWCA water office by telephone call to 505-687-3621 either in person or by leaving a message [including, name, telephone number, address, and location and severity of the leak] on the answering machine. For serious leaks detected outside of business hours, at least one of the officers should be notified. The Utility Operator and/or the President (or a person designated by the President) routinely check for messages left on the answering machine after regular business hours, weekends and holidays. Emergency home telephone numbers for Officers on the Board of Directors are published in Monthly Newsletters to the membership.

B. Procedures

1. The Utility Operator and the members of the Board of Directors are expected to scan the roads for wet spots any time they are in the Twin Forks MDWCA service area.

2. Some leak detection procedures require that parts of the distribution system be closed off in order to isolate the source of the leak(s). The President (or a person designated by the President) and the Utility Operator have the authority to make such decisions. It is expected that Twin Forks MDWCA will minimize the effects of such closures by acting immediately to search for the leak(s) and/or making attempts to notify the members affected if the closures are planned in advance.

II. Response to leaks

A. Priorities

1. Personal relations – favorable or unfavorable – may not be used deciding which leaks are to be given priority. Decisions about priorities are to be made on technical grounds only.

2. In general, leaks are to be fixed in the order in which they are reported to the water office and/or officers. However, the President (or a person designated by the President) may alter the order based on the following criteria:

- a. minimization of water losses
- b. minimization of the number of customers seriously affected
- c. availability of parts, machinery, personnel, resources, etc. necessary to respond to a particular leak
- d. emergency needs

3. The President (or a person designated by the President) or the Utility Operator may close supply valves in order to prevent a major loss of water. This action must be reported to the President and the water office immediately

B. Once the source of a leak has been located, the Utility Operator (or those assisting the Utility Operator) should repair the leak within twenty-four hours and, if the repair shows no further leakage, replace the soil within the following forty-eight hours. However, these response times may be altered if other leaks are given higher priority, as described in Section II.A.2.