

A Review of the Break at Wadsworth & Bowles

Southwest Metropolitan Water & Sanitation District

Items to Present

- ▶ Water break - location & photos
- ▶ Communications with customers
- ▶ Path forward for prevention

Date/location of water break

- ▶ Occurred on November 9, 2021 around 12:30 pm



Damage / Repair Activities



Damage / Repair Activities



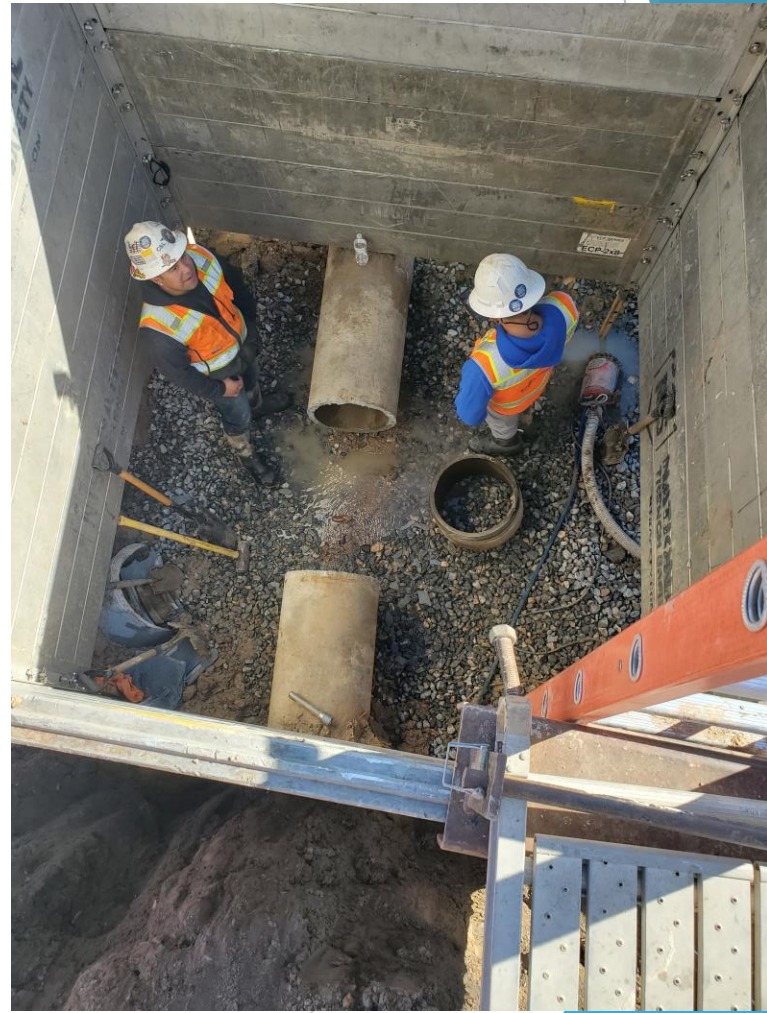
Damage / Repair Activities



Damage / Repair Activities



Damage / Repair Activities



Damage / Repair Activities



Damage / Repair Activities



Damage / Repair Activities



Repair Costs

- ▶ Labor Hours - 42.5 Regular Time; 6.5 Overtime


Permit Fee	\$250.00
Contractor Repair	\$59,362.70
Asphalt/Concrete Repair	\$58,752.00
<u>District Costs</u>	<u>\$7,975.82</u>
Total =	\$126,340.52

Timeline of Communications w/ Customers

- ▶ Received call @ 12:30 pm on Tuesday, November 9
- ▶ Field staff determined no customers out of water
- ▶ November 9 @ 2:30 pm - Emergency alert to avoid area
- ▶ November 9 @ 3:30 pm - Website, FB, ND post re: traffic impacts; additional update at 9 pm
- ▶ November 10/11 - Continued traffic updates
- ▶ November 12 @ 6:30 pm - all lanes will be open until restoration the following week
- ▶ November 16 - Median restoration update
- ▶ November 18 - Asphalt restoration update

Screenshots of Nextdoor Alerts

B Southwest Metropolitan Water and Sanitation District ✓
Communications Coordinator Bridget Butterfield • 9 Nov



Water Main Break at W. Bowles Avenue and S. Wadsworth Boulevard. There is a water main break in W. Bowles Avenue just east of the intersection at W. Bowles Avenue and S. Wadsworth Boulevard. No customers will have their water service interrupted during the repair. The district would like to advise residents to avoid the area until further notice due to lane closures.

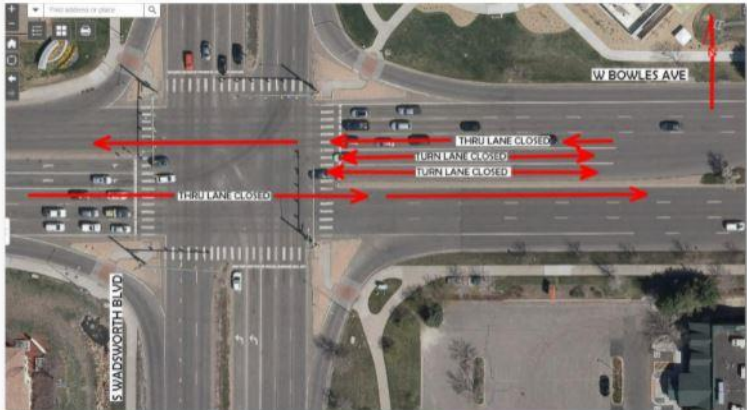
Posted to **Subscribers of Southwest Metropolitan Water and Sanitation District**

👹👍❤️ 3 · 1,405 Impressions Like 3 Comments Share

C Chad F. • Woodmar Square/Columbine Knolls N
Water boil advisory?
9 Nov Like Reply Share

Emergency Alert

B Southwest Metropolitan Water and Sanitation District ✓
Communications Coordinator Bridget Butterfield • 9 Nov



Emergency Alert. UPDATE ON THE WATER BREAK ON W. BOWLES AVENUE. The lanes shown in the photo will remain closed throughout the night and likely throughout the work day tomorrow. Updates will follow.

Posted to **Subscribers of Southwest Metropolitan Water and Sanitation District**

👹❤️👍 24 · 6,346 Impressions Like 11 Comments Share

J John S. • Chatfield Bluffs
Is this going to impact the water to our homes?
9 Nov Like Reply Share 🇺🇸🇩🇪 2

B Communications Coordinator Bridget Butterfield • Southwest Metropolitan Water and Sanitation District
Hi John - No, the water will not be affected. This section of pipe has been isolated and no customer service lines are connected.
9 Nov Like Reply Share 🇺🇸👍 10

Screenshots of Facebook Posts



Southwest Metropolitan Water & Sanitation District

Published by Comm Coordinator · November 16 at 12:43 PM ·

The inside turning lane (to turn southbound on Wadsworth) will be closed until approximately 4 pm today for median restoration. Asphalt restoration will take place this Thursday with more updates to follow.



Southwest Metropolitan Water & Sanitation District

Published by Comm Coordinator · November 18 at 10:09 AM ·

Both turning lanes on W. Bowles Ave. (to turn southbound on Wadsworth) and the southern westbound thru lane will be closed until approximately 4 pm today for asphalt restoration.



Screenshots of Website Posts

Median Repair at W. Bowles Avenue and S. Wadsworth Boulevard

Posted on November 16, 2021



The inside turning lane (to turn southbound on Wadsworth) will be closed until approximately 4 pm today for median restoration. Asphalt restoration will take place this Thursday with more updates... [Read more](#) »

Water Main Break at W. Bowles Avenue and S. Wadsworth Boulevard

Posted on November 13, 2021



UPDATE ON THE WATER BREAK ON W. BOWLES AVENUE. All lanes of traffic are reopened as of 6:30 p.m. on Friday. Asphalt and median restoration will begin next week. [Click... Read more](#) »

11/16/2021
Asphalt Restoration at W. Bowles Avenue and S. Wadsworth Boulevard

Both turning lanes on W. Bowles Ave. (to turn southbound on Wadsworth) and the southern...
[Read More](#)

11/17/2021
Low Pressure in Powderhorn

UPDATE Pressure should be restored to normal for all affected residents in the area. Intermittent...
[Read More](#)

11/16/2021
You Are Invited to South Platte Renew's 5th Annual Grease and Oil Takeback Event

On Saturday, November 27, 2021, South Platte Renew (SPR) is hosting its 5th Annual Grease...
[Read More](#)

11/16/2021
Median Repair at W. Bowles Avenue and S. Wadsworth Boulevard

The inside turning lane (to turn southbound on Wadsworth) will be closed until approximately 4...
[Read More](#)

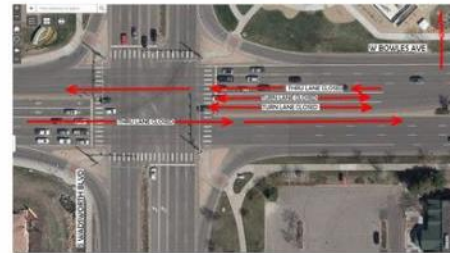


Water Main Break at W. Bowles Avenue and S. Wadsworth Boulevard

Posted on November 13, 2021

UPDATE ON THE WATER BREAK ON W. BOWLES AVENUE.

All lanes of traffic are reopened as of 6:30 p.m. on Friday. Asphalt and median restoration will begin next week.



[Click image to enlarge.](#)

There is a water main break in W. Bowles Avenue just east of the intersection at W. Bowles Avenue and S. Wadsworth Boulevard.

No customers will have their water service interrupted during the repair.

The district would like to advise residents to avoid the area until further notice due to lane closures.

Recent Posts

2022 Budget and Capital Projects
Water Bill Assistance
Water Main Damaged in the Meadows Subdivision
December 2021 E-Newsletter Available
Monthly Service Fee May Increase in 2022

Archives

December 2021
November 2021
October 2021
September 2021
August 2021
July 2021
June 2021
May 2021
April 2021
March 2021
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January 2021
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July 2018
June 2018
May 2018
April 2018
March 2018

Categories

Uncategorized

Communication Metrics

Total Number of Social Media & Website Posts = 12

Number of Emergency Alerts = 1

Number of Customers Receiving Alerts = over 25,000

Total Impressions = 7,821

Comments Received = 15 (Nextdoor comments/email)

Calls Received = 0

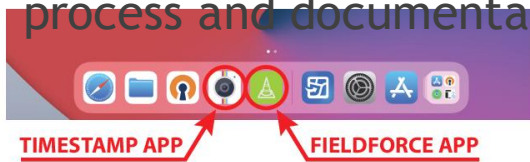
→ Very successful execution of communications plan

Let's Keep This From Happening Again...

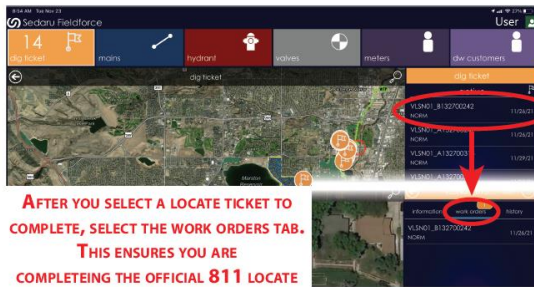
Set Expectation for a Culture of
Transparency & Accountability

Let's Keep This From Happening Again...

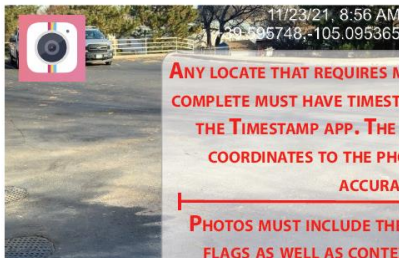
EVERY 811 LOCATE WILL USE BOTH THE SEDARU FIELDFORCE AND TIMESTAMP APP TO COMPLETE.



TIMESTAMP APP **FIELDFORCE APP**



AFTER YOU SELECT A LOCATE TICKET TO COMPLETE, SELECT THE WORK ORDERS TAB. THIS ENSURES YOU ARE COMPLETING THE OFFICIAL 811 LOCATE TICKET AND THE POSITIVE RESPONSE WILL BE TRANSMITTED TO CO811.

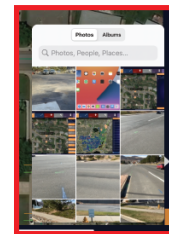
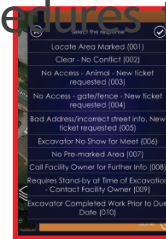


ANY LOCATE THAT REQUIRES MARKING OR FLAGGING TO COMPLETE MUST HAVE TIMESTAMPED PHOTOS TAKEN IN THE TIMESTAMP APP. THE APP ALSO ADDS GPS COORDINATES TO THE PHOTO FOR ADDITIONAL ACCURACY.

PHOTOS MUST INCLUDE THE LOCATE MARKINGS OR FLAGS AS WELL AS CONTEXT OF IT'S LOCATION.

UPDATE OR REFRESH TICKETS MUST INCLUDE A NEW PHOTO OF THE PAINT AND UPDATED TIMESTAMP AS EVIDENCE OF REVISITING THE SITE.

Operations Team: Retraining on locate procedures to include ALL AVAILABLE POSITIVE RESPONSES ARE LISTED IN A DROP-DOWN MENU WITHIN THE FIELDFORCE APP.



PHOTOS TAKEN IN THE TIMESTAMP APP WILL SHOW IN THE CAMERA ROLL AVAILABLE IN THE PHOTOS SECTION.

THE COMMENT SECTION ALLOWS FOR ADDITIONAL INFORMATION RELATED TO THE LOCATE TO BE TRANSMITTED WITH THE POSITIVE RESPONSE.

ONCE THE CORRECT POSITIVE RESPONSE HAS BEEN SELECTED, ALL RELATED TIMESTAMPED PHOTOS HAVE BEEN ADDED, AND A COMMENT EXPLAINING THE EXTENT OF WHAT WAS LOCATED YOU CAN SELECT THE "DONE" BUTTON IN THE BOTTOM RIGHT CORNER.

THIS WILL SUBMIT THE COMPLETED TICKET TO CO811.



Let's Keep This From Happening Again...

Project	Tasks	Responsible	Deadline	Status	Notes
PRV/DC Agreement w. DW	Update asset files	Alyssa/Adam	12/31/2021	In progress	Working on final changes to PRV's; water line and valves have been added in Bowles
	Update accounting files	Scott/Vanessa	1/31/2022	In progress	
	Train staff on new information	Cynthia/Scott	1/31/2022	In progress	
Inclusion of SSD1	Inspect system	Scott	11/12/2021	Completed	
	Develop & submit report to Sheridan	Scott/Cynthia	12/3/2021	Completed	
	Bill Sheridan & close-out project	Vanessa	12/17/2021	In progress	Invoice to be emailed 12/14
	Agreement for Valley inclusion	Cynthia	1/28/2022	In progress	Tim Flynn to draft first version
Syrinx integration	Pilot integration software	Alyssa			
	Full integration with district systems	Alyssa	12/31/2021	In progress	
	Project close-out	Alyssa	12/31/2021	In progress	Waiting to hear from Sedaru on project close out and final invoice
Ongoing connections	Chatfield Botanic Gardens	Cynthia	unknown	In progress	Waiting to hear from engineer re: path forward
	5900 W Bowles Ave	Cynthia	unknown	In progress	Homeowner provided w. tap info; DW revising agreement to reference property
	4 Middlefield Road	Bridget/Alyssa	unknown	In progress	Provided info to homeowner; waiting for response re: path forward
	Watson Lane subdivision?	Alyssa	unknown	In progress	Waiting to hear back from Littleton
Brookhaven Lift Station	License agreement for tree/shrub maintenance	Cynthia	12/31/2021	In progress	Jennifer working w. HOA attorney on final revisions
	Driveway easement	Cynthia	12/31/2021	In progress	Jennifer working w. HOA attorney on final revisions
	Paving of driveway	Scott	12/1/2021	Completed	
	Tree maintenance over lift station	Scott	12/13/2021	Completed	Entire tree removed. Lou Fohn will present \$1000.00 invoice on 12/17/2021
Valley Lift Station	AC unit replacement	Scott		In progress	
	Warranty work re: low pressure	Tony		In progress	Vacuum test down tubes in wet well complete; results regarding overall vacuum inconclusive
	Locate & distribute O&M manuals	Scott	12/22/2021	In progress	
	Develop SOPs for operation	Scott/Alyssa	1/21/2022	In progress	
	Train staff on correct O&M activities	Scott/Alyssa	2/28/2022	In progress	
General Issues	VAL - Fence/ access to sewer MH / easement in Valley	Scott		In progress	per email from BY on 12-7-2021
	VAL - sewer repair work on V-CA-4-3 to V-CA-4-2	Scott		In progress	per email from JM on 12-2-2021
	VAL - Valley manholes at Sheridan Industrial Park	Scott		In progress	per email from AQ on 10-11-2021
	PC - process change to remove work orders from locates	Alyssa	12/31/2021	In progress	per meeting w. Ops staff on 11-24-21
	SWM - invoice Grant for flowmeter damage	Scott/Vanessa	12/17/2021	In progress	per email to Nicki on 12-10-21
	Organize/update PC & SWM engineering specs on web	Tony/Alyssa	12/31/2021	In progress	

Discussion & Questions

The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. These shapes are primarily located on the right side of the slide, creating a modern, layered effect. The text 'Discussion & Questions' is centered on the left side of the slide in a clean, blue, sans-serif font.