

SOUTH ANDERSON WATER DISTRICT
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RECEIVED

OCT 22 2009

PUBLIC SERVICE
COMMISSION

CASE NO. 2008-00502

1. WHAT IS THE SPECIFIC DISTANCE BETWEEN THE METER BOX AND THE DAMAGE SITE ON THE DISTRICTS SIDE OF THE METER WHERE THE REPAIRS WERE MADE?

Photo shows approximate damage location of 3-4" from connection to meter setter. This is area of damage as found when excavated.

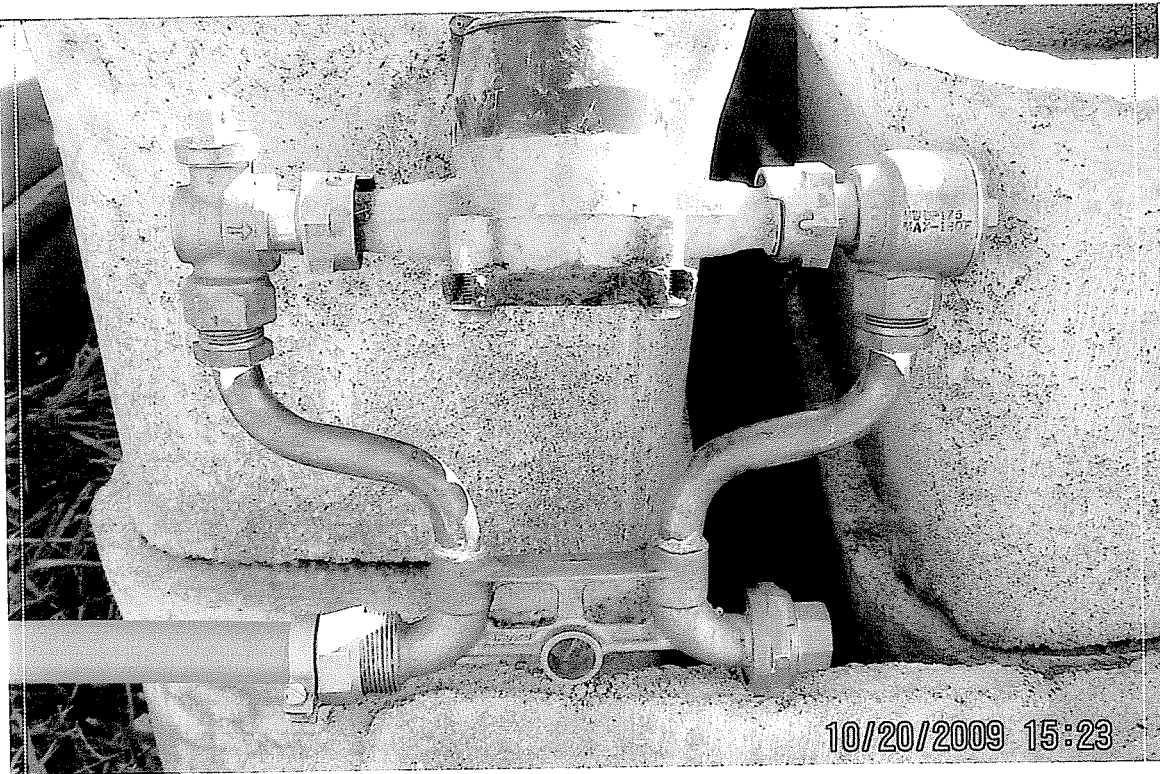


↑
Approximate damage location

2. DEFINE "INLET SIDE" AND "OUTLET SIDE" AS USED BY THE DISTRICT IN RESPONSE TO QUESTION 28 OF COMMISSION STAFFS FIRST INFORMATION REQUEST.

Photo below has inlet and outlet side marked. The "inlet side" is the side that is fed from the larger water main to the meter. The "outlet side" is the line that serves the customers residence, barn, etc.

ON/OFF
VALVE



↑
"IN let Side"

↑
"OUTLET side"

3. DESCRIBE THE EXACT DAMAGE AND HOW IT WAS FIRST NOTICED.

Photo shows approximate area of damage as discovered by district personnel when on site to repair. During the previous meter reading period no damage was noticed or reported by meter reader. This damage was reported by Ms. Johnstone after water would not stop after she attempted to cut off service.



End of Tape measure shows
Approximate spot of damage

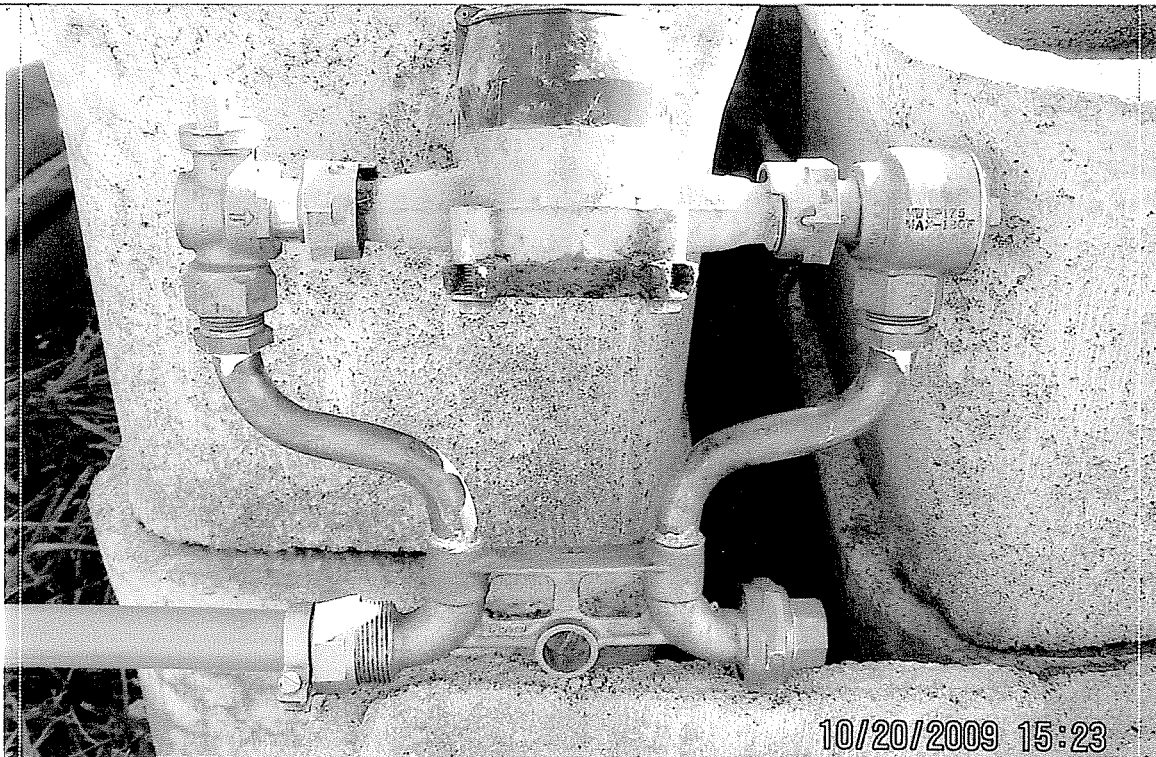
4. WHAT SPECIFIC STEPS WERE TAKEN TO REPAIR THE DAMAGE?

Damage was reported late Friday afternoon of a three day holiday weekend by Ms. Johnstone. She reported that after she attempted to turn water off the water continued to run. I investigated the site and discovered that the line feeding the meter had been damaged. At the conclusion of the holiday weekend, I called our contractor about scheduling the repair to the area and had office staff contact BUD to locate any other utilities that may be in area. Returned to site after utilities had been located and scheduling/ weather allowed for repairs. Area was excavated with a backhoe and necessary repairs were made.

5. EXPLAIN WHY TURNING WATER ON AND OFF AT THE METER BOX WOULD CAUSE DAMAGE.

Excessive vibration/movement of the meter setting by untrained personnel can cause damage to the "inlet" or "outlet" side fittings/piping. Photo below shows where damage can occur and location of on/off valve.

ON/OFF
VALVE
↓



Possible AREAS OF damage

6. HOW MANY OTHER INSTANCES HAVE THERE BEEN WHERE DAMAGE WAS CAUSED BY WATER BEING TURNED ON AND OFF AT THE METER BOX? WAS THIS PRIOR DAMAGE SIMILAR TO THAT IN THIS CASE?

It is unknown how many other times this may have occurred. When someone reports a tariff violation as Ms. Johnstone admitted to, or, if it is discovered in the field while reading meters or otherwise observed by district personnel a letter is sent to the account holder. The letter explains that it is a violation of the districts tariff to do this, and that possible unintended damage could occur to metering equipment and repair costs are the responsibility of the consumer.

7. OTHER THAN WATER BEING TURNED OFF AT THE METER BOX, WHICH THE DISTRICT CLAIMS TO HAVE CAUSED THE DAMAGE, WHAT OTHER FACTORS COULD EXPLAIN THE TYPE OF DAMAGE EXPERIENCED IN THIS MATTER?

Damage of this type is sometimes caused by a rock being on the pipe for an extended period of time although no rock was discovered on the pipe at the breakpoint at the time of excavation.

7. (A) EXPLAIN HOW USING A "VISE-GRIP" COULD CAUSE THE DAMAGE THE DISTRICT CLAIMS IT CAUSED.

(A) Photo "A" shows vise grip pliers on the control valve of the meter setter. Pay special attention to the small work space and the end of the pliers against the concrete box. If this type tool is used it can cause excessive movement of the meter setter which can damage incoming and outgoing piping and fittings.

PART A

PHOTO#1



TOOL AGAINST METER BOX

Photo "B" shows the correct tool used for disconnection, excessive movement of the meter setter with this tool can still cause damage if you are not properly trained. Someone who uses this type of tool daily such as a utility employee or plumber is instructed in its proper use.

PART A

Photo # 2

Proper "Shut off" Wrench
24-30" above ON/OFF VALVE




7. (B) WHAT ELSE COULD HAVE CAUSED THE DAMAGE, I.E. TOOL, MACHINE OR OTHER?

A machine could damage the meter/service line but there was no evidence of machinery working in area in conclusion, I do not believe that Ms. Johnstone damaged the districts service line on purpose, however, it is a direct district tariff violation to enter the meter box and the cost to repair any damages caused by this violation are the responsibility of the customer.

October 21, 2009

The responses/information contained herein are true and accurate to the best of my knowledge regarding **Case #2008-00502** as prepared on this 21st, day of October 2009.



Shawn Cook, Operations Manager

10/21/09

Date