

FRIDAY LETTER
October 12, 2018

1. **New agreement for franchise legal fight.** If I don't hear from all Board members, we can discuss and make a board decision at your October 22nd regular meeting.
2. **Cut and cap on Manzanita.** This work was completed successfully by Frank and Dave on Tuesday. The next step in this project is to hear back from Eric Rucker that he is ready to sign the easement.
3. **Fail safe alarm recalibration.** This work was completed by technicians working with Dave on Wednesday morning. Now, when we get an alarm we know it matches PSE's standards and can complain with conviction.
4. **Completing connection of 97th to 264th.** We are still waiting for a couple of critical parts.
5. **Kommer dispute.** We will wait until your October 22nd board meeting and hear from Todd before we respond to Kommer.
6. **Leak in lower Sandy Shores.** On Tuesday evening about 9PM I got a call from a customer reporting water running across the road below Roger and Susan Hart's stairs. Dave and I went to the site and confirmed that the water was coming from a leak in the main line from the Pressure Reduction Vault in the Hart's side yard, and not from any service line. We called Frank and left a message. We decided to leave the water running so lower Sandy Shores customers would retain service until Frank responded, as it was not doing any damage to the road or other property. I left a message on the water office voicemail explaining the situation and promising to update when we learned more.

Frank called early Wednesday morning to say he had another job commitment for WD 19, but could begin repairs after noon. He marked the pavement and I called for an emergency locate for utilities. Dave sorted out the parts needed to make a repair in a 4" AC line and called Susan Hart to explain the situation. I updated the message on the office voicemail.

Dave went door to door explaining our plan. Frank arrived with equipment and quickly discovered the leak location in a failed 45 degree fitting in the 4" line under the bottom of the stairs near the road. We did not have the parts needed for this unanticipated repair, but were able to borrow what we needed from WD 19. I updated the voicemail message, saying we hoped to have service restored by dinner time. The work was completed and service restored after a major flushing around 6:30.

That evening and the following day we got calls from customers in both lower and upper Sandy Shores complaining of brown water. I changed the voicemail message to explain the cause and give assurances that there was no health hazard.

Kelly