



Game On! Roll the dice on water complaints

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CITY OF WENATCHEE - PNWS- AWWA CROSS CONNECTION CONTROL COMMITTEE

Introductions

- Jessica Shaw- City of Wenatchee Deputy Public Works Director, current Chair for PNWS- AWWA Cross Connection Control Committee
- Darci Mattioda- City of Wenatchee Utility Planner, current Secretary for PNWS – AWWA Cross Connection Control Committee



Starting the Game

- Roles and tools
- Calling in a team mate is always an option
- There may be multiple options
- Have fun with it!
- And roll.....

What day is it?

1. Monday
2. Tuesday
3. Wednesday
4. Thursday
5. Friday
6. Weekend



Water Quality Complaint First Responders

1. Water Quality Specialist – sample bottle
2. Cross Connection Control Specialist – level tool
3. Stormwater Technician – pipe
4. Utility Planner- Water drop
5. Water Service Specialist – Flashlight
6. Water Crew – jackhammer, wrench, & screw drivers

If 1 through 5 are not available, move to the Crew.



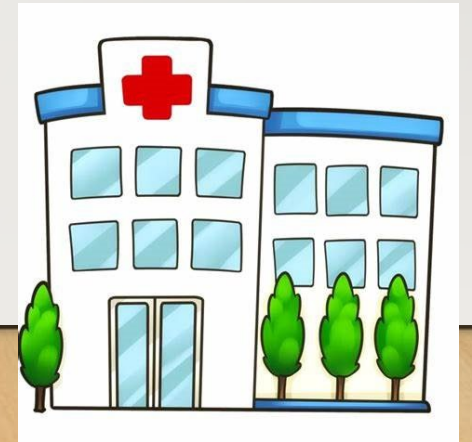
The Complaint

1. Yellow water
2. Green water
3. Blue water
4. Water is making my family sick
5. Milky water
6. No water



Information about the Location

1. Single Family Residence
2. Duplex
3. Multi-Family
4. Commercial
5. Industrial
6. Health Care Facility, Nursing Home or School



Customer Service Interview

1. How long has the problem been occurring?

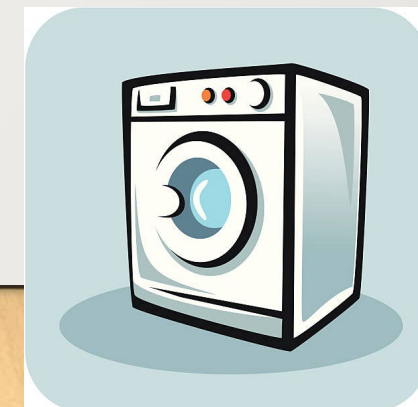
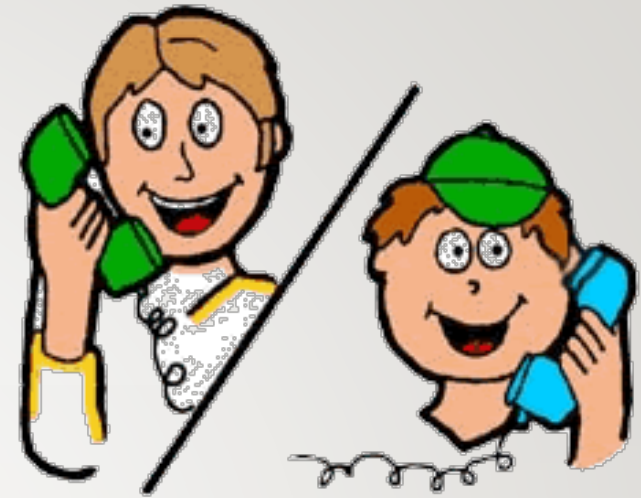
- 1,2,3 – started today
- 4, 5 – a few days
- 6 – last week

2. Which fixtures?

- 1 or 2 – kitchen sink
- 3 – bathroom sink
- 4 - toilet
- 5 – bathtub (for industrial/commercial – drinking fountain)
- 6 - wash machine (for industrial/commercial water-connected equipment)

3. Which tap?

- Even – hot water tap
- Odd – cold water tap



City Background Information

1. No work in the water system & no fire fighting activities.
2. Fire fighting activities only.
3. Water system work only.
4. Fire fighting activities and water system work.
5. Water crew was working on the service.
6. Roll again.



Additional Background Information

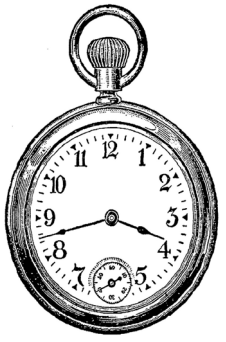
- Single Family & Duplex: Roll to see if they have a backflow preventer.
 - Even – Yes Odd - No
- Multi-Family & Commercial: Roll to see if they have a backflow preventer.
 - Even – Yes Odd- No
 - If yes, roll to see if it's premise or hazard protection.
- Industrial or Healthcare – assume premise isolation.



Pause and review what you know

- Review known facts
- Option to call a team mate for help
- Notify a supervisor?
- Proceed to next steps





Time to Take Action

- A. Call Supervisor if determined necessary
- B. Tell Customer to flush cold water in a tub or outside spigot and call back if they have more issues.
 - Roll of the dice
 - 1,2, 3 - All is well (Go to Wrap-up)
 - 3, 4, 5-Customer calls back, move to on-site investigation
 - 6 – 4 more calls of the same complaint come in.
- C. Prepare to meet the customer on-site
 - Go alone
 - Take a coworker (WQ Complaint First Responders)

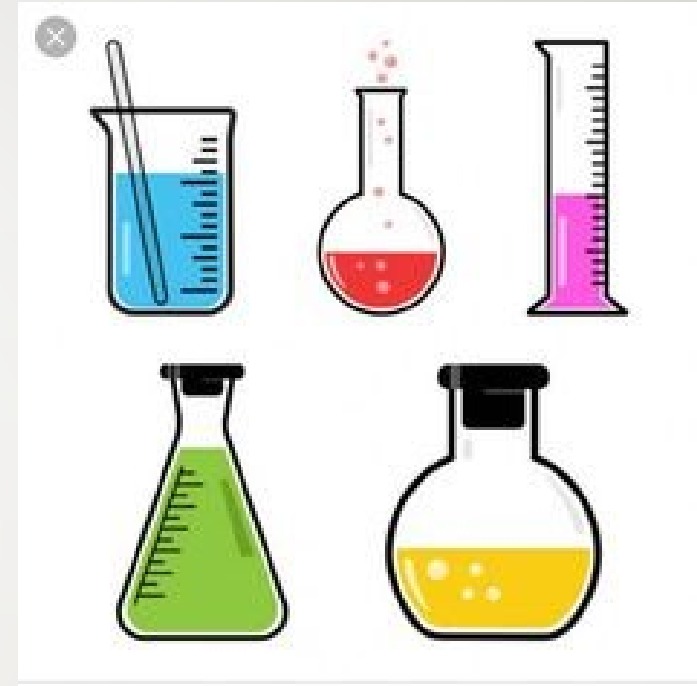


On-site Investigation

1. Residual Chlorine Test after 10 minutes

- 1 – 0.00 mg/L residual chlorine
- 2 – 0.05 mg/L residual chlorine
- 3 or 4 – 0.15 to 0.50 mg/L residual chlorine
- 5 – 0.85 mg/L residual chlorine
- 6 - Meter does not provide a reading.

2. Do you want to flush 5 more minutes and test Residual Chlorine again?



On-site Investigation Continued...

Coliform Test (Set timer)

- 1 or 2 – Sample is clear
- 3 or 4 – Sample is yellow, no fluorescence
- 5 or 6 – Sample is yellow and fluorescent



On-site Investigation Continued...

If a backflow preventer is present, when was it last tested:

- 1, 2 - Last week
- 3 - Last month
- 4, 5 - Last year
- 6- Never

Conduct a Cross Connection Control Survey

- Even – no cross connection found
- Odd – cross connection identified!



What now?



- Evaluate all of the data collected.
- Did you confirm a backflow incident?
- Consult emergency management plan to determine next steps. Is this an emergency?
- When to report to Department of Health and the local health district?



Wrap-up

- What additional information would have been helpful?
- What would you do differently?
- Document complaint, action taken and outcome



Responding to Customer Concerns

- Actions
- Documentation
- Notification



Questions

Play Again !

