



**WISDOM**  
— MANAGEMENT —

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# VMC WATER OUTAGE

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Valley Maintenance experienced a water outage from March 4<sup>th</sup> through March 7<sup>th</sup>, the following actions were taken:

- Wisdom received a call at 8:57 PM from the after-hours emergency line of a report of low water pressure.
  - Wisdom contacted Mr. Case immediately following the call.
  - Mr. Case investigated and received reports of water outage; he proceeded to further investigate where their may be a leak in the system
  - Wisdom posted on the website the evening of March 2 in regards to the water outage.
  - March 3<sup>rd</sup> an email notification was sent out to registered emails in our system notifying of the water outage.
  - March 3<sup>rd</sup> Mr. Case continued to investigate possible leaks.
  - March 4<sup>th</sup> Mr. Case continued to investigate possible leak. Repair was attempted that caused a valve to break delaying further repairs as water could not be shut off without the proper valve.
  - March 4<sup>th</sup> Wisdom sent email notification to registered residents with the update as well as posted to the website.
  - March 5<sup>th</sup> replacement valve was ordered, however it was the incorrect valve. Mr. Case immediately ordered the correct replacement valve that was to be received March 6<sup>th</sup>.
  - March 5<sup>th</sup> Wisdom sent email notification to registered residents with the update as well as posted to the website.
  - March 6<sup>th</sup>, replacement valve was received at 8:00 am and Mr. Case immediately proceeded to the water system to begin repairs.
  - Wisdom sent email and website posting through out the day, as they were available, to residents regarding the repair status.
  - March 7<sup>th</sup> at 1:00 am Mr. Case was able to successfully complete the repair and have water restored to the system.
  - Wisdom remained in continuous communication with Mr. Case throughout each day and posted all updates he provided to the community website.
  - Mr. Case was in communication with CDPHE along the way to ensure all proper steps and regulatory requirements were being followed.
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