



## Memorandum

**To:** Kim Gauron, Homestead Court Club  
**From:** Diane Johnson, Communications and Public Affairs Manager  
**Date:** September 20, 2017  
**Re:** Eagle River Water & Sanitation District news for October Homestead newsletter

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### Edwards area water system operations

John McCaulley, Field Operations Manager for Eagle River Water & Sanitation District, attended the Sept. 8 Homestead board of directors meeting to **address concerns that residents raised** about water system operations when the **Edwards tank nearly drained on July 26**. Some residents experienced **low water pressure or loss of water service** that evening.

While evaluating the water tank incident, ERWSD reviewed previous reports made in the area related to pressure issues. Sixteen reports were reviewed – a few that occurred July 26; the remainder occurred months or years beforehand. **Three homeowners filed claims** that are proceeding through the process with ERWSD's insurer, TRISTAR. A TRISTAR agent will follow up individually with each of the 16 residents.

Most of the previously reported water service issues concern pressure reducing valves (**PRVs**), which **protect homes** from pressure fluctuations in the public water distribution system. **Homeowners are responsible for properly maintaining PRVs**. Improperly functioning PRVs can lead to water damage at your property via breaks in your exterior or interior water service lines or by toilet hoses detaching, etc. Contact a qualified plumber to have your PRV checked.

ERWSD conducted extensive system testing, engaged a forensic hydraulic engineer, and installed new data loggers in various parts of the Edwards water system to gather thorough information about the July 26 Edwards tank incident and evaluate routine system operations. The District made adjustments to prevent the Edwards water storage tank from being able to drain rapidly. Some conclusions from the hydraulic analysis are:

- The new (installed in 2016) **pump station on Gold Dust Drive** is functioning as designed.
- Pressures in the Edwards area are consistent with how the water system was designed.
- The July 26, 2017, rapid-drain **tank incident appears to have had little or no effect** on pressure changes.

Please **contact ERWSD customer service at 970-477-5451** with questions or concerns about any part of your water or wastewater service – including **new features** that will allow customers to monitor their water use at any time and **set up alerts** that could help avert potential problems such as leaks or breaks.