

# **Water or Sewer Leak Emergency Procedure**

**CCOA: 2/13/25**

**1. A CCOA Water OR Sewer Emergency is when CCOA is:**

- a. losing water, not able to turn off a valve to stop the water flow
- b. There is NO lot connection to a valve line. You must shut off half the park (see PM blast email previously used)
- c. If we have to shut off half or whole park to repair. It would require immediate repair since it's affecting multiple lots at one time.
- d. When the owner has fixed their sewer line and still has found an issue with the CCOA sewer lines.
- e. If we have to shut off half the park or all the park, WO is required to shock treat our water system.
  - i. No drinking for 24 hours
  - ii. There are several lots that were not installed correctly and are not tied into a line off the mainline. (valves)
  - iii. See blast email document " shock chlorinate half the park"

**2. It's also an emergency if the valve is off, but the line is broken. However, when the water can be turned off at the lot, it gives us more time to respond and follow procedures.**

**3. Possible issues are:**

- a. Winter water leak, owner responsibility.
- b. If it's hydrant water issue, CCOA is responsible.
- c. If it's main line issue, CCOA is responsible.
- d. Wells, Pump Station, Pumps, Sewer Station, issues have not occurred yet.
- e. Sewer emergencies: We have had 3 sewer emergencies in winter so far. We follow the same procedure except:
  - i. PM looks in the Sewer project file.
  - ii. Checks the sewer signoff pages for the lot number that is having an issue. If it's checked off, that means the owner verified the sewer was upgraded correctly.
  - iii. If It's not signed off this means that the owner did NOT verify the sewer was working correctly during the upgrade in 2017.
  - iv. If they didn't sign off, it's owner responsibility.
  - v. If there is an issue off the owners lot that shows there is a break in the sewer line after the lot and located on CCOA property, it is the association's responsibility. Camera snake detection equipment is usually necessary to see down the line.

- vi. See Water/Sewer Emergency Issue Intake form for WO, WST, PM to fill out when this happens.
- vii. Intake form for water or sewer emergency includes the following information: 1. Location of issue: Lot number and or common area location, 2. Detection used: list, 3. Owner responsibility fixed: y/n, maps verified?, water off valve #, fix time either 9-12 or 1-4, date of fix scheduled?, owner contact information if owner issue and needs fixed (em and phone), emergency or not? Sewer emergencies don't need a mainline water valve shut off. If someone is living in the lot that we are affecting, it's considered a compliance health issue and must be fixed asap, within 72 hours of the technician to be atleast scheduled. Advise PM when the fix will be completed.
- viii. Email the form and any videos, pictures to WO, WST, and PM, + cc Treasurer, President, and VP.

**4. Initial intake of Water or Sewer Issue (see water sewer intake form):**

- a. Water Operator (WO) OR Water/Sewer Tech (WST) contacts Park Manager (PM) via text at 719-239-4788.

**Included in text:**

- b. LOT NUMBER
- c. ISSUE HAPPENING, BE SPECIFIC
- d. DATE, TIME
- e. Valve Number(s) that were shut off (if any)
- f. If a water valve **CAN'T be turned off** refer to Water Emergency Procedure SOP 2023 document.

**5. Determine whose issue it is.**

Is it CCOA main line, CCOA hydrant, Other Water Issue, or an Owner winter water issue?

**a. Owner Issue:**

- 1. PM checks the water database to verify the LOT hydrant status before scheduling the replacement.
- 2. If there is no upgrade of hydrant listed for the lot, MM may also do a visual inspection and advise MM of status. It may be that we already replaced the hydrant within the last 4 years.
- 3. The water database will show which ones we have installed since 2022.
- 4. If it's an owner issue: PM calls the owner and discusses issue.

5. PM offers to remove the hydrant (cap), or we install a new hydrant.
6. PM communicates decisions to the contractor and WO via email after speaking with the owner via email or phone with the decision.

**b. CCOA Issue (main lines, pump house, sewer station, wells, and hydrants):**

1. PM checks the water database to verify the valve or mainline status.
2. Notes details in the database regarding the issue. Example: Valve 13 in the valve status database “2/1/25, replacement”.
3. PM works with WO to note the issue, communicate it to the members via email.
4. If there is no WST staff, then PM would begin contacting contractors to fix the issue. If a valve needs to be turned off there are volunteers available if needed.
  - a. List volunteers here to turn off curb stops if needed. (list here)
  - b. A shared CCOA water key (painted red) is available to owners to borrow in case of an emergency. I’ve had to communicate this often that is why it’s there for us all in case needed.

**6. Owner Issue Continued:**

- a. PM emails WO and MM & owner of the decision to remove or replace the hydrant before excavation begins.
- b. Advises owner that they have 72 hours to provide the architectural application with the contractor’s information, Chaffee County Plumbers Permit, and to fix the issue if the water can’t be shut off.
- c. Offer the contractors contact information to owner. At this time we have approximately 5 contractors that offer excavation and plumbing work.
- d. If in winter: Most times, our CCOA staff contracts services to owners and CCOA if available.
- e. Item receipts, purchased by contractor, must be submitted separately to PM.
- f. PM creates an invoice for owner and send copy to [ccoatreasurer@gmail.com](mailto:ccoatreasurer@gmail.com)
- g. Invoice is also sent to Genesis from [ccoatreasurer@gmail.com](mailto:ccoatreasurer@gmail.com).

**7. Contractors:**

- a. Peak Vista Property Services: Ed Doucet, 719-221-5181.
- b. Avalanche Plumbing and Heating: Brett Kincaid, 719-207-3999.
- c. K & S Construction, Ron Cooke, 719-966-9785.
- d. Avalanche Excavating, (719) 539-8663.
- e. Jason Wesseling, WESCO Construction, 720-757-6741.
- f. Helium Gas detection contact: Jeremy Allenbaugh, Certified Meter Testing Helium gas detection, 303-588-1732, [Liquidwaterservices@gmail.com](mailto:Liquidwaterservices@gmail.com)

- g. Town of BV – water leak detector unit is borrowed by Derek Dietrich, not available to CCOA for borrowing.
- 8. If Maintenance Manager (MM) doesn't see a blast go out to the community within 1 hours of the text, please call PM at 719.239.4788 or 719-480-9931.
- 9. If necessary, PM will call and email the owner again after the leak is exposed. In the winter we do this since most owners are not here at the time.
- 10. PM sends a blast to the membership, including the following:
  - a. Water off for what valve? Look up the valve lot list and note the lots affected.
  - b. Verify with contractor when the excavation will take place from start time – finish time (9-12 and 12-4 are the times we use)
  - c. In the blast explain what is happening and include the lot number of the issue in the email blast.
  - d. A blast will be sent listing the lot location and issue as well so the owners will be aware of what is happening.
  - e. For non-emergency 'Water Off' schedules, we provide at least 24 hour notice but, most times we can blast 48 hours in advance and call those that don't have email.
- 11. If it's a CCOA water leak, MM (Maintenance Manager) calls 811, MM takes pics of 811 after it is completed before we begin digging, & MM tracks his time under the 'Water' employee rate to fix it for CCOA.
  - a. Anytime WST performs excavation and a fix to water, the rate is higher than maintenance.
- 12. If there are multiple leaks for example, as we excavate, we may find an owner issue and a CCOA main line issue.

**It's critical that the WO or MM shop separately for parts.** One receipt will be for owner expenses and one for CCOA expenses on the receipts:

'Water Repair – Lot 274 : installed new hydrant'      \$175.86 (CCOA)

'Water Repair – OREGON Mainline repair'      \$274.22 (CCOA)

- 13. Receipts get put into the Genesis folder on PM desk to then be sent to the Treasurer. The Treasurer will see the cost details to track for our water system assessments. This also saves time when invoices are prepared.
- 14. **RENTAL EQUIPMENT AGREEMENT:** If WRT (Water Repair Technician) requires the use of a mini excavator or other type of equipment that CCOA does not have available.
  - a. the WRT or WO will email the President, Vice President, and Treasurer to explain the reason for the rental equipment.
  - b. If CCOA has equipment that will perform the excavation, then it will be utilized.

15. Owners who have Contractor repair a winter water valve need to submit a utility application to the office with what's been done on behalf of the owner so it's in the file and tracked by PM for the owner.

This ensures modifications are recorded with the architectural committee for future reference. In the winter it is treated as an emergency so there is no time for utility applications. **We do however, file pictures and any email communications of the job are in the lot file.**

16. If any CCOA water lines are modified:

- a. **Intake form (see attached, still need to do this)** is filled out by WO or WST and given to PM for tracking.
- b. High resolution pictures of the repairs are emailed to [ccoaarccom@gmail.com](mailto:ccoaarccom@gmail.com)
- c. PM updates the water database with the upgrade information from WO/WST
- d. Example – Oregon Leak that happened at Christmas.
  - i. WO received the leak detection unit (borrowed equipment from the Town of BV)
  - ii. Detected leak at lot 274 with equipment
  - iii. CCOA WST called emergency 811
  - iv. WST took before pics
  - v. WST began excavating
  - vi. WO and WST realized the leak was not there but near.
  - vii. WST continued to excavate until the leak was found.
  - viii. WST repaired the leak
  - ix. WO or WST emails [ccoassn@gmail.com](mailto:ccoassn@gmail.com) with the pics before of the leak and after the fix before it's back filled.
  - x. WST advises WO the leak is fixed to inspect before closing the hole.
  - xi. WO signs off on the approval permit form stating he has inspected the work and it's approved (this is not required for CCOA jobs)
  - xii. PM updates water database
  - xiii. PM attaches pics to ower arc com app and files
  - xiv. PM files pics of CCOA fixes in our water upgrade file in the office.
  - xv. PM emails photos to owner and advises the fix is done.

17. If it's an owner leak and NOT an emergency, the owner will submit a utility application for us to track the fix.

- a. **WO (Water Operator) inspects the work before the hole closes after contractor fixes,**
- b. mechanical permit to be received by contractor and 811 from contractor.

- c. Verify that contractor liability insurance is valid.
- d. Contractor advised Manager of when the dig will begin for a blast email.
- e. Manager also calls those without email.

18. After repairing, send high resolution pictures to ccoassn@gmail.com - Include lot number in the email subject field

A. Initial Lot and Leak Picture (shows the owner the original site before anything was done)

A. One pic without any bedding covering the new valve *or whatever was needed to be repaired or replaced (shows owner you bedded correctly)*

B. One showing the valve line with the bedding (verifies that it was bedded correctly)

C. Then one after the excavation is completely done. (verifies the lot is the way it was before you began)

19. Owner is notified of the status via email blast of the resolve. If it's a CCOA main line issue this will also be communicated so that owners understand the outcomes. This is filed in the owner file and or in the water tracking file.

20. Alternative to provide water when our mainline is frozen.

Example – 1/30/2025 NM Freeze, still no water as of 2/11/25.

Lots 36-52 no water due to mainline freeze issue

Work around by WST: To provide daytime water via hoses connecting to hydrants.

WO – said that it's a shot in the dark to rent ground warmers.

WO – said that no warm water pressure washer would be allowed due to schedule 40 and other older materials can't withstand the pressure.

21. Results of the legal advice should go here for what is required if ADA bathhouses are not available or the owner is not able to use them due to a disability issue. (process goes here)

Last year, we didn't have anyone to fix the emergency leaks besides WO **at the time of detection**. This year, we have Peak Vista as emergency water repairs for owners. I've not spoken to Brett (contractor) to see his availability for emergency fixes of course due to MM being available. If MM wasn't available then I would give the owner Brett's info. Winter water emergency fixes have mostly been done by WO until we created the WSR (Water/Sewer Repair Technician position).