

Freeze 2013

Dec 5th-11th

Dec 5th PM temp – 15 Degrees

5 days of near or below freezing

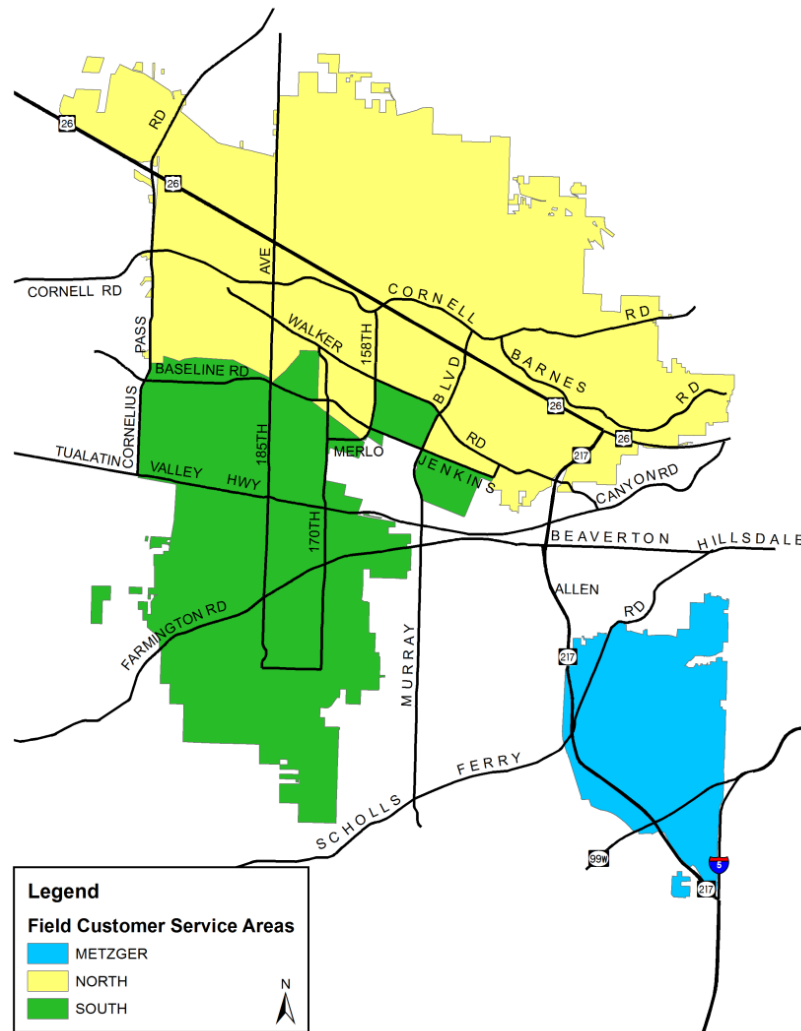
284 total calls

3 groups of priorities

1. Public safety (leaks and ice in roads or sidewalks)
2. Burst customer pipes
3. No water (frozen meter or customer pipes)



Traditional area coverage

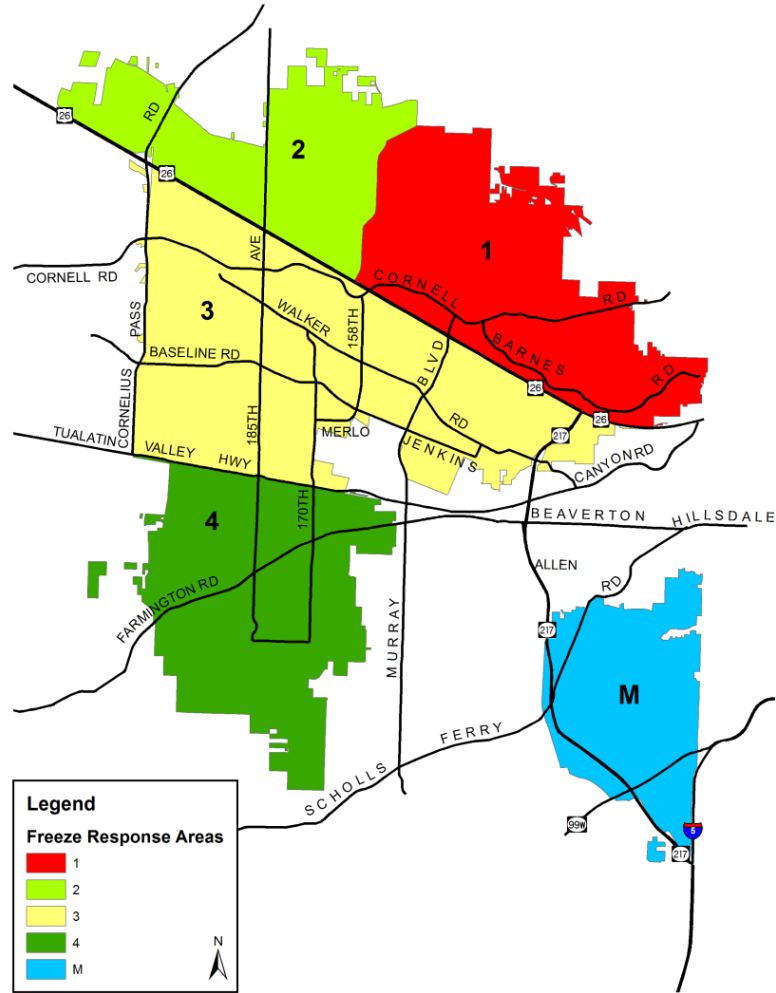


Zone Breakdown

- Increase in calls overloads our employees tasked with covering sides, delaying response times.
- To improve response time the Districts service areas are further broken down into 5 zones for quicker coverage during emergencies.
- 33 minute average response times



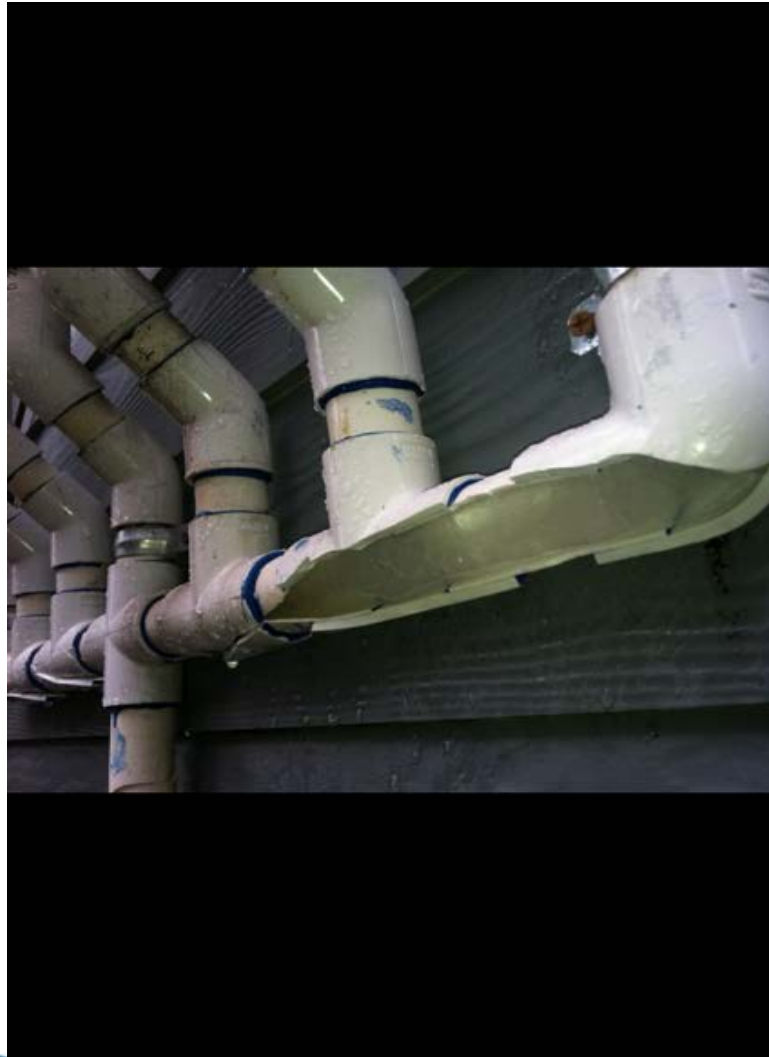
Emergency coverage areas



Unprotected plastic pipes



After the thaw



Frozen garage door



Above garage plumbing



Water coming through light fixture



No one is immune to cold weather!



Data collected

- 284 total calls
- 58 No water calls
- 199 Burst pipe calls
- 27 Other
- 33 Minute average response time
- 169.25 hours of overtime worked
- 0 injuries



Planning for the future

- Public awareness
 - 911 calls
 - Drive people to the website
 - o Leak adjustment forms
 - o Cold weather preparedness tips
 - Careful route planning combined with Automated Meter reading help reduce route estimation
 - o Only 5 cycles not read during this event

