

Olga Water Users, Inc.
Leak Procedures

Following are the companies or individuals to contact in the event of a leak in our water lines. Not all will need to be contacted for every leak –use your judgement according to the leak size, location, time of year, weather, etc. Listed first are those that must be contacted for all leaks except for small residential leaks:

Most of our main lines are in trenches co-located with or very near the power and telephone company lines. In the event of a main break or a line leak, contact:

Call B4U Dig # 1-800-424-5555 Follow the prompts until the operator comes on. You will need to know the following:

OWU I.D. # 78137

OWU is on Orcas Island in San Juan County, Washington. OWU is in Section 9, T36N, Range 1 West.

You are calling for an emergency locate and are prepared to tell them where the leak is located, distance from the nearest major intersection, address if on a county road, and any other identifying remarks you can provide. All this is relayed to the utilities (OPALCO, CenturyTel, Cable) as provided, so try to be as accurate as possible.

If the leak is truly an emergency, don't wait for them to contact **OPALCO: call Douglas Moody 376-3527** directly and ask for an emergency locate.

If the leak is on or near a county road, call Jim Cardinale at the **San Juan County Road Department 317-8493 or 317-6923**

Excavation Contractors:

Our primary contractor is **Island Excavating, Contact Paul, 376-2122.**

You can also call **Tim's Tractor Service 376-4572.**

Some leaks can be hand-dug, but main leaks and major line leaks will require mechanical equipment. There is no guarantee that any contractor will be available when we have a leak emergency, but calls should be made promptly when it is known that mechanical equipment will be needed.

PROCEDURES TO FOLLOW WHEN SCHEDULING EXCAVATION

The following steps **MUST** be followed when scheduling Orcas Excavators or any other contractor to excavate OWU main or other water lines:

- **Call #1-800-424-5555 (Call B4 U Dig), advise location, range & section, nature of problem, excavation schedule (if an emergency, inform them so). They will issue a ticket number, contact OPALCO and CenturyTel to request they come and mark their utility lines. This notification should be done 48 hours prior to onset of excavation, unless it is an emergency and you have so informed them.**
- **If digging in or near the county road right-of-way, call Jim Cardinale at #317-8493 and obtain a permit to dig. This must be done prior to excavation, or, if an emergency, arranged for prior to digging. The permit can also be completed by the contractor, and usually is handled that way by Orcas Ex.**
- **Orcas Excavators is the preferred contractor, and should be contacted immediately to determine availability of equipment, schedule, etc. Call Bruce Wiscomb @ 376-2319, or Charlie Nigretto in his absence.**
- **Contact all members who will be affected by the leak repair excavation prior to shutting the water off and inform them of the need for repairs, estimated time for completion, etc.**
- **An OWU board member should be present when Orcas Ex. commences excavation to note start time, any other effects of the work, and to interface with concerned members.**

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- **should be retained to oversee ALL repairs, including those that affect other utilities, other aspects of our distribution system, or anything affecting the plant operations or property.**
- **If a leak is detected or reported, a physical inspection is required prior to calling the contractor to determine if it is a situation repairable or correctable by board personnel. Leaks on members' private property, or any leak past the Corp. Stop at the members' location, is the responsibility of the member. Members not taking action on obvious leaks, leaks affecting any other member or OWU property or systems, and non-reported leaks found when the member is not in residence are all situations that require the members' water immediately be turned off. If members water is turned off by OWU, the member must be notified by telephone or, if necessary, in writing. A note should be left on the members' residence door that the water has been shut off, and the member should contact an appropriate person to have it turned back on.**