

# After Action Report

Topic: Multiple Main Break from Hydrant Malfunction		Date: Report completed 1/24/14 / Incident date 12/18/13
<b>?</b>	What was supposed to happen?	<b>▲</b> What actually happened?
<p>Response to leaking hydrant - Cause not known. John received the call and requested Alan to have the engine company check the hydrant. When checked hydrant was leaking at base. When operator shut down and water was flowing 6'-7' out it slammed shut. Retaining nut came off - slammed valve. Nut popped up about 1 foot. Hydrant was still leaking at base. Engine company notified Water Department and left the scene.</p>		<p>P.S. received a call of possible broken water main at 11:04 from dispatch.          Problems discovered:          Mains broken: 8001 and 8095 Cavershamwood Ln          Hydrant blown off: 8043 Goringwood          Hydrant damaged: 2072 Thorncroft Dr.          Service lines broken: 2065 and 2072 Thorncroft Dr.</p> <p>Property damage: Mulholland, 2024 Thorncroft Dr, \$1,400 - plumber          Retaining nut came off - closing took off retaining nut.          Expenditures: Utilities \$7,162.11; Streets \$7,788.00</p>
<b>+</b>	What worked well that needs to be sustained?	<b>-</b> What did not work well and needs to be changed?
<p>P.S. crews responding to main breaks.</p> <p>All water restored by 5:00 p.m.</p> <p>P.S. crews repairing the street within 24 hours.</p> <p>Fire Department continue to assess leaking hydrants meeting with resident. Fire Department will notify Public Services the next day if leak is minor. If leak is major, will work to clear hydrant seat or notify dispatch to contact Public Services call out personnel.</p>		<p>Operator use of fire hydrant. Did not notice the retaining nut was being backed off when closing the hydrant.</p> <p>Caused major water hammer in infrastructure.</p>
<b>What to do next? ➡</b>		
<p>Training - using an outside vendor - will require 6 classes over 3 days          New PATS - After training, create new PATS agreeable to water and fire department for hydrant leaks.          Agreed that the best time of the year for hydrant flowing to meet ISO standards is spring.          Agreed a single person from fire - Edgar Babian, Deputy Chief and Brad Smith, Utilities Field Ops Superintendent will serve as points of contact for hydrants.          Central Safety Committee will be informed about this incident and resulting AAR.</p>		
AAR Participants John Selberg, Bo Mills, Lisa Piefer, Jeff Beaman, Edgar Babian, Danny Hutcheson, Brad Smith, Gene Cline.		



Selberg, John &lt;jselberg@germantown-tn.gov&gt;

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**leaking fire hydrants**

3 messages

**Aimee Oxley** <aimee.oxley@gmail.com>

Wed, Dec 18, 2013 at 10:00 AM

To: jselberg@germantown-tn.gov, byronsmith@germantown-tn.gov, tpalmer@germantown-tn.gov

There are at least two leaking fire hydrants in my neighborhood. The first one is in front of 2072 Thomcroft Drive. The other one is at the corner of Dogwood Villa Drive and Thomcroft Drive.

Thank you.

Aimee Oxley  
aimee.oxley@gmail.com

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**Selberg, John** <jselberg@germantown-tn.gov>

Wed, Dec 18, 2013 at 10:13 AM

To: Allen Jones &lt;ajones@germantown-tn.gov&gt;

Cc: Byron Smith &lt;ByronSmith@germantown-tn.gov&gt;, Tina Palmer &lt;tpalmer@germantown-tn.gov&gt;

Allen:

Can you have someone go by to check these hydrants? I believe we have been flowing hydrants earlier this week, so they may have been flowed recently. If they are leaking, we need to let the Water Dept know so that they don't freeze up.

Thanks.

John  
[Quoted text hidden]

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**Jones, James Alan** <ajones@germantown-tn.gov>

Wed, Dec 18, 2013 at 10:32 AM

To: "Selberg, John" &lt;jselberg@germantown-tn.gov&gt;

Have a engine company taking care of it now.

[Quoted text hidden]



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## Claim for Reimbursement for Waterline Leak Repair

1/10/2014

kenmul@comcast.net <kenmul@comcast.net>  
To: lpiefer@germantown-tn.gov

Fri, Jan 10, 2014 at 11:27 AM

Lisa,

As directed by you in our phone conversation of Jan. 07, 2014, I am submitting my claim for reimbursement of all expenses I have incurred to repair the break in my home waterline at 2024 Thorncroft Drive, Germantown, TN 38138. This water waterline break was caused by actions of City of Germantown personnel on Dec. 18, 2013 which caused there to be over pressurization of my waterline and the resultant break of said waterline.

The detailed log of events surrounding this waterline break and repair is contained in the attached 12 page document entitled "log."

Brief summary of events detailed in my attached document log:

12/18/2013 Waterline break in my home caused by City of Germantown. Leak investigated and confirmed by Water Dept. personnel. Advised by these same personnel to call a plumber to find and repair leak and then submit a claim to the City of Germantown for reimbursement of my repair expenses.

12/19/2013 Hugo Plumbing here for 3 hours trying to find source of verified water leak. Hugo advised me to call American Leak Detection Service to locate exact point of the leak - suspected to be under my house slab. Called American Leak Detection to schedule a service call. Advised by American Leak that first available appointment was 12/26/2013.

12/26/2013 American Leak Detection Service on site. Found source of waterline break at site between waterline line coming to house from meter and the copper water pipe entering under the slab.

12/28/2013 Hugo Plumbing back on site to locate and repair waterline break. Leak was discovered about four feet down in the ground in front of house in the connector between the waterline coming to house from the water meter and the copper water service entering the house. Leak repaired.

We were without full water service to our home from 12/18/2013 until 12/28/2013. We kept the water service turned off to the house at the meter all of this time. We only turned the water on at the meter briefly to take quick showers and to collect water into buckets to use for cooking, flushing commodes and dish cleaning. We were unable to run the washing machine or dishwasher from 12/18/2013 until 12/28/2013.

Please reference detailed log sent as an attachment to this email for a record of daily events and contacts made by me relative to discovery and repair of my waterline break caused by City of Germantown personnel.

Expenses incurred by me for which I claim reimbursement from the City of Germantown:

1. Hugo Plumbing Co. (See attached Invoice and record of payment)  
\$925.00
2. American Leak Detection Service (See attached invoice and record of payment)  
\$415.00
3. Replacement of landscape removed by Hugo Plumbing to fix leak
  - 3 Knockout Rose Bushes  
\$ 45.00
  - 1 azalea bush  
\$ 25.00
4. Adjustment of next Water Bill for water lost during waterline break  
\$ \_??\_

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Total Reimbursement Claimed

\$1410.00

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Please send me a check for \$1410.00 at your earliest convenience. I will contact you when I receive my next water bill so appropriate adjustments to this bill may be made by the City of Germantown. Should you have any questions or require further information relative to my claim, please email me or call me at (901) 756-1093.

Thank you for your immediate attention to my claim.

Kenneth L. Mulholland

P.S. Please confirm by email your receipt of my claim.