CITY OF LAKE JACKSON

PRESENTED JUNE 21, 2021

Before and After the Boil Water Notice of June 2021

Where are all of the City Water Towers located at?

https://www.google.com/maps/d/edit?mid=1uDhXk8btfa362CKClQAlk1mWTNDq3eqq&usp=sharing

WHAT HAPPENED ON JUNE 19?

1. Around 6:45 am an equipment failure of a ground-fault circuit interrupter resulted in loss of power to the communication system at Ag Water Tower
2. Between 6:45am and 2pm, text alerts were sent by the SCADA system to the on-call employee. When it received no answer, it alerted the next person in line (the on-call Waste Water operator) via text. With no answer there either, it emailed the Utilities Superintendent who was on vacation and did not see it
3. The Ag Tower, due to its efficient geographical location, is used to turn the entire water system off and on to ensure the system is maintaining set pressure levels. Therefore, this loss in communication led to all tower levels being reduced and not refilled until manually corrected by the Water Operator, which did not happen until 2pm
4. The water pressures got low enough at all towers (below required 20 PSI), that we issued a precautionary boil water notice for all of Lake Jackson

What will we do to ensure this doesn't happen again?

Issue 1: Equipment failure that created alerts

Issue 2: Human-error of not answering alerts

IN THE FUTURE

Solution 1: Make towers independent of one another

- SCADA update to allow towers to override on their own if needed
- Add voltage monitors
- Remove ground-fault circuit interrupters

IN THE FUTURE

Solution 2: Add or replace generators/battery options

- Replace generators at Beechwood & Oak
- Add Ag generator OR explore UPS backup battery options
- Add discharge pressure monitors

ALREADY COMPLETE

Solution 1: Implement new on-call procedures

- Procedural change to ensure availability of on-call person by limiting weekly hours scheduled

IN PROGRESS

Solution 2: Revise alert system procedures

- Adding SCADA alert phone calls
- Reorganizing & adding PD dispatch to alert list