

# Standard Operating Procedure

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## *Water Service Interruptions*

The City strives to maintain reliable service to its customers. However, it is sometimes necessary to interrupt water service to facilitate new connections, repairs, and other work. The City has put in place the following procedure to promote communication and cooperation with customers.

In the procedure below, City refers to the City of Stillwater Operations/Water Services staff and Contractor refers to a contractor (regardless of whether they are working for the City or for a private developer) or any other person requesting an interruption of service.

### **Procedure**

1. Contractor will contact all known critical customers and non-residential customers within the anticipated affected area and solicit input prior to selecting an initial request date. Operations/Water Services staff can assist you in determining affected areas prior to your formal written request. It may be necessary to schedule work on evenings, early mornings, overnight, or weekends to accommodate customers' needs or special events. Early and clear communication with affected customers is highly encouraged to limit the need for rescheduling service interruptions.
2. Contractor must request service interruptions through the City in writing at least 10 full working days prior to the date that the service interruption is requested. The request must include:
  - The initial date requested, location of necessary work, and duration of the interruption based on input from affected customers.
  - Contractor's name and contact information.
  - Short description of the reason for the interruption.
3. Upon receipt of the written request, the City will provide to the Contractor a map of the affected area. The map will include:
  - All affected customers.
  - Known critical customers.
  - Valves that will be operated by City.
  - Fire hydrants that will be temporarily out of service.
4. Contractor and City will review the affected areas of the service interruption, identify known customer scheduling needs that may not have been addressed, and adjust the service interruption date, if necessary.
5. Upon approval of request for interruption, the City will provide the Contractor with a completed Water Service Interruption Notice (form attached), complete with approval signatures.
6. Contractor must provide a copy of the Water Service Interruption Notice to all affected customers. All notices must be delivered at least 72 hours (3 days) prior to the start of the service interruption.

7. City reserves the right to cancel or reschedule the interruption if it is not in the best interest of the public or water distribution system at that time.
8. Prior to the work beginning:
  - a) City will perform a momentary test interruption to ensure that the interruption can be implemented as expected.
  - b) City shall notify City staff via email and the public via Twitter and Facebook of the scheduled service interruption.
  - c) Contractor shall have all required materials, equipment and skilled labor on site to complete the installation in a timely manner (prior to operation of valves). During the work, Contractor shall work diligently so that service can be returned to affected customers.
9. City will operate its system valves to interrupt service as scheduled. During the service interruption, the Contractor will keep the City informed regarding the expected time of completion of work and readiness to restore service.
10. If work must continue beyond the times stated in interruption notice:
  - City will notify City staff via email and the public via Twitter.
  - Contractor will notify critical and non-residential customers in person or by phone with an estimate of the time service will be restored.
11. Disinfection must be performed in accordance with AWWA C-651, especially as outlined in *Section 4.6 Final Connections to Existing Mains* and *Section 4.7 Disinfection Procedure When Cutting Into or Repairing Existing Mains*.
12. After work is complete, the City will operate its system valves to restore service. The Contractor will work cooperatively with City to flush and restore service to affected areas, including removal of any "Out of Service" devices installed on hydrants.

Notes:

- Any issues resulting from failure to notify any customer clearly shown on the service interruption map shall be the responsibility of the Contractor and may result in the service interruption being rescheduled.
- If problems or new information about the water system are discovered, report to the Water Utilities Service Center Supervisor and provide map corrections.

Attachment:

- Service Interruption Request Form
- Water Service Interruption Notice



Department of Water Utilities  
723 S. Lewis Street  
Stillwater, OK 74074

Office: (405) 533-8483  
Fax: (405) 533-8044  
Web: stillwater.org

# Water Service Interruption Request

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Name: \_\_\_\_\_

Date: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

\_\_\_\_\_

Email: \_\_\_\_\_

## *Location of necessary work to be performed*

\_\_\_\_\_  
\_\_\_\_\_

## *Estimated duration of service interruption*

\_\_\_\_\_

## *Reason for service interruption*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Note: Contractor will contact all known critical customers and non-residential customers within the anticipated affected area and solicit input prior to selecting an initial request date. Operations/ Water Services staff can assist you in determining affected areas prior to this formal written request. It may be necessary to schedule work on evenings, early mornings, overnight, or weekends to accommodate customers' needs or special events. Early and clear communication with affected customers is highly encouraged to limit the need for rescheduling service interruptions.*

Approved By: \_\_\_\_\_

# Water Service Interruption Notice

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Date: \_\_\_\_\_

Time Water Off: \_\_\_\_\_ Duration: \_\_\_\_\_

Affected Area: \_\_\_\_\_

From: Stillwater Water Utilities Department      Approved By: \_\_\_\_\_

## *Work description*

## *How to minimize water interruptions*

- ✓ Turn off lawn irrigation systems the night prior to service interruption.
- ✓ Fill containers or purchase bottled water for drinking and/or sanitation prior to interruption (estimate 1-2 gallons per person or pet).
- ✓ Reschedule non-critical water uses for a different day.
- ✓ Toilet tanks can be manually filled with water and flushed even while the water is off.
- ✓ Consider storing extra water for flushing.

When service is restored, we recommend that you flush water through faucets for a few minutes to remove any entrapped air.

If your water service is not restored by **3:00 PM** please call Water Utilities at 405-533-8483 or 405-372-3292 (after hours).