



DC Water 2nd High Elevation Pressure Loss

July 12 Pressure Loss

Preliminary investigation suggests it was operator error.

7:31 pm – Operator initiated command to open valve between 2nd High Service Area and Low Service Area.

Equipment issue delayed the execution of the command.

8:30 pm – Repairs completed and valve opened.

Impact

Pressure leaving Bryant Street Pumping Station dropped from **95 psi** to **40 psi**.

Started to receive reports of low pressure in second high elevation. Call volume overwhelmed Command Center.

9:04 pm – HSEMA Joint All Hazards Operations Center (JAHOC) calls to ask about reports of low pressure

Investigated and identified the cause of the pressure loss.

9:36 pm – The valve was closed.

9:39 pm – Pressure was restored.

Operationally, the incident was over.

Assessment

Staff began evaluating the impact of what happened.

9:40 pm – Water Quality Director notified of pressure loss and potential impact.

Relevant water services, pumping and water quality staff report to Bryant Street Pumping Station.

Preliminary assessment conducted, including pressure calculations, reviewing calls and online reports, water main breaks and SCADA data to understand the extent of the issue.

Activation

10:52 pm – Activated Drinking Water Public Notification Plan (PNP) and Incident Management Team (IMT).

11:26 pm – Contacted EPA for situational awareness and to confirm need for precautionary BWA.

11:30 pm – Tactical team begins work to further define the impacted area.

11:50 pm – Informed EPA that DC Water was issuing a Boil Water Advisory. Area of impact not defined yet.

12:00 am – General Manager briefs the City Administrator.

Boil Water Advisory

1:56 am – Email to EPA with draft BWA for their review.

2:32 am – Response from EPA with comments on draft BWA.

2:50 am – Email to EPA to inform them which recommendations we were incorporating and to answer questions about distribution.

2:30-3:00 am – Defined the impact area and prepared a map.

3:30 am – The BWA is finalized.

Distribution

3:49 am – BWA is issued to media and public lists.

4:00 am – BWA is published to website.

4:10 am – BWA is posted on Twitter.

4:29 am – HSEMA sends alert via Alerts DC.

6:00 am – Robocalls to impacted customers begins.

9:10 am – FEMS posts BWA on Nextdoor (69,400 subscribers).

11:00 am – Press Conference at Bryant Street. Interactive map posted and publicized.

Background

- DC Water buys water from Washington Aqueduct
- From pump stations, water is distributed to different elevations
- City divided into seven service areas (pressure zones)
- Water can move between zones if necessary

Communications Tools

- ✓ Press Release
- ✓ Website
- ✓ Media
- ✓ Social Media
- ✓ Robocalls
- ✓ Alerts DC
- ✓ Nextdoor
- + Reverse 911
- + Wireless Alerts

Incident Review

- ✓ After Action Conference held on July 30
- ✓ After Action Report completed August 10
- ✓ Internal investigation, led by General Counsel, completed August 12
- ✓ Determining appropriate disciplinary action

Website Traffic

- **92,770** visitors to dcwater.com
- **731,395** views of interactive GIS map (hosted on separate site)