

Fountain Public Service District  
P. O. Box 126  
Keyser, West Virginia 26726  
Phone/Fax: 304-788-2201  
February 21, 2010

Dear Debbie,

I just wanted to take this opportunity to say thank you very much to the WVRWA for your quick response and assistance during our recent emergency in the community of Burlington. FYI the events were as follows:

1. Normal operations are the Pump kicks on at 30' and off at 46' and the sensaphone alarm system notifies us when the level get down to 20'.
2. About noon yesterday 02/20/10 we were notified by our alarm system that the storage tank was down to 19'.
3. Went to Burlington to check and the pump was running, rode the line and couldn't see any visible means of leaks.
4. 4:00 pm the Tank Level was 17', Called Jack McIntosh (WVRWA) for assistance in determining where the leak was. He was about 3-4 hours away. Called and put our Contractor on standby for repairs.
5. 6:00 pm Tank Level 17'.
6. 8:00 pm Jack McIntosh arrived.
7. 10:00 pm Tank Level 15', checked for leaks, none determined to be excessive, Timed meter in well pit, output was 17gpm and should be about 100 gpm, determined well pump bad, 10:15 pm notified 911.
8. 11:00 pm Tank Level was 13', could not locate any well drillers to pull pump.
9. Midnight Tank Level 11'. Decided to try again in morning.
10. 02/21/10 6:00 am Tank Level was 13', 7:00 am 14', 8:00 am 11', 9:00 am 11'.
11. Tank Level 10:00 am 11'. After much discussion and phone calls, we switched from the VFD to the Roto-Phase and Timed the meter at about 100 gpm. There appears to be an electrical problem in the VFD. We also replaced the 1" valve on the Air Release and the 1/4" drain valve on the Air Release.
12. 10:15 am Notified 911 and our Contractor that the emergency had been cleared.
13. Made arrangements with our electrical engineer for 02/22/10 at 11:00 am to work on the VFD.
14. Tank Level 11:00 am 12', Noon 13', 1:00 pm 14'.
15. System now seems to be back in normal operation procedures.

\*\*\*\*\*Problems seem to always arise on a weekend or holiday\*\*\*\*\*

There is no way we can thank Jack McIntosh and the WVRWA sufficiently for assisting us in our time of need. We are so grateful to know that there still are people out there willing to help utilities in their time of need.

Thank you all so much

  
Wayne Oates, Chairman