

Town of Spring Hope, NC



30 December 2022

Water Service Interruption

We at the Town of Spring Hope are here to serve the citizens of the Town of Spring Hope. At all times, we strive to provide the highest possible level of service to our residents. We understand the essential character of Town services.

Unfortunately, due to the nature of the services we provide and the circumstances of cold weather in combination with the current fragility of Town utilities we are sometimes bound to have service interruptions for some customers.

What we will work tirelessly to change is service interruptions that are town-wide and effecting all users simultaneously. It is unacceptable that in all but some wide-spread natural disaster there should be a loss of service for all users.

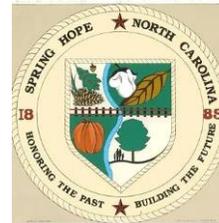
The water service interruption of the past two days was the result of two unrelated events that together culminated in a catastrophic loss of water pressure in the distribution system.

A power interruption at the operating wells sometime between the afternoon of Christmas Day and midday the following day, 12-26, resulted in the water storage tanks emptying. Concurrently but not visible at the surface until the evening of the December 28, several leaks ruptured the water mains on Ash St. These leaks continued to drain the distribution system of water over the course of that night.

On the morning of the 29th, the Public Works crew began repairing the water mains on Ash St and continued the repairs into early that afternoon. But, while repairs were completed by around 2 pm, due to the lack of water in the system it would take nearly a day to restore normal system pressure. We will work hard to find interim solutions to prevent this circumstance from happening again.

Some of these on-going issues will be more fully resolved with the implementation of the \$3.7 million grant project. That project includes the installation of inserta valves that allow the isolation of the town into smaller zones for construction, upgrades, and repairs. The grant project also includes upgrades and rehabilitation for the existing public wells, as well as the rehabilitation and restoration of the N. Poplar St well. Preliminary tests on that well show that it will be the largest volume water source. The grant project also funds telematics for the wells, so that Public Works staff has the ability to instantly know what is going on with the well pumps. The grant funding will also provide for SCADA controls at both tanks to allow Public Works control over water levels in both tanks. Hydrant replacement is also a component of the grant funds. And of course, water main replacement is the single largest piece of the grant fund implementation. While this grant project will not solve all of the Town's water distribution issues, it will make a significant impact on the water supply system's weak points.

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I know that many of you are angry right now and you have every right to be impatient. The residents of Spring Hope have waited far too long time to enjoy the first class utilities you deserve. But, we are just now on the cusp of undertaking the next step in achieving what earlier this year we set off to accomplish. Step one was having a public works department that provides the highest level of service and accountability to the citizens of Spring Hope. We are proud of our Public Works crew and their ability to respond to routine calls as well as emergencies.

Now, we will take the next step and make the first in-roads to key infrastructure replacement and upgrades of the water distribution system. There will be some inconveniences along the way, but we promise to continue to inform you of the changes and do our best to minimize the impacts. Thank you for your patience and understanding. Happy New Year.

-Andrew DeLonno