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New form submission received: Contact Us

1 message

Streamline <noreply@specialdistrict.org>

Sat, Jul 6, 2024 at 12:13 PM

To: bucheitjerry@gmail.com, recyclingbynature@gmail.com, jeanstur45@att.net, gunnarramstrum@gmail.com, DAHolmes1690@gmail.com



CANEBRAKE COUNTY WATER DISTRICT

Contact Us

Your name: Christopher MacDonald**Your email:** macdiddley@msn.com**Subject:** Water District Challenges

Message: Dear CCWD Water Board: I have been without full water service for seven days now. Despite providing my own labor to the point of exhaustion for several days in a row, I still have not gotten water at normal pressure. I realize the CCWD is still in the midst of crisis. But I feel there is no better time to record challenges while they are still fresh. Because of the evolving nature of this crisis, some of these may have been resolved or there may be plans in place to do so. In order of what I think is most to least critical. - Lack of inventory: Little to no spare parts on hand for some of pipe sizes that are the location of frequent failures. Few or no 0.75" to 1" parts (pipe, connections). - Lack of awareness of inventory: no person or system has comprehensive understanding of what is in inventory. Finding parts requires extensive time, which is not good in emergency situations. - Speed of Decision Making: as a volunteer eager to make repairs, I found it very difficult to get agreement from the board to excavate leaks, make repairs, or to obtain repair parts. Even when all leaks were uncovered and their details were known, I was unable to get clear direction to make part and material purchases. I made two trips to El Centro within a few days, both times I was only permitted to purchase a very small, ultimately inadequate amount of repair material. Those trips and the parts have gone uncompensated. - Inability to locate tools: In this instance we were unable to locate a reciprocating saw (i.e. saws all) for more than a day. We used a hand-saw which was adequate for 0.75" pipe, but was not ideal. - Inability to locate keys: there were difficulties and delays in locating keys for things like the parts storeroom and the heavy equipment (track steer and excavator). - Inaccurate Communications: More than one email communication stated I was the only resident without water. These would have been incorrect because other residents certainly would have been without water if I was. Then there were emails stating water service was restored, but it was clearly not restored at my address. - No field communications: No effective field comms available. This exacerbated issues because repairs could not be made without consulting the water board president. - No readable field maps: There were no large format printouts of the system map. Trying to determine the correct cut-off valves to secure different parts of the system was difficult without trial and error. - Valve Status Unknown: After days of changes no single person knew the exact status (open/closed) of every valve in the system. Every leak required driving nearly the whole pipe system to confirm. - Outside Expertise: there appears to be only a single vendor used as outside "help", Mr. Sexton. It would be better if there were multiple options in an emergency. - Poor Attitude: When I complained about the lack of water for an extended period I have repeatedly been told to avail myself of my neighbor's facilities. I pressed and was then told by board members I was likely inebriated. I don't think dismissive attitudes towards legitimate concerns are appropriate. This showed a disturbing lack of seriousness about getting water to residents. - More notes may follow. These are only the ones I have in mind at this moment. Until a large fraction of these issues are resolved I will not provide further volunteer services to the water board. I have been a faithful volunteer

for the water district since last summer. I have worked with Dean, many of you, and of course many of our neighbors countless times. I have contributed in other ways beyond physical labor. I don't think I need to spell out all the contributions I've made. They are known to most. I will also add I have defended the members of the water board and their decisions many times in the past. I have often pointed out the considerable good work and good faith effort the board members put into their unpaid positions. These are not the ramblings of a serial complainer or a neighborhood "crank". I am someone who has spent a year gaining insights into the operations of the water district. At water board meetings I have seen the board listen, understand, and respond positively to community input. Your openness to ideas and discussion is laudable. I hope you will apply the same openness to this email. Christopher D. MacDonald 155 Canebrake Rd 202-487-1188 macdiddley@msn.com

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