

THE VALLEY AT WINTER PARK
WATER **D**ISTRICT

August 2026 System Pressure Incident Review

August 9 Tank Alarm:

Site-visits and Consultation at Treatment Building by District Operator, District Electrical Engineer, Well Consultant, District Manager and Board, Communications with Colorado Department of Public Health and Environment (CDPHE)

Issue	Correction
1. Supervisory Control and Data Acquisition (SCADA) System Alert Fault led to Tank Draining to low-level	1. SCADA System Corrected and Functional
2. Well T2 Controller Needed Electrical Repairs	2. Well T2 (primary well) Controller equipment replaced parts borrowed from Well T6 (offline auxiliary well) Controller
3. Tank Level Low but not empty	3. Tank Recovers Immediately
4. Operator and Manager determine to issue Boil Order to customers and notify CDPHE	4. CDHPE follow-up with Operator and Manager, water quality results allow for retraction of boil order and notification to customers

Pressure Issues: Short-term impacts

- Air trapped in the system typically releases with each home purging water from low pressure/low well level events
- Most homes recovered to “near-normal” levels after purging air through irrigation and other water fixtures
- Some homes located along the mainline purged air several times with Operator visits, and inspections by home-plumbers to test auxiliary pumps which increase water pressure in homes
- These homes with steep inclines or varied elevations were unable to definitively release air because air was trapped in high-points or air release valves (ARVs) that were not functioning properly

Pressure Issues: Short-term solutions

- On August 9 the alarm, controller and well systems were all repaired within hours and the boil order issued
- Water quality was tested and confirmed as safe to consumers, and CDPHE representatives confirmed with the Operator that the boil order was likely not needed (samples require 36-hours to be returned)
- The air trapped in high points was reduced with house calls and direct contact to customers by the District's operator and management team
- Several homes were visited, with operators on site at properties on a daily basis to assess pumps, home systems and to purge air repeatedly
- When these regular remedies were exhausted the operator and management moved onto investigate additional causes for the several homes that did not recover water pressure
- Specific regions of the system were inspected to attempt to address the problem
- The entire system was inspected and corrections made as needed; operator attempted purging air with air vacs unsuccessfully and determined new equipment was needed and ordered as quickly as possible

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What is a boil order and when is it needed?

- Even if un-needed, once issued a test and checklist by the Certified Operator must be followed
- What does CDPHE require regarding particular communications and follow-up protocol / steps?
- If pressure is reduced to individual homes is water still safe for other homes?
- Why was a boil order not necessary with this incident?

Short-term repairs and maintenance

The entire treatment and mainline valve and hydrant systems were inspected

Issue

- ARV's (valves) were not functional, causing a majority of the air trapping and pressure issues below the prior levels
- Hydrant valves and mainline valves were found to not operate properly, possibly contributing to additional reduction in pressure

Correction

- All ARVs have been replaced
- Hydrant valves and mainline valves tested
- Hydrant and valve repairs and maintenance will be completed shortly with Board approval
- All equipment will be maintained per Operator-recommended schedule

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Long-term repairs and maintenance

Regular system maintenance schedule and improvements

Issue

- Pressure is too low per the system design
- Pressure should meet CDPHE minimums for all current and future homes without booster pumps to bring the pressure to meet this standard
- System mainlines, valves and hydrants in need of ongoing maintenance

Correction

- Engineer assessment of plans and possible site inspections to ensure mainline was installed property initially to serve current homes and future buildout at minimum required pressure
- Possible system booster pumps or other solutions pending these assessments
- Ongoing annual maintenance of mainlines, valves, hydrants
- Individuals may install/keep booster pumps to increase pressure, but not in lieu of system pressure minimums

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Emergency Communication Processes

Where do I direct information and find information?

- Most up-to-date information available at vwppwaterdistrict.org/contact-us
- 24/7 Emergency Contact phone and email is listed on District website for repairs and maintenance
- Additional options for notifications via text/phone are under consideration
- Consultants report to the District via the Board of Directors and management as delegated by the Board by policy or action at public meetings
- District representatives can only communicate with a customer regarding their property to gather information for diagnosing and solving problems or to communicate general information shared with all customers

General Communication Processes

Where do I direct information and find information?

- Consultants report to the District via the Board of Directors and management as delegated by the Board by policy or action at public meetings
- Other communication channels are not monitored by the District Operator and management
- The District and Board are subject to open meeting laws and must act as a body, not individually:

Quasi-public entities require that communications come through official channels. Those channels are the management company for day-to-day matters or the Board, after it has had a chance to meet and take official action in a public meeting

District contractors will be directed to share interim findings with Board members. Findings may not be released until a complete evaluation of the problem has been determined and a course of action has been developed to address the problem.

During an emergency when and what can I expect to hear from the District?

When an urgent or emergency issue is occurring, customers will be notified as soon as possible, but within 24-hours per CDPHE requirements:

- What the issue may be
- What remedies may be and when it may be resolved
- What action the customer should take and where to contact us with additional questions or reported issues
- Ongoing outages affecting the entire system will be continuously reported
- Isolated issues will be communicated between operator and manager directly with individual homeowners

During an ongoing outage or issue when and what can I expect to hear from the District?

When an issue has been resolved, customers will be notified as soon as possible, but within 24-hours per CDPHE requirements:

- If the water system quality is restored from the District's treatment system
- What action the customer should take and where to contact us with additional questions or reported issues

For example, a boil order takes at least 36-hours to resolve, given the time for a rush-test to be reported back to the Operator

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Please contact the District if your home's pressure is still lower than prior to the 9th of August at: 303-482-1002 or info@ccrider.us , or if new issues arise.

If an issue occurs after hours or on weekends please contact the District's Operator, Semocor at: 303-681-2253 or semocor@hotmail.com