

WORK ORDER REPORT

PROCEDURES:

No.: TW-0000874 Rev.: 0000 Category: REPAIR Type: MECHANICAL Title: Lead Service Removal - Maintenance

Step No.	Description	Est. Duration
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- 1 With the exception of emergency leaks, all lead services will be handled as planned projects. In the rare case where emergency removals are approved, the Maintenance Division will notify the Water Quality (WQ) Lab by email and through the Oracle Utilities Work and Asset Management work order process by the next business day.
- 2 Once a lead service has been identified, consult a supervisor to determine if the service will be replaced or removed.
- 3 If a service appears inactive without a meter, Tucson Water New Services/System Evaluation Section must be consulted prior to removal. If removal is approved, Tucson Water will not abandon any lead service in place, but will completely remove the lead service and corporation stop that connects the service to the main, with the old tap covered up with a full circle repair clamp. Removal of unused service lines does not require WQ Lab notification.
- 4 If the service will be replaced, notify the customer of the planned replacement and advise them WQ personnel will be in contact to make arrangements.
- 5 Paint out the service and submit the required Blue Stake, excavation, traffic control permits and all required notifications as detailed in Potable Service Renewal SOP 3.F.04.
- 6 Notify the Water Quality & Operations Lab Manager and the Water Quality & Operations Senior Sampling Chemist with an expected replacement date. The Lab requires a minimum of one week advance notice to coordinate the sampling with the customer prior to the service replacement.
- 7 Once approval has been received from the WQ Lab, schedule the replacement.
- 8 On the scheduled start date, complete the Daily Inspection Checklist and follow the Replace Service Line Standard Operating Guidelines and begin the isolation process.
- 9 If there is an isolation valve on the customer's side of the meter, isolate the service by turning off the customer valve, then the curbstop. The meter can now be removed.
- 10 If there is NO isolation valve on the customer's side, close the curbstop, then excavate the service to expose the connection at the main and turn off the corporation. Drain the city service and remove the meter.
- 11 Remove the old service, ensuring all lead is removed from the ground.
- 12 Replace the service with copper material, replace the curbstop, and install a ball valve on the customer's side of the meter.
- 13 Flush the newly installed copper line to atmosphere through the new curbstop. Flush twice the volume of the service line.
- 14 Open up the ball valve, allowing the customer's system to drain, in order to backflush from the customer's side.
- 15 Install a new meter and recharge the customer line.
- 16 Flush at the house valve to remove any air or debris in the line.
- 17 Backfill and compact the trench. Complete all paperwork and inspection requests as required in the Replace Service Line SOG.
- 18 Notify the customer that WQ Staff will be following up with them to collect the post sample within three business days of the repair. Provide the customer with a Tucson Water information card referring them to the WQ Customer Line for any immediate questions or concerns.
- 19 Notify WQ Staff (Senior Sampling Chemist and cc: Lab Manager, Environmental and Regulatory Compliance Section Supervisor and Drinking Water Compliance Environmental Scientist) via email upon completion of the replacement by end of business or the next business day.

Protective Equipment

Step No.	Protective Equipment	Comments	Stock Code
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Foreman: _____

Date: _____