

# Water Service Leak Assessment & Restoration

## NOTIFICATION



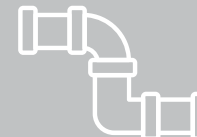
Easley Combined Utilities receives notification of a water leak.

## ASSESSMENT



Crew members strive to arrive to assess the issue within 20 minutes.

## MATERIALS



After assessment, the crew travels to the operations facility to gather any necessary material and equipment.

## UTILITY LOCATES



The crew coordinates with other utilities so those service lines can be located; utility locates typically take 1-3 hours but can take longer depending on the number of calls to SC811.

## SERVICE LINE LEAKS



Leaks on service lines can typically be restored in 2-3 hours without impacting neighboring properties.

## MAIN LINE LEAKS



Leaks on main lines can often be repaired within 2-4 hours. Approximately 80% of the time, the water main repair can be completed without loss of service to neighboring properties.

## EVENINGS & WEEKENDS

If we are notified of a leak on a weekend or in the evening, our crews respond within 30 minutes (if they are not already actively on another call). On-call crews then proceed as outlined.