



CITY OF HOPEWELL

Hopewell, Virginia 23860

AGENDA

(804) 541-2408

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CITY COUNCIL

Patience A. Bennett, Mayor, Ward #7
John B. Partin, Jr., Vice Mayor, Ward #3
Deborah B. Randolph, Councilor, Ward #1
Arlene Holloway, Councilor, Ward #2
Jasmine E. Gore, Councilor, Ward #4
Janice B. Denton, Councilor, Ward #5
Brenda S. Pelham, Councilor, Ward #6

John M. Altman, Jr., City Manager
Sandra R. Robinson, City Attorney
Vacant, City Clerk

March 4, 2021

ELECTRONIC MEETING

Regular Meeting: 6:30 PM

6:30 p.m. Call to order, roll call, and welcome to visitors

CLOSED MEETING

SUGGESTED MOTION: Move to go into closed meeting pursuant to Va. Code Sections 2.2-3711(A)(1) to discuss and consider personnel matters, including the assignments of a specific public employee and the City Attorney; and (A)(6) and (7) to consult with the City Attorney regarding specific legal matters and actual litigation requiring the provision of legal advice and where such consultation in open meeting would adversely affect the City's interest; and (A)(4) for the protection of the privacy of individuals in personal matters not related to public business.

Roll Call

SPECIAL MEETING

R-1. Regular Business – Virginia American Water Company – Water System Outage

MOTION: _____

Roll Call

Adjournment

R-1

Timeline

Summary

City of Hopewell

City of Hopewell - Water Outage Response Timeline

Time of Record	Item of Record
2/13/2021 7:00	EOC activated virtually. Monitoring weather conditions.
2/13/2021 13:00	EOC transitioned from virtual to in person.
2/13/2021 18:49	Director of Emergency Management declared a state of emergency as of 1300 on February 13, 2021.
2/13/2021 18:54	Water Renewal (231 Hummel Ross Road) power outage. Partial plant without power. Transformer down.
2/13/2021 22:00	EOC transitioned from in-person to virtual. City Mangers Office representatives, Human Resources, EM, Fire Department. Staff clearly identified the parameters of the problem, worked with water company and Dominion on process of reestablishing power to the site, established a plan for water distribution at Hopewell High School.
2/14/2021 19:12	VAWCO notified City of Hopewell that the water system was down. Loss of power to low service pumping station at the river. Dominion is several hours from bringing a new transformer. Can't pump any water to treatment plant. VAWCO estimates 2-3 hours of water storage remaining.
2/14/2021 19:30	EOC transitioned from virtual to in-person
2/14/2021 21:14	Water loss and conserve water message distributed to the citizens via CodeRED.
2/14/2021 22:50	VAWCO notified us that they have a diesel pump running, and are trying to get a valve open to get water up to the plant. They also notified us that Dominion was onsite with their transformer and a crane to get it installed
2/14/2021 23:00	VAWCO working on both a tractor trailer of bottled water, and a 500 gallon potable water tank to take to JRMC to serve hand washing and cooking needs.
2/14/2021 23:40	Four trucks of water ordered by VAWCO Two trucks of Sport bottles, two trucks of gallon jugs. As of 2340 Tractor Trailer of bottled water 2 hours out.
2/15/2021 0:20	Out of water storage at the plant. Working off of tank pressure in the system. The system is currently at 53 PSI. Boil water advisory is issued after the pressure drops below 20 PSI.
2/15/2021 1:35	Power back up at the low pump station, but still having electrical issues
2/15/2021 3:00	VAWCO will have 10 people at water distribution site tomorrow. They are working with contractor for 10 more. Arranged for a police escort so that VAWCO can move their front end loader from the plant to the High School for water distribution operations at 0700 tomorrow.
2/15/2021 3:30	Physical EOC closed. Transition to virtual for overnight operations.
2/15/2021 6:30	First two truck loads of water delivered to high school at approximately 0630. Third truck arrived at 1320 fourth truck expected this afternoon.
2/15/2021 8:23	VAWCO approved request for citizens request calls to go to their call center.
2/15/2021 8:50	CodeRED notification sent out @ 0850 to follow-up the VAWC notice sent out @ 0600.
2/15/2021 8:58	VAWCO advises the City call center is overwhelmed, asks for assistance with call center operations.
2/15/2021 9:00	Continued coordination of water distribution to start at 1000. Coordination of the activation of our call center to receive requests from citizens who cannot get out to the water distribution point at the High School. Addresses for the High Rise, Mid-Rise, Nursing facilities and assisted living facilities provided to VAWCO for direct delivery of bottled water. Coordinated with Devita Dialysis to meet their needs.
2/15/2021 9:00	EOC coordination call.
2/15/2021 10:00	EOC transitioned to in-person at 1000
2/15/2021 10:00	Bottle water distribution 1000 am -5 pm at Hopewell High School.
2/15/2021 10:30	Call center established at community center using recreation staff. Call center opened at 1030 and will operate as needed until deemed longer necessary.
2/15/2021 12:30	Dominion power connected replacement power to correct loss at the water plant. First attempt failed due to incompatible generator. A second transformer has been installed and water is flowing into the system as of approximately 1230. Generators have been provided by AdvanSix to be in place as back up in case of additional failures.

City of Hopewell - Water Outage Response Timeline

Time of Record	Item of Record
2/15/2021 12:39	Boil water advisory distributed to the citizens as of 02-15-2021 08:50 guidelines provided for usage of water. Water distribution established for High School 1000-1700 (5pm) managed by VAWCO- Sheriff's Department providing security at site Police department providing assistance for traffic control.
2/15/2021 13:04	Water distribution system set up using public works personnel to deliver water to personnel who cannot drive to distribution site. Being handled by public works personnel. Calls going to call center addresses are being forwarded to the EOC and EOC staff is coordinating with public works to handle distribution.
2/15/2021 13:26	Received a call from VAWCO requested assistance with "priming the pumps" as the water system is brought back on line- coordinated with Chief Kennedy to provide assistance as needed.
2/15/2021 13:33	Social media updated with information regarding boil water notice and FAQ/ Talking points
2/15/2021 15:27	Water was also distributed to Hopewell Heights high rise , city midrise facility, as well as both nursing homes within the City, The hospital has a small tanker on site and is working to get a larger tanker to the site for supplemental water. Update: 50 additional cases of water requested to be delivered to Hopewell Heights High rise.
2/15/2021 15:35	Situation update- pumps are running- being filled expected to take until approximately 1800 (6pm) to fill system with water to prepare for distribution- Boil water advisory will remain in effect until 2 successful tests have been passed.
2/15/2021 15:38	Social media sites and city web site all updated with the messages that water distribution will remain in place until 5pm today and will be open from 1000- 5pm tomorrow at Hopewell High School. The Hopewell City Call Center will remain open until 8000 pm tonight and will return 0830-5 pm tomorrow.
2/15/2021 15:46	EOC Status - EOC will remain open with minimal staffing until resolution of the water loss is completed. As of 1545 plan is to have minimal staffing overnight.
2/15/2021 16:44	Update - Water Distribution - VAWCO will provide security at Hopewell High School for water on site overnight and will return at 0730 in the morning. SD provided a minimum of 4 or personnel 2 to block rear entrance and 2 at main entrance 1 at the water, adding additional personnel is recommended entry and exit is from Mesa Drive.
2/15/2021 19:29	Update on Water Outage: Pressure is coming up to normal. Dominion has departed the water facility; all streets are open.
2/15/2021 20:00	EOC transitioned to virtual staffing as of 2000. ECC notified.
2/15/2021 21:13	CodeRED message sent @ 21:13. regarding power loss at Virginia American Water which caused a loss of ability to treat and pump water to the service area. Power loss was reported to the neighboring jurisdictions at 20:52.
2/16/2021 8:00	Industrial water flow operational. Domestic coming up. First bacterial sample taken at 0100 Feb 16, 2021.
2/16/2021 8:52	Received Notification that the VAWCO had lost power to their main plant @ 0852.
2/16/2021 9:00	Warming/ charging station open from 0900 am -700 pm
2/16/2021 9:35	Notified by VAWCO power down to main plant. Asking industrial customers to shut down again.
2/16/2021 10:00	EOC coordination conference call.
2/16/2021 14:00	EOC Transitioned to in-person at 1400 due to water plant equipment failure.
2/16/2021 16:34	VAWCO agrees to take over water delivery operations on Wednesday February 17, 2021 due to public works preparing for winter storm operations.
2/16/2021 19:28	Held meeting with CEO and reps from VAWCO to discuss water issue at 1800. VAWCO is hopeful for overnight resolution to restore water service. This resulted in equipment failure at the plant. City will receive update at 600, and the City Manager will determine status of operating hours for City offices. Barry Suits committed to discuss issue at a City Council meeting in March.
2/16/2021 20:00	EOC transitioned from in-person to virtual.
2/17/2021 16:00	Fire Department obtained mutual aid tanker from Prince George to provide water supply, located at Fire station 1 and staffed by Hopewell Fire personnel.

City of Hopewell - Water Outage Response Timeline

Time of Record	Item of Record
2/18/2021 5:00	EOC transitioned to in-person
2/18/2021 8:42	First bacteria sample successfully passed second sample in process results should be known overnight and released early morning (2/18//2021) Results posted at 0842 Thursdays 2/18/2021
2/19/2021 7:49	Water boil advisory lifted and water distribution terminated. Water company will finish delivery of homes on list for delivery.
2/19/2021 8:08	CodeRED announcement sent out with water advisory boil lifted information and further guidance.
2/19/2021 12:00	EOC closed in-person operations

Timeline Summary

VAWCO

Please note all times are approximate

Date	Time	Description
<u>SUNDAY</u>		
2/14/2021	Overnight (12:30am)	Virginia American Water's (VAWC) Hopewell Water Treatment Plant (WTP) experiences a weather-related utility power outage at the intake facility. Back-up facilities (generator/diesel pumps) turn on.
2/14/2021	Afternoon	Utility power becomes available in the area of the intake facility, but Dominion Energy's transformer fails and intake facility unable to return to utility power. Back-up facilities continue.
2/14/2021	Evening (6:00pm)	Intake facility loses backup low service pumping abilities. Unable to send water to treatment plant.
2/14/2021	Night (9:00pm)	City Office of Emergency Management (OEM) is notified.
2/14/2021	Night (10:30pm)	Customers are advised through Code Red, VAWC's customer notification system, of the issuance of a conservation notice due to power outage.
2/14/2021	Late Night	Dominion replaces faulty transformer at intake, but initial replacement transformer not compatible with VAWC electrical systems, which we believe damaged certain intake equipment.
<u>MONDAY</u>		
2/15/2021	Overnight	Distribution system begins to depressurize.
2/15/2021	Early morning (6:00am)	Customers are advised of water service interruption and boil water advisory (BWA) issued by Code Red alert.
2/15/2021	Morning	VAWC resources from Alexandria and Prince William Districts reassigned to assist.

Please note all times are approximate

Date	Time	Description
2/15/2021	Morning (10:00am)	In coordination with EOC, bottled water distribution begins at Patrick Copeland Elementary School and continues throughout the event (except for temporary suspension due to weather on Thursday 2/18). Three cases per customer provided in advance of the forecasted ice storm. At home deliveries of water for customers provided on as-needed basis.
2/15/2021	Mid-day	Dominion replaces incompatible transformer with new compatible transformer, thereby restoring full utility power to intake facility and low service pumping capabilities. Raw water inflow restored to treatment plant.
2/15/2021	Late Afternoon- Evening	Pressurization of water distribution systems begins.
<u>TUESDAY</u>		
2/16/2021	Early morning (6:00am)	Customers are advised via Code Red of re-pressurization of system, continued BWA.
2/16/2021	Morning	WTP loses power likely due to the failure of electrical gear within the plant, including failure of the automatic switch to standby (generator) power.
2/16/2021	Afternoon	Potable distribution system begins to depressurize.
2/16/2021	Afternoon (4:13pm)	Customers are advised of service interruption by Code Red alert, advised to conserve and to boil water once service restored.
2/16/2021	Evening	Power restored at Hopewell WTP via standby (generator) power.
2/16/2021	Late evening/ Night	Utility power restored at Hopewell WTP, with certain facilities remaining on standby power, and potable distribution system begins to repressurize.
2/16/2021	Overnight	System flushing work begins.

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Date	Time	Description
<u>WEDNESDAY</u>		
2/17/2021	Early morning (4:30am)	Sample collection started for the first set of bacteriological samples.
2/17/2021	Morning (8:30am)	Customers are advised of partial restoration of water service, continue conservation and boil water advisories.
2/17/2021	Night (9:00pm)	Sample collection started for the second set of bacteriological samples.
<u>THURSDAY</u>		
2/18/2021	Early morning (6:00am)	First set of samples analyzed – all samples were coliform negative.
2/18/2021	Night (10:15pm)	Second set of sample results analyzed – all samples were coliform negative.
<u>FRIDAY</u>		
2/19/2021	Morning (7:00am)	BWA lifted.
2/19/2021	Morning (10:00am)	Bottled water distribution demobilization begins with limited deliveries continuing during the day.

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