

Date of Incident	11-01-2023
Prepared By	Lori Kolinchak
Reviewed By	Incident Report was reviewed by Brian Kroker on 11-02-2023 at 06:51 PM.
Property	Meadowbrook
Time of Incident	04:00:00
Location of Incident	By 557 on circle side approximately 10 feet from main meter

Report Last Updated By	Update Date
Brian Kroker	11-02-2023
Lori Kolinchak	11-02-2023

Incident Type
Misc.
Description of Incident
Recently observed new puddling near maintenance shop. Contacted Manis and Wexler Plumbing approximately 10/22. Manis responded. Leak detection was completed. It was determined that the leak was likely on Aqua Water Companies side. Water company was contacted week of 10/26. The water company showed up at 4:00PM on 11/1/23 to search for leak. They had utilities marked and dug up the ground to make repair. Water had to be shut off at approximately 10:00pm and repair was made. Water was turned back on approximately 6:00AM. Holes were filled in. They will be returning today with "loggers" to determine if any other leaks exist.
Corrective action taken at the time of the incident
Water company responded and made repair. They replaced a valve (see picture) Robinson Filus and Paul Oneto acted as on site points of contact throughout the night. Dave Kimmel involved and on call if needed as well.
What we have done related to Customer Service and helping the resident, if anything?
Lori Kolinchak sent email blast to notify residents.
Witnesses names and phone number
NA
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
No
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

