

Incident Report

On Saturday December 5, 2020 I received a call from Jose the Manager of Culver's on N John Wayne Pkwy. Jose stated that they were experiencing low water pressure inside the restaurant. He stated that they have been experiencing low water pressure on/off, and that he thought it was related to the construction of the Sonoran Creek Project next door. I advised him I would come to their location and assess the situation. There was no activity or work being done at the Sonoran Creek project jobsite that day.

I arrived on their location less than an hour later and spoke with Jose. I manually checked the pressure inside the restaurant at their dishwashing station and public restroom. The pressure was back to normal, and I could not locate an issue. I also checked the pressure on the outside of the building and could not find an issue. I advised him to contact me immediately if he experienced any further low pressure, so I could assess while it was happening.

On Monday December 7, 2020 I inquired with office staff at MCDWID if they had received any complaints or concerns of low water pressure from Culver's location on N John Wayne Pkwy. They stated they had not received any calls and no complaints on file. I advised of the situation and asked that they call me immediately if they received a call from them.

On Wednesday December 9, 2020 we were advised Culver's was still having issues with water pressure inside their restaurant. Matthew Williford (Field Supervisor) and I went to their location with a pressure gauge to help assess the issue. We observed an employee using a power wash hose in the outside parking lot with no issues of low pressure. We placed the pressure gauge onto the customer's service meter and it read 80 psi, at the outside spigot at their building it read 40 to 50 psi. Our flushing hydrant read 70 psi. We simulated a pressure drop by flowing the hydrant and the building spigot pressure only dropped 10 psi which is a normal range. We explained to the Manager that the results of our tests and observations indicate their low pressure issue is on their side of the meter, not an issues with the system water pressure in the area. Again, we advised if it continues to happen we will be of assistance any way that we can. Later that day they called back complaining of low pressure. Upon further investigation Matt Williford discovered a potential issue with their water heater maintaining a low water pressure output. He advised the Manager it was our recommendation they contact a plumber immediately to further assess their issue. At this time, the pressure gauge still indicated 80 psi at their service meter.

As of Tuesday December 16, 2020 our latest communication with the Jose the Manager at Culver's is they have not yet had a plumber at their location to assess the low water pressure issues. We have not received complaints of low pressure from any other customers or businesses in the area.

Gilbert Sanchez
Field Operations Manager
Maricopa CDWID