

The Aqua Illinois Incident – Hawthorn Woods/Glennshire & Forest Lake Way Ahead



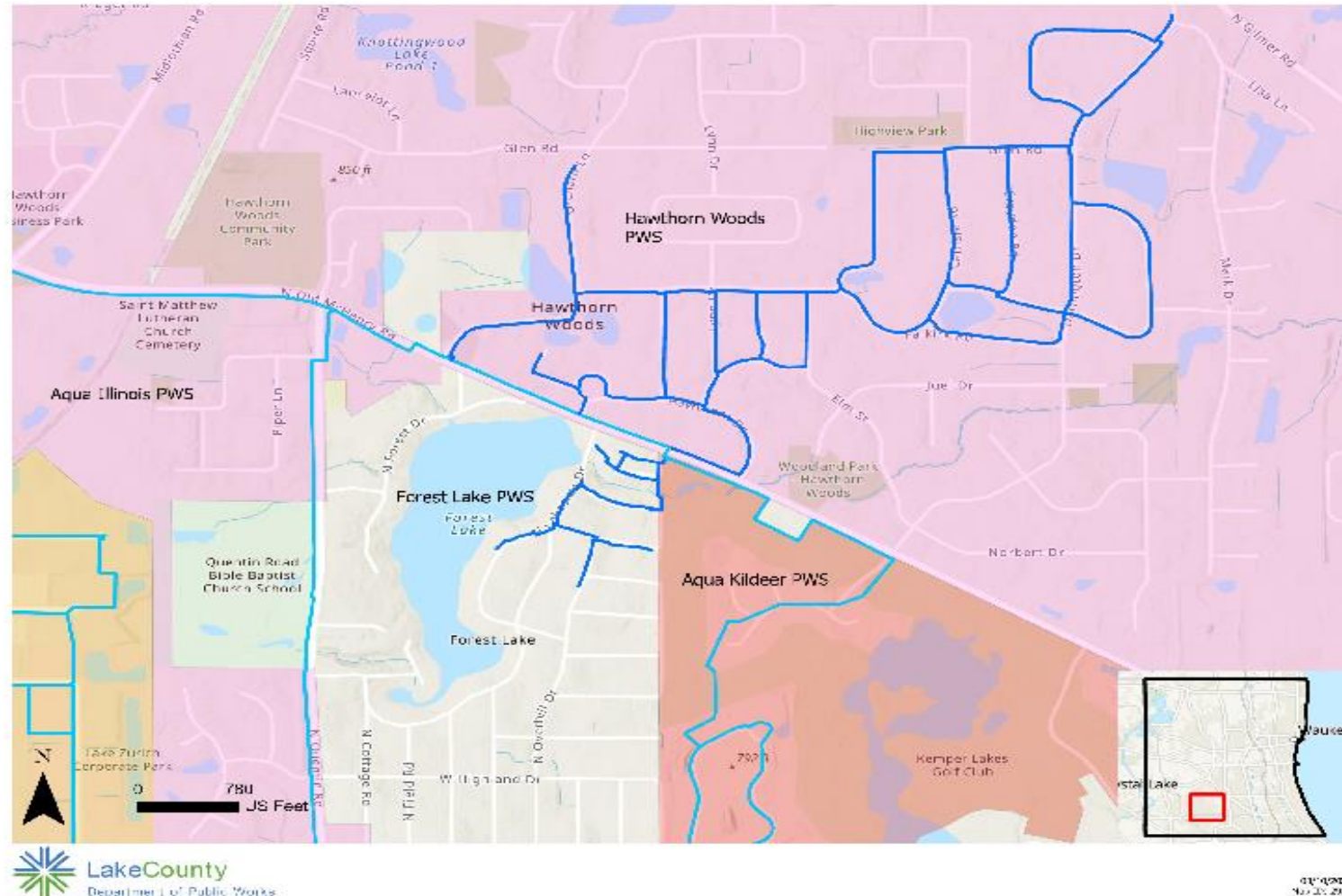
**Austin McFarlane
Interim Director
August 30, 2023**

Public Works Mission: Deliver exceptional, financially sustainable, reliable, drinking water and wastewater services in a safe manner, ensuring high quality service, public health and environmental stewardship.

The Aqua Illinois Incident

- Significant drop in storage followed by system-wide pressure loss that led to a
- Boil Order Notice.
- Interrupted water service for several days – approx 1200 customers
- (300 PW) impacted.
- SCADA system worked.
- Problem compounded by staffing issues, communication, and system redundancy.
- A large water main leak was the source of the problem.

Impacted Service Area



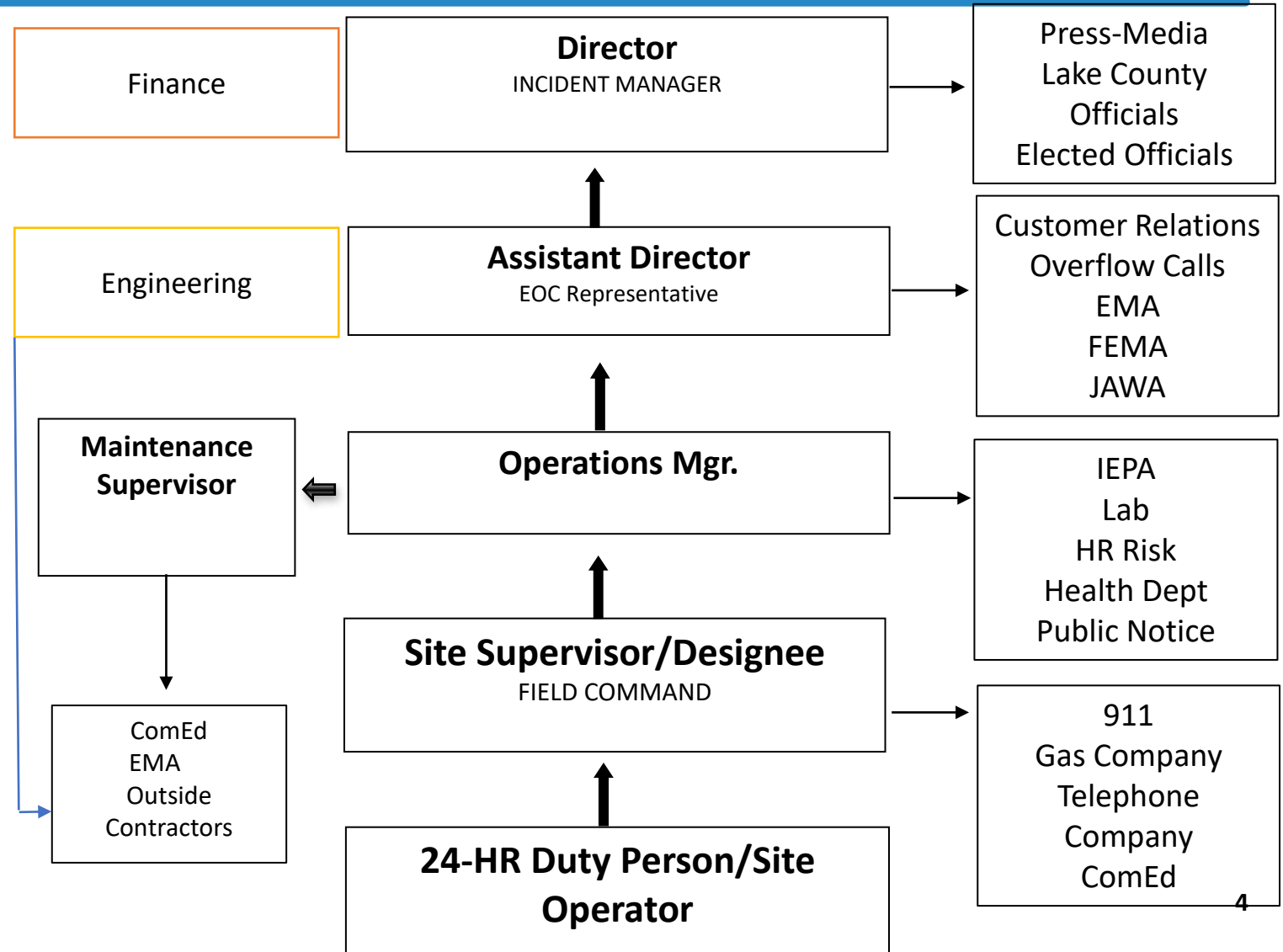
PW Procedure Large Main-Breaks

A. Initial Alert

- SCADA System
- Operator
- General Public/Customer
- Police/Fire Department

B. PW Emergency Response

- Data collection
- Reporting
- Evaluation, Repair & Corrective Action



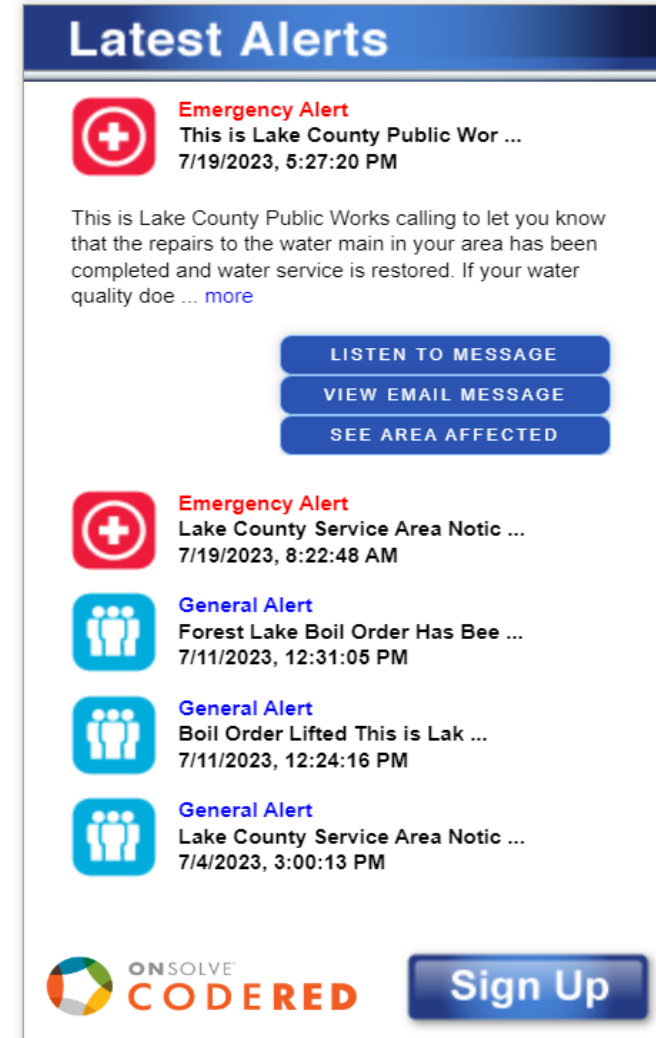
PW Procedure Large Main-Breaks

C. Notification


- CAO and Board Member
- Communication Team
- Impacted Customers
- IEPA
- Health Dept and EMA
- Village/Township/Fire Dept
- Specialized Facility/School/Business

D. Method

- Code Red (phone, text, email)
- Email/Letters/Door Hangers
- Website, Social Media
- Local newspaper



Latest Alerts


 **Emergency Alert**
This is Lake County Public Wor ...
7/19/2023, 5:27:20 PM


This is Lake County Public Works calling to let you know that the repairs to the water main in your area has been completed and water service is restored. If your water quality doe ... [more](#)


[LISTEN TO MESSAGE](#)


[VIEW EMAIL MESSAGE](#)


[SEE AREA AFFECTED](#)

 **Emergency Alert**
Lake County Service Area Notic ...
7/19/2023, 8:22:48 AM

 **General Alert**
Forest Lake Boil Order Has Bee ...
7/11/2023, 12:31:05 PM

 **General Alert**
Boil Order Lifted This is Lak ...
7/11/2023, 12:24:16 PM

 **General Alert**
Lake County Service Area Notic ...
7/4/2023, 3:00:13 PM

 **ONSOLVE CODERED**

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Aqua Solution

- Increase Facility Storage Capacity
- Add another well for system demand
- Improve system maintenance
- Improve staff training and system coverage
- Improve communication and customer involvement
- CIP and Technology use review



PW Solution for HW/Glennshire & Forest Lake

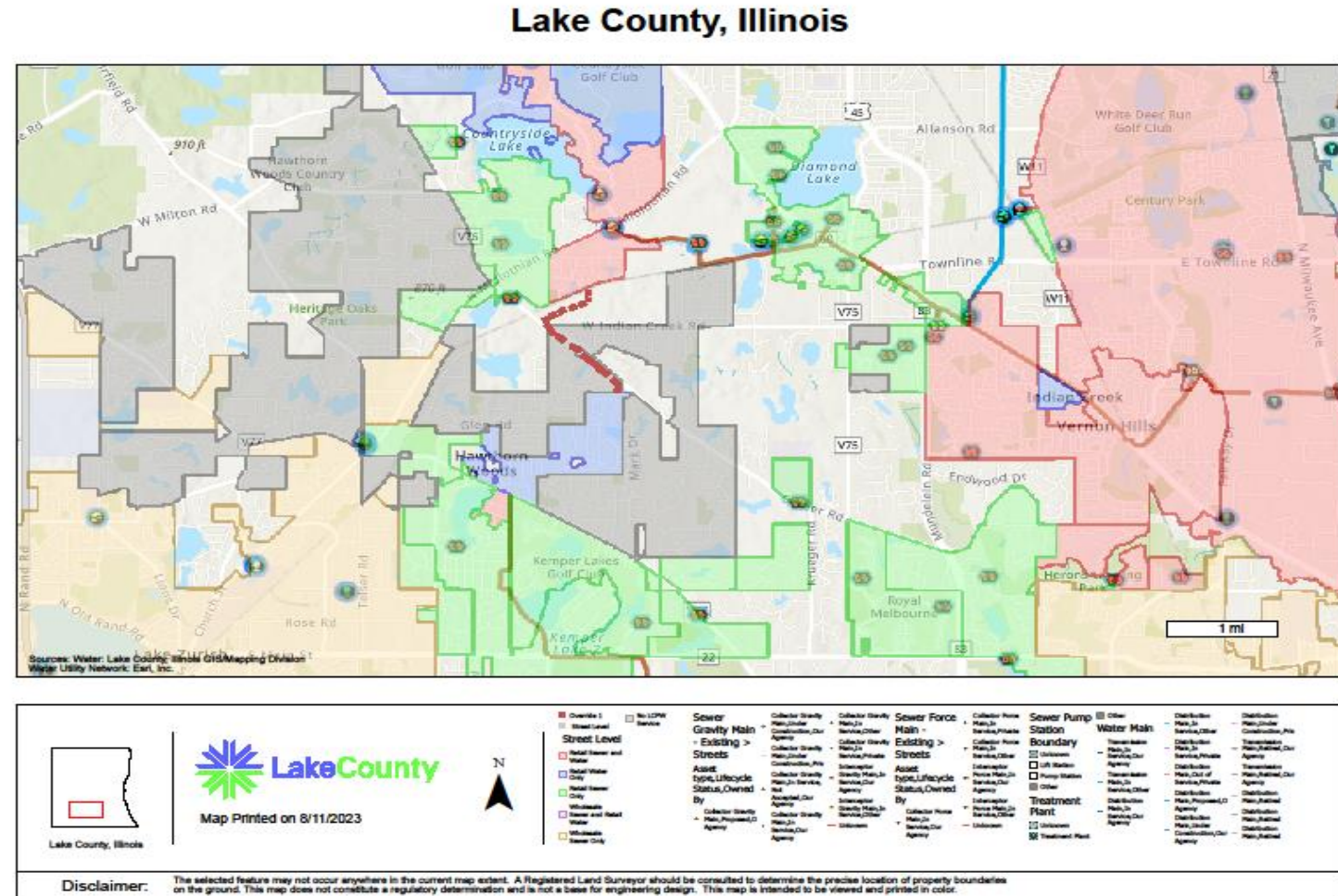


A. Short Term

- Construct storage facility in each system (24 – 72 hr).
- Connect both water systems to the Countryside Lake Water System.

B. Long Term

- Explore Lake Michigan Connection with CLCJAWA.
- Need Committee Direction.





Questions?