



News Release

FOR IMMEDIATE RELEASE

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Monte Vista Water District Restores Water Service to 23 Customers

MONTCLAIR, CA Water service to 23 customers in the City of Montclair was shut off for over three days due to the discovery of a natural gas leak in close proximity to a water service leak on Tuesday night. As of 11:00 a.m. this morning, all customers have been returned to full water service. The District continued to provide safe, clean drinking water to all customers during this event.

A gas leak was discovered by District work crews in close proximity to an existing water pipeline leak. The District was able to shut off the water main near the gas leak and isolate it from the remainder of the water distribution system. No gas was able to enter the water distribution system outside this small section. District customers can be assured that their water has been and continues to be safe for all uses, including drinking, bathing, washing clothes, and washing dishes.

Twenty-one residences and two businesses were without water service following the discovery of the gas leak on Tuesday. Due to the presence of natural gas, the District was required by state and federal health regulations to conduct disinfection and rigorous water quality testing in this small section of its distribution system.

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Testing confirmed that no contamination was present in this section of the distribution system at 8:30 a.m. this morning. District personnel visited each affected residence and business, flushed the internal plumbing, and confirmed that no natural gas could be detected in their water. By 11:00 a.m., all 23 customers had been returned to full water service.

During the shutdown, the District was in constant communication with all 23 impacted customers, providing daily notifications and delivering bottled water twice a day and as needed.

At approximately 3:00 p.m. on Tuesday, February 18, the District was notified of a water leak at the southwest corner of Palo Verde Street and Central Avenue, Montclair. District personnel immediately responded, controlled intersection traffic, and began to expose the leaking water mainline. At approximately 10:45 p.m., District personnel noticed bubbles and the smell of natural gas emerging from the work area. District work crews had been hand-digging to expose the water pipe and did not damage a gas line as part of their excavation activities.

District personnel immediately called the Gas Company emergency phone number, removed all equipment, and vacated the immediate area. District personnel stayed at the location and secured the area while notifying local residents of the situation. The District shut off its water main to allow Gas Company crews the ability to perform their repair activities. All 23 impacted customers were immediately notified of the water shutoff.

It is unknown at this time whether the gas or water pipeline leak caused the other leak to occur. The District is investigating the circumstances associated with this event, which is unique in its history.

For questions related to water service that require an immediate response, please call (909) 938-8264. Customers who incurred expenses due to the water service outage may file a claim with the District. All claims will be reviewed based on their merits. Please contact (909) 624-0035 for more information.

All questions and claims associated with natural gas service outages are requested to contact Southern California Gas Company at (800) 427-2200.