

Greg Ulman

From: Mark Mackey
Sent: Monday, August 4, 2025 8:03 AM
To: Greg Ulman
Subject: FW: [External] LS 2 failure

See below email chain.

Mark Mackey
Operator – Kronenwetter Water Utility
(715)574-3868
mmackey@kronenwetter.org

From: Katie Gruber <katie@bmtechservice.com>
Sent: Wednesday, July 30, 2025 3:07 PM
To: Mark Mackey <mmackey@kronenwetter.gov>
Cc: David M. Baker <dbaker@kronenwetter.gov>; Gruber, Josh <josh@bmtechservice.com>; Regina Weyenberg <regina@bmtechservice.com>; Krista Basse <krista@bmtechservice.com>
Subject: Re: [External] LS 2 failure

Hi Mark,

I just asked Josh - He said that the date and time weren't correct; the clock isn't set right or lost it's clock setting. He recalls it was something like 1972.

Katie Gruber | Director of Operations
B&M Technical Service, Inc.
Cell: (608) 547-9433 | Office: (715) 228-7604 | Fax: (715) 228-3418
katie@bmtechservice.com | www.bmtechservice.com

On Tue, Jul 29, 2025 at 10:58 AM Mark Mackey <mmackey@kronenwetter.gov> wrote:

Good morning, all.

Katie, thank you for sending the summary. Josh, do you recall if there was a time/date stamp on the event log for the p1 drive, when there was the “drive undervoltage” and “drive on” alerts? I remember you showing me the event log for the PLC and it just had 0:00 and no date. I can’t remember if the log for the drive was the same as the log for the PLC.

Mark Mackey
Operator – Kronenwetter Water Utility
(715)574-3868

mmackey@kronenwetter.org

From: Katie Gruber <katie@bmtechservice.com>
Sent: Monday, July 28, 2025 4:09 PM
To: David M. Baker <dbaker@kronenwetter.gov>; Mark Mackey <mmackey@kronenwetter.gov>
Cc: Gruber, Josh <josh@bmtechservice.com>; Regina Weyenberg <regina@bmtechservice.com>; Krista Basse <krista@bmtechservice.com>
Subject: [External] LS 2 failure

Hi David,

Josh looked at lift station 2 today and asked me to send you his report for what he found right away. Please see below. We will be following up with the mentioned quote.

I looked at lift station 2 today and found that only power loss faults were logged in both VFDs. The VFDs hold thirty faults and the only faults were power loss and power restored.

I also found that the processor had one fault, which was a major fault. This fault means that it could have been a scrambling in the program, a software issue, or the power flashed on and off rapidly a few times. No active faults existed during the time that I was there.

I found the electrical drawings and the panel to be considerably different from each other. This is not a major issue but this accounts for the discrepancy between Pump 1's hand operation circuitry and Pump 2's hand operation circuitry. I added some wiring so when Pump 1 runs in hand, it turns on the hour run time meter and the pilot light.

The dialer not calling out over the weekend was mostly likely due to a power issue. The phone line is actually a powered phone line that receives its power from the UPS in the panel. I would recommend adding a redundant cell phone dialer that would call on major alarms and have its own battery backup that would not require the phone line. We will send a quote for a [RACO AlarmAgent cell dialer - information can be found here on that.](#)

Best,

Katie Gruber | Director of Operations

B&M Technical Service, Inc.

Cell: (608) 547-9433 | Office: (715) 228-7604 | Fax: (715) 228-3418

katie@bmttechservice.com | www.bmttechservice.com