

Greg Ulman

From: Mark Mackey
Sent: Saturday, July 26, 2025 3:46 PM
To: Regina Weyenberg; Krista Basse
Cc: Gruber, Bill; Greg Ulman; David M. Baker
Subject: LS 2 failure

All,
Just a very condensed version of events today 7/26/2025):
On Saturday morning a little after 10 the on-call operator, Tom D., received a call from a resident for a wet basement. Shortly after we received several other calls from customers with backups. The operator discovered that the both the pumps at the station had tripped out and would not power up after resetting. It was only after he cycled the power that everything came back on and started pumping down the level. We even checked the fm discharge to gravity and had excellent flow after we started the station back up (so a plugged FM is not an issue). At this point, the transducer was pegged out and the station was running on the backup floats. While both pumps are operating now, we noticed that the hour meter and pump on light are not receiving power for pump 1 (we checked with a multimeter). We suspect there is a power supply issue.

At this point we are at a loss for what happened and why the dialer did not call out the HWA (the UPS and batteries in the dialer both appear to be working). We have tested the dialer after we got the level under control, and it is calling out. Right now, we are babysitting station until Monday, the on-call operator will be physically visiting the station a couple times a day to check operations. Would it be possible to get someone to check the panel out early next week ASAP?

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