



Executive Summary
City Council Workshop

AGENDA ITEM: July 11, 2026 Water Incident- After Action Report Discussion
PREPARED BY: Jacob Schillander, City Administrator
RECOMMENDED ACTION: Discussion

Summary:

On July 11, 2026, the City of Maple Plain experienced a loss of pressure within its municipal water system, resulting in a precautionary boil water advisory that remained in effect until July 12, 2026. The incident was caused by a radio communication failure between the Water Tower/Well No. 1 site and the Water Treatment Facility, which prevented normal system operations and contributed to the depletion of the water tower.

The subsequent investigation determined that the communication failure was compounded by disabled SCADA communication alarms, the absence of routine review of water tower trend data, and prior communication failures that had not been reported to the City. Together, these factors allowed water tower levels to decline unnoticed until system pressure was lost.

The City coordinated response efforts with PeopleService, Total Control Systems (TCS), the Minnesota Department of Health (MDH), Bolton & Menk, West Hennepin Public Safety, and other partners to restore service, issue public notifications, conduct laboratory testing, and investigate the incident. Water service was restored on July 11, and bacteriological testing confirmed that no contamination had entered the system. All water samples tested negative for coliform bacteria, allowing MDH to authorize lifting the advisory on July 12.

Following the incident, the City and its utility partners implemented several corrective actions, including re-enabling communication alarms, enhancing notification protocols, implementing daily SCADA monitoring procedures, adding communication redundancies, and strengthening operational oversight. Additional recommendations include expanded alarm management, improved record retention, formal communication escalation procedures, and long-term modernization of utility communications infrastructure.

While the incident exposed vulnerabilities in monitoring and communications systems, the investigation confirmed that drinking water quality remained safe throughout the event. The corrective actions already completed, together with the recommendations identified in this report, will enhance the reliability, resiliency, and accountability of Maple Plain's water utility system moving forward.