

MAYOR
Jimmy Watson

CITY ATTORNEY
Bobby King

**CHIEF OF
OPERATIONS**
Jamie Etheridge

CITY CLERK
Myra Streeter



MAYOR PRO TEM
Scarlett Milton Major

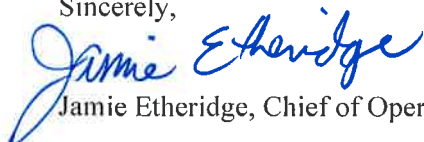
COUNCIL
David Clark
Eric Cook
Gary Griffin
Scarlett Milton Major
Richard Wales

The City of Walker would like to thank our residents and water customers for their patience and understanding during this time of water service interruption. The City of Walker is currently experiencing growth in our community, and we are diligently working and planning to optimize our infrastructure in order to stay ahead of the growth. We operate our utility systems in a proactive manner, and we understand water is one of our society's most important resources. While most people take it for granted, it takes a lot of work to get water from natural sources such as (reservoirs, streams, and groundwater) and deliver it into our taps.

The City of Walker has approximately 5,500 water customers, approximately 10,000 gas customers and approximately 2,500 sewer customers. The City of Walker receives approximately 60 LA. ONE Call utility line locate request every day. These requests could be for major construction or a homeowner installing a fence or tree. Once the requests are received, we go to each location and mark our utility lines with proper paint and flags. The utility lines are marked in order to prevent the following: injury, damage to infrastructure and service interruption for customers. Even when everything is properly marked there are times when damages occur. We investigate each incident of damage and determine how things can be done different or better in order to prevent future damages.

On 3-9-20 we had an incident where a contractor damaged a 6 inch water main while boring a new 8 inch water line on Aydell Lane. We have thoroughly investigated this incident and have determined the damage was avoidable and City personnel did not follow best practices. The failure to follow best practices led to damaged infrastructure, service interruption and a boil advisory for approximately 300 water customers. The City pulled investigative water samples once the repairs were made and sent them off to the State Health Department for testing. On 03-11-20 we received notice from the State Health Department that the water samples came back clear and the boil advisory was rescinded.

I would like to take this time to apologize for any inconveniences or concerns this incident caused our residents or business owners.

Sincerely,

Jamie Etheridge, Chief of Operations

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