

Randy Fries

From: [REDACTED]
Sent: Thursday, April 21, 2016 12:02 PM
To: [REDACTED]
Cc: Randy Fries
Subject: RE: 2538 S - All Plumbing

[REDACTED]

I have talked yesterday to Randy Fries of Arlington County, the gentleman we met on site some time ago. (Previously, on the date you sent the first email, I had talked to a Mr. Blanks, one of Mr. Fries field foreman.)

I reviewed the noise problem again with Mr. Fries, since we have data (service tickets) to support our contention that dirt in the water piping is getting into the pressure regulators in the individual townhouse, and the accumulation of dirt/debris is causing the noise.

Mr. Fries noted that the water lines and piping systems after the water meter vaults are the property of the homeowners.

After talking to Mr. Fries further, I have several thoughts:

Any water filtration system will have to be installed by the property. There are companies that make devices to remove small particles from flowing water, but they are bulky and will required a new concrete vault in the ground.

Same for a master pressure regulator after the water meter – instead of the individual PRV's in the townhomes. A new in-ground vault will be required to avoid having to access a particular townhome to service the device. A master PRV will have the advantage of being able to be regularly serviced.

As to clearing the existing debris from the lines, this will require some re-piping. But the piping system could be modified to allow for regular flushing.

It would appear that the logical place to start would be to design the three options above, and get pricing.

At this point, I am going to need some direction from the Owner, as to how they want to proceed.

Thanks,

[REDACTED]

From: [REDACTED]

Sent: Tuesday, April 19, 2016 4:28 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: FW: 2538 S - All Plumbing

Importance: High

[REDACTED] (follow-up to last week's call).

Please find the latest plumbing bills with a very brief explanations of their findings, when removing the PRV (when the noise came back). As I explained the water was turned off each time and the noise re-appeared. The plumbers found debris in the PRV each time. One of the visits they found metal pieces inside of the PRV.

Please confirm that you have called the County to arrange a conference call and/or site visit to discuss the next steps (check valve/filter installation on their meter). If you can arrange the meeting before I am able to drive, my supervisors [REDACTED] are prepared to take the meeting/conference call with you. We don't want to wait too long on this matter.

In addition, the question was phrased if we need to or could have the debris blown from the system. It is apparent that we have large quantity of debris that is dislodged. For example, if the water was turned off for any repair, could we in turn blow out the pipes/flush them of the debris prior to releasing the water system to prevent the banging noise from returning. thank you

[REDACTED]

From: [REDACTED]

Sent: Friday, April 15, 2016 10:08 AM

To: [REDACTED]

Subject: 2538 S - All Plumbing

[REDACTED]

See attached. That is all I can find for building 2538 S.

[REDACTED]

Randy Fries


Subject: Meter/Plumbing Noise
Location: 2540 Arlington Mill Dr.

Start: Tue 07/28/2015 7:30 AM
End: Tue 07/28/2015 8:30 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Randy Fries
Required Attendees: Michael Hutchinson

Meeting with 

Randy Fries

From: [REDACTED]
Sent: Wednesday, July 29, 2015 8:20 PM
To: [REDACTED]
Cc: Randy Fries
Subject: Water Noise

[REDACTED]

Thanks for meeting with me yesterday. I also talked to Randy Fries of Arlington County, to fill him in on what we had heard in the last of buildings. He did tell me that the street water pressure to the property is about 110 PSI. I have also been talking to the various PRV manufacturers' tech support.

Since this is obviously a problem with a lot of moving parts, let's start with the things we can do easily.

Since we know the concept of multiple pressure reducing valves (PRVs) on a common supply pipe works (the whole property is set up this way), we are going to have to assume the difference with the impacted buildings is somehow related to their water meters being changed. This could have done a number of things, but one of the problems might be dirt getting into the PRV's. There is supposed to be a fine screen in the PRV's to catch particles. Maybe the meter installation disturbed some dirt that worked its way to the PRV's screens and that is causing problems.

Then there is the question of how the PRV's are set up. They should all be producing about 50-60 PSI. Any PRV whose output pressure is 90-100 PSI is not operating correctly if at all. Yet, we saw several 90-100 PSI readings at outside hose bibs.

What I would like to be done is for a plumber to go through a typical building and service all of the PRV's in that building. The PRV has to be disassembled to the point that the screen can be checked for dirt, and possibly the rubber seat disc may have to be replaced. Whatever service company hired should do a pre-work survey since the PRV manufacturers vary from townhouse to townhouse, and they will need the correct parts. Apollo, for example, offers a standard clean-out repair kit. There are also a major repair kit (most of the PRV innards), should that be required.

After the PRVs are cleaned, the output pressure should be set at 60 PSI for each townhouse.

If a PRV cannot be set to the proper output range, it will have to be replaced.

I think that this is a good first step. I am looking forward to the plumber's report of conditions.

Thanks,

[REDACTED]

Randy Fries

From: [REDACTED]
Sent: Thursday, July 30, 2015 5:29 PM
To: Randy Fries
Cc: [REDACTED]
Subject: RE: Water Noise

Please don't forget about the sidewalk at 2542 SAM curb side either. Thank you

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Randy Fries [mailto:rfries@arlingtonva.us]
Sent: Thursday, July 30, 2015 5:24 PM
To: Gina Spellman

Cc: [REDACTED]

Subject: RE: Water Noise

[REDACTED]
It was a pleasure meeting you and your staff. We look forward to being a part of the solution.

Thanks for your efforts in facilitating this process.

Randy

Randolph D. Fries, P.E.

Chief Operating Engineer – Water Utility

Arlington County – Department of Environmental Services

Water, Sewer, Streets Bureau

703.228.6553

From: [REDACTED]

Sent: Thursday, July 30, 2015 4:09 PM

To: Randy Fries <rfries@arlingtonva.us>

Cc: [REDACTED]

Subject: RE: Water Noise

Randy

Thank you for your participation onsite Tuesday morning. I am planning to discuss this with my Association's Board President (Board) in the morning. We have to get towards a solution. My clients have been living with this long enough. We tried what appeared to be the obvious but now see the problem is really multi-layered. We will work on the layers which we have control and responsibility for onsite. I got another plumbing education lesson which was invaluable. My clients and company will benefit by me having better plumbing knowledge. Thank you

[REDACTED]

[REDACTED]

[REDACTED]

After Hours

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Randy Fries [<mailto:rfries@arlingtonva.us>]

Sent: Thursday, July 30, 2015 1:15 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Water Noise

[REDACTED]

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Sent: Thursday, July 30, 2015 1:15 PM
To: [REDACTED]
Subject: RE: Water Noise

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Randy Fries

From: [REDACTED]
Sent: Thursday, July 30, 2015 4:09 PM
To: Randy Fries
Cc: [REDACTED]
Subject: RE: Water Noise
Categories: Key Information

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Randy Fries [mailto:rfries@arlingtonva.us]
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To: [REDACTED]
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Subject: RE: Water Noise

[REDACTED]

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Randy Fries

From: [REDACTED]
Sent: Thursday, July 30, 2015 12:57 PM
To: [REDACTED]
Cc: Randy Fries
Subject: RE: Water Noise

Good Afternoon Gentlemen

Thank you for participating in the inspections at Windgate II. I am planning to have a conference call with the Board President in the morning to discuss your recommendations. I will keep you posted. Thank you

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, July 29, 2015 8:20 PM
To: [REDACTED]
Cc: Randy Fries
Subject: Water Noise

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[REDACTED]

Randy Fries

From: [REDACTED]
Sent: Thursday, July 30, 2015 5:28 PM
To: Randy Fries
Cc: [REDACTED]
Subject: RE: Water Noise

You are welcome.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Randy Fries [mailto:rfries@arlingtonva.us]
Sent: Thursday, July 30, 2015 5:24 PM
To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Water Noise

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It was a pleasure meeting you and your staff. We look forward to being a part of the solution.

Thanks for your efforts in facilitating this process.

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703.228.6553

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Randy Fries

From: Phillip Pollard
Sent: Friday, July 31, 2015 6:08 PM
To: Randy Fries
Subject: Re: Sidewalk Repair

Probably I will check tomorrow

Sent from my iPhone

On Jul 31, 2015, at 1:35 PM, Randy Fries <rfries@arlingtonva.us> wrote:

Phill,
A pending repair of ours.
Thanks,
Randy

Randolph D. Fries, P.E.
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From: [REDACTED]
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[REDACTED]

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[REDACTED]

[REDACTED]

From: Randy Fries [<mailto:rfries@arlingtonva.us>]

Sent: Thursday, July 30, 2015 1:15 PM

To: [REDACTED]

Cc: [REDACTED]
Subject: RE: Water Noise

[REDACTED]

We will continue to work with you to get to the bottom of the behavior within our customers' plumbing to the extent that we are able. I agree with Mr. Fama's proactive approach to finding a solution. However, we will refrain from making assumptions based upon facts not yet in evidence.

Randy

Randolph D. Fries, P.E.
Chief Operating Engineer – Water Utility
Arlington County – Department of Environmental Services
Water, Sewer, Streets Bureau
703.228.6553

From: [REDACTED]
Sent: Wednesday, July 29, 2015 8:20 PM
To: [REDACTED]
Cc: Randy Fries <rfries@arlingtonva.us>
Subject: Water Noise

[REDACTED]

Thanks for meeting with me yesterday. I also talked to Randy Fries of Arlington County, to fill him in on what we had heard in the last of buildings. He did tell me that the street water pressure to the property is about 110 PSI. I have also been talking to the various PRV manufacturers' tech support.

Since this is obviously a problem with a lot of moving parts, let's start with the things we can do easily.

Since we know the concept of multiple pressure reducing valves (PRVs) on a common supply pipe works (the whole property is set up this way), we are going to have to assume the difference with the impacted buildings is somehow related to their water meters being changed. This could have done a number of things, but one of the problems might be dirt getting into the PRV's. There is supposed to be a fine screen in the PRV's to catch particles. Maybe the meter installation disturbed some dirt that worked its way to the PRV's screens and that is causing problems.

Then there is the question of how the PRV's are set up. They should all be producing about 50-60 PSI. Any PRV whose output pressure is 90-100 PSI is not operating correctly if at all. Yet, we saw several 90-100 PSI readings at outside hose bibs.

What I would like to be done is for a plumber to go through a typical building and service all of the PRV's in that building. The PRV has to be disassembled to the point that the screen can be checked for dirt, and possibly the rubber seat disc may have to be replaced. Whatever service company hired should do a pre-work survey since the PRV manufacturers vary from townhouse to townhouse, and they will need the correct parts. Apollo, for example, offers a standard clean-out repair kit. There are also a major repair kit (most of the PRV innards), should that be required.

After the PRVs are cleaned, the output pressure should be set at 60 PSI for each townhouse.

If a PRV cannot be set to the proper output range, it will have to be replaced.

I think that this is a good first step. I am looking forward to the plumber's report of conditions.

Thanks,

A solid black rectangular box used to redact the sender's name or signature.

Randy Fries

From: Randy Fries
Sent: Friday, August 07, 2015 1:02 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Meter Representative Contacts

[REDACTED]

Per our discussion, here are two contacts:

- 1) Badger Meter Inc.
4545 W. Brown Deer Rd
Milwaukee, WI 53223
POC: Theresa M. Szafranski
bids@badgermeter.com
(800) 876-3837

- 2) Metron-Farnier, LLC
5665 Airport Blvd
Boulder, CO 80301
POC: Michael Giarratano
(720) 641-5262
Mikeg@metronfarnier.com

Randy

Randolph D. Fries, P.E.
Chief Operating Engineer – Water Utility
Arlington County – Department of Environmental Services
Water, Sewer, Streets Bureau
703.228.6553

Randy Fries

From: [REDACTED]
Sent: Tuesday, September 13, 2016 5:52 PM
To: [REDACTED]
Cc: Randy Fries
Subject: RE: Water Noise

Please help me understand how measuring the pressure at the hose bib tells any indication why or what may be wrong with the unit PRV?

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, July 29, 2015 8:20 PM
[REDACTED]
Cc: Randy Fries <rfries@arlingtonva.us>
Subject: Water Noise

[REDACTED]

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A solid black rectangular redaction box covering the signature.

RE

100740

**DEPARTMENT OF ENVIRONMENTAL SERVICES
WATER, SEWER AND STREETS BUREAU**

CUSTOMER INFORMATION:

Account No. _____

Name _____

Telephone (_____) _____

Owner Tenant

WATER SERVICE TURNED ON:

Date 12.17.14

Time 10.00

By FRANK

LOCATION INFORMATION:

Service Address 25405 Arlington Mill

Meter Number _____

Meter Reading 03973000

Meter Size 12'

ERT 57739759

REMARKS:

Turn off for Repair

There is a \$25.00 Water Service Turn-On Fee for all customers who:
(1) request that their water be turned off and back on the County; or
(2) have their water turned back on after having it turned off as a result of non-payment of their Water/Sewer bill. Questions may be directed to the Water, Sewer and Streets Bureau at 703-228-6555.

Customer's Signature DUAYNE MILLER

Top Copy - Customer Bottom Copy - Office

100740
ARLINGTON COUNTY, VIRGINIA
MAINTENANCE WORK REPORT

ACCT. NO. _____

Need to Replace the plug

on meter and hookings

2577
LOCATION 2540 S. Arlington Mill Dr.

DATE ORDERED 12-17-14 BY Frank

FOREMAN'S REPORT

- FIRE HYDRANT
- METER BOX
- SERVICE CONNECTION
- VALVE OR VALVE BOX
- WATER MAIN
- OTHER _____

- ADJUSTED
- DISCONTINUED
- REMOVED
- FRAME AND COVER REPLACED
- LOCATED, RAISED AND READ
- REPAIRED
- REPLACED
- RENEWED

OTHER ER-57739759 (2)

METER NO. _____ READING 03973,000

PATCH REQUIRED: YES NO
 SIDEWALK STREET 13x14'

OTHER _____

REMARKS Replace 2" meter and valves

WORK BY 5780 DATE 3-24-15

2578-42

** SERVICE ORDER ** WA CYCLE/ROUTE: 05 18

** METER - NON REGIST METER **

CREW CODE: SVC ORDER NO.: 846534
SECTION: S SOUTH ISSUE DATE: 4/28/15
LOCATION ID: 100740 CLASS: APARTMENT ISSUE TIME: 9:07:30
ADDRESS: 2538 A S ARLINGTON MILL DR REQUEST DATE: 4/28/15
CITY: ARLINGTON USER ID: TEAMLEADE2
CUSTOMER ID: 100741 NAME: WINDGATE OF ARLINGTON II PHONE:

CONTACT NAME: REFUSE RTE:
REFUSE DAY:
COMMENTS:

REMARKS ==> MIKE CREW CHANGE METR CABLE CUT LOW
REGISTRATION (TS EMAILED MIKE AGAIN 6/2/15)

SERVICE/SEQ: WA 000 WATER

-- CURRENT -- -- NEW --

METER NUMBER : 13028778
MAKE : M METRON
SIZE : 2 2 INCH
STYLE : SING SINGLE

CATALOG # :
READING SEQ : 710

| ASSOCIATED DEVICES: | TYPE | SERIAL NUMBER |
|---------------------|------|---------------|
| 1 | RR | 71049384 |
| 2 | TC | 10 |
| 3 | TP | 0000 |
| 4 | | |

PREVIOUS- 4/21/17 CURRENT READING: NEW READINGS:
TGAL 1007.00 TGAL

REG-H 7 8 9 L 7 8 9 DONT HAVE OUT READ NEW READ 00091030.

----- SERVICE CHARACTERISTICS -----

CONNECTION LOCATION: _____
CONNECTION COMMENTS: _____
METER LOCATION: _____
METER BOX/VAULT: _____

----- COMPLETION INFORMATION -----

DATE: ___/___/___ MISC CHARGE: AMT:
ACTION: _____ COMPLETION METHOD: METER EXCHANGES
COMPLETED BY: _____

COMPLETION NOTES: E-REG 833167 ERT 68123711 PER FRANK 6-4-15
METRON 2INCH 13028778

Barbara Forbes

From: Theresa Sanders
Sent: Tuesday, June 02, 2015 10:13 AM
To: Michael Hutchinson; Sylvester E. Wilson
Cc: Barbara Forbes; Laura K. Jackson
Subject: 2538 A S Arlington Mill Drive need meter change

Good morning:

Please forward meter change information ASAP. Per meter reader meter was changed recently. The picture was not in the DES-Box.

**Wind-gate of Arlington II
2538 A S Arlington Mill Drive
Arlington VA
Badger 2 Inch 93128032 ERT 57739759**

Theresa J Sanders
Billing Coordinator
tsanders@arlingtonva.us
Office (703) 228-3623
Fax (703) 228-3478

DES - ARLINGTON COUNTY

UT500

** SERVICE ORDER ** WA CYCLE/ROUTE: 05 1

** SPECIAL READ **

CREW CODE: USO UTILITIES SERVICES FIELD

SVC ORDER NO.: 84949

SECTION: S SOUTH

ISSUE DATE: 6/03/1

LOCATION ID: 100740 CLASS: APARTMENT

ISSUE TIME: 14:29:4

ADDRESS: 2538 A S ARLINGTON MILL DR

REQUEST DATE: 6/03/1

CITY: ARLINGTON

USER ID: TEAMLEADE

CUSTOMER ID: 100741 NAME: WINDGATE OF ARLINGTON II

PHONE:

CONTACT NAME:

REFUSE RTE:
REFUSE DAY:
COMMENTS:

REMARKS ==>

PLEASE GET NEW METER NUMBER READ AND ERT

SERVICE/SEQ: WA 000 WATER

-- CURRENT --

-- NEW --

METER NUMBER : 93128032
MAKE : B BADGER
SIZE : 2 2 INCH
STYLE : SING SINGLE
READING SEQ : 710

12833164 1302 8778
'2'
Metron

ASSOCIATED DEVICES: TYPE SERIAL NUMBER
1 : RR 57739759
2 : TC 02
3 : TP 0002
4 :

ERT 68123711

NEW READINGS:

1. _____ 2. _____ 1. 00091030. 2. _____

REG-H 7 8 9 L 7 8 9

----- SERVICE CHARACTERISTICS -----

CONNECTION LOCATION: _____

CONNECTION COMMENTS: _____

METER LOCATION: _____

----- COMPLETION INFORMATION -----

DATE: 6/14/15 MISC CHARGE: _____ AMT: _____

ACTION: Read COMPLETION METHOD: METER READINGS

COMPLETED BY: Frank

TIME: _____

COMPLETION NOTES: _____

Filed

100741
100740

Theresa Sanders

From: Frank Dorsey
Sent: Thursday, June 04, 2015 11:30 AM
To: Theresa Sanders
Subject: 2538 s Arlington mill dr read
Attachments: photo 1.JPG; ATT00001.txt; photo 2.JPG; ATT00002.txt

68123711



RYL-1300-302

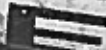
FCC ID: E6409WD IC: 8640-100WD MODEL: 100WD

10CW+
05/12/14 23



E

+



00009 1030

E-REG

833167



14-5130D 13-02878

Certified to
NSF/ANSI 01-G

Arlington County Government
Department of Environmental Services
Water Sewer Streets Bureau
WATER VALVE REPAIR



Work Activity Work Order

Page 1
 5/10/2017 14:40

Work Order No 201502814001 Project 201502814 Activity Type CORRECTIVE MAINTENANCE Status CL
 Date 12/22/2014 Time 08:09 Original WO Date Billing 003321WM

Customer Information

Customer Name _____ Customer Id _____
 Address 2540 Street S ARLINGTON MILL DR
 Apartment No _____ City ARLINGTON
 State _____ Zip _____
 Subdivision _____ Change Map Y/N
 Phone No () - Ext _____
 Second Phone () - Ext _____
 E-Mail Address _____

Problem Information

Address 2540 Street S ARLINGTON MILL DR
 From Cross Street 29TH ST S
 To Cross Street _____
 City ARLINGTON Zip _____
 Subdivision _____ Map Book _____ Map Reference _____
 Problem **BROKEN / STRUCTURAL DAMAGE / DEFECTS** SubProblem _____
 Requested By FDORSEY FRANK DORSEY Date Requested 12/22/2014
 Agency WATER WATER DISTRIB & MAINT Related Request _____
 Initiated From _____
 Utility Locate (USA) No _____ Called Date _____ Expiration Date _____

Assignment Information

Dept DES DEPT OF ENVIRONMENTAL SERVICES Priority _____ Estimated Hours _____
 Crew _____
 Contractor _____
 Assigned To PPOLLARD PHILLIP POLLARD
 Assigned By RJOHNS2 RENITA JOHNSON
 Assigned Date 12/22/2014 To Be Comp Date _____
 Scheduled Date _____ Scheduled Time _____
 Route _____ Route Sequence _____

Comments

Action Taken SET UP SAFETY, SAW CUT SW.HOERAM EXCAVATION DIG OUT 2 INCH CUT OFF. HAND DIG OUT BOX. CUT WATER OFF AT CORP STOP. REPLACE 2 INCH VALVE AND METER. BACKFILL CLEAN UP TAKE DOWN SAFETY.. OLD METER 93128032, READ 04095, NEW METER NO 13028778, READ 0000001, ERT 68123711.
 STREET PATCH 13 X 14 FT
 SIDEWALK 6 X 6 FT

Completed By WDCM02 UNIT 5720 WATER MAINTENANCE CR Job Cost Information(Y/N) _____
 Start Date / / Time _____ Date Completed 3/24/2015 Time _____
 Approved By _____ Follow Up? _____ Permit No _____

Problem Details

NEED TO REPLACE THE VALVE ON METER AND LEAKING ERT 57739759
 (2) READING 0393,600

