



Quarterly Presentation: Final Report on Northeast Main Break Incident

June 23, 2026

A low-angle photograph of a water tower with a spherical tank and several support columns, set against a clear blue sky.

Today's Presentation

After-Action Report Findings on Northeast Main Break

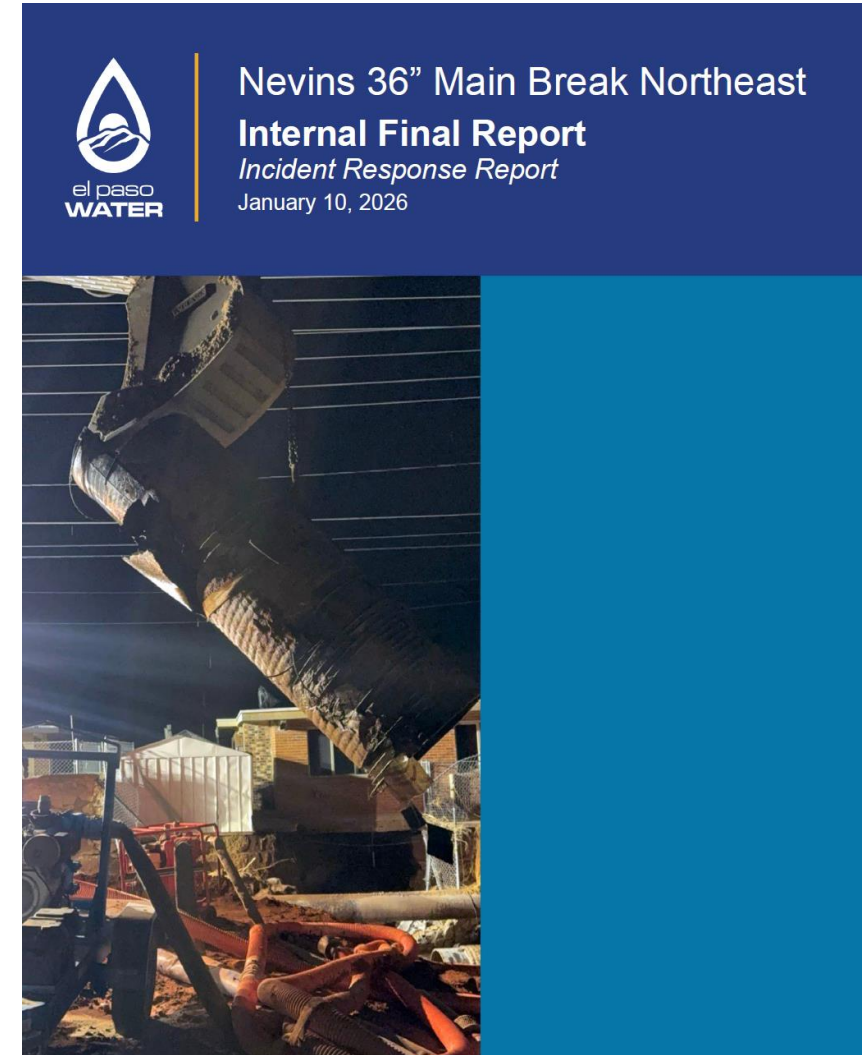
- Incident Overview and Planned Improvements
- Pipeline Performance Improvements
- Emergency Coordination
- Customer Service and Communications
- Improved Data and Communication Tool



Incident Overview and Planned Improvements

Northeast Main Break Incident Overview

- A 36-inch transmission line broke in the late night of Jan. 10
- The break depleted nearby storage tanks, resulting in low pressure or loss of service to approximately 38,000 service connections
- A precautionary Boil Water Notice was issued in coordination with TCEQ
- The response required valve isolation and continuous dewatering to allow for repairs
- The system was fully restored by Jan. 15



After-Action Report Findings

Analysis and investigation

The 36-inch transmission main was constructed of pre-stressed steel cylinder concrete pipe

- Broken segment removed and sent in for forensic analysis

This line serves as a primary conveyance corridor supplying multiple Northeast pressure zones and reservoirs

- A failure within this asset has system-wide hydraulic consequences

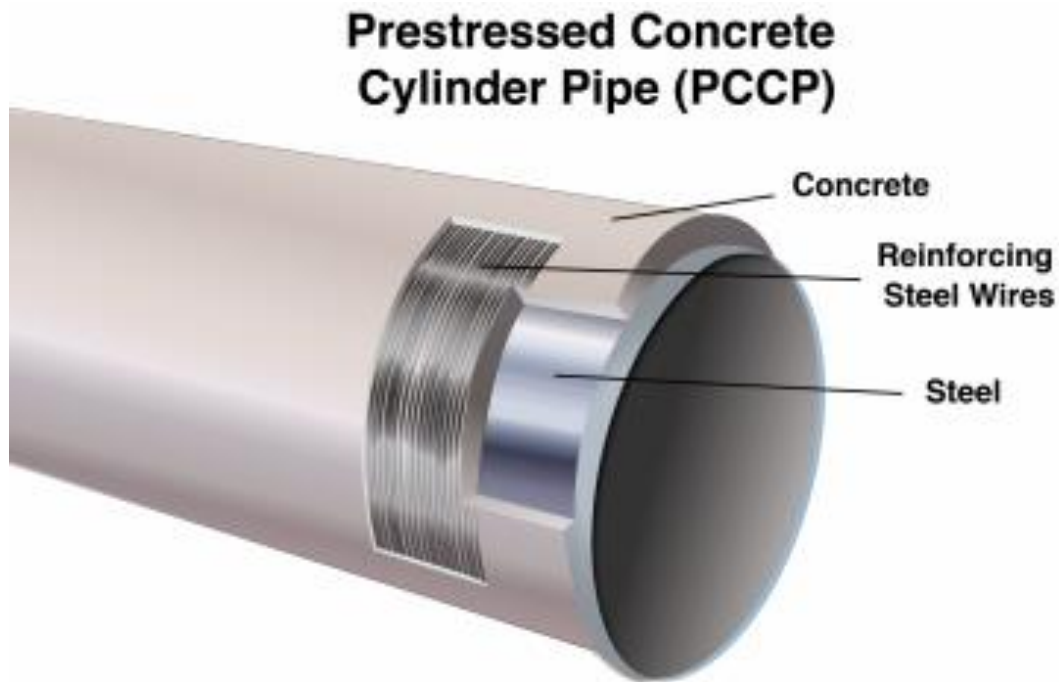
Cause Identified

The break was determined to be caused by corrosion and an electrical surge-induced pressure spike in the system.

- The pressure spike caused the corroded segment of pipe to break



Pre-stressed Concrete Cylinder Pipe



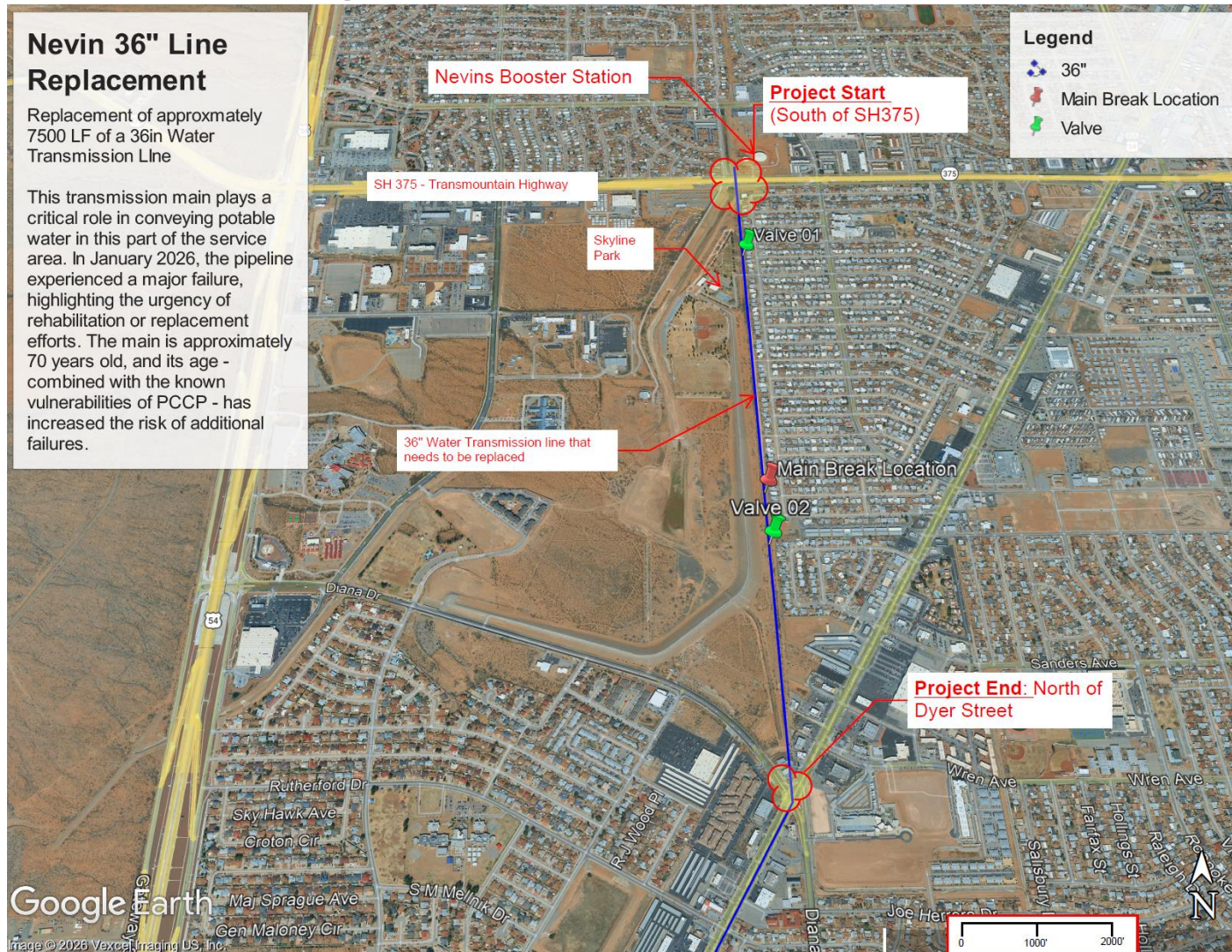
This type of pipe was common when installed

- Design is outdated and no longer used in today's pipeline construction
- Newer technologies and materials now produce more durable pipe segments
- This type of pipe design has led to major breaks in other cities

Recent assessment of other sections of PCCP are cause for concern

- 200+ miles in EPWater system

Improving Transmission Main Reliability



Upcoming project will replacement the segment of 70-year-old line affected by the break

- Replacing 7500 LF of 36-inch transmission main
- Upsizing from 36- to 42-inch pipe
- Replacing with more reliable HDPE pipe material
- Minimal impact to surrounding neighborhood

Planned Valve Assessments and Replacements

PENDING VALVE IMAGE

Valve inoperability was identified as a contributing factor to the January incident.

- Crews struggled to completely close nearby valves, which led to continued water loss immediately after the break
- This issue is not unique to El Paso
- This is a nationwide problem that is complicated by the growing costs for system-wide replacement
- Affordability becomes a concern when planning and prioritizing valve replacements

Other Improvement Items

Actions to avoid similar single-point-of-failure incidents include:

- Line-stop planning guidance and large-diameter repairs to improve readiness for transmission main failures
- Strengthened valve exercising and reliability program, focusing on critical transmission corridors and high-impact isolation points

Lessons learned from this incident will be institutionalized through structured training, exercises, condition assessments.



Upcoming CIP Pipeline Improvements

A combination of short and long-term improvement projects are planned for Northeast El Paso, including:

- Installation of additional valves to improve break isolation
- Replacement of at-risk pipelines to avoid future breaks
- Installation of new pipelines to increase system looping for additional interconnections
 - Includes installation of new bypass lines to provide continuous service during break repairs



Improvement Plans Based on Report Assessment

Emergency response assessment has led to planned improvement initiatives:

- ❑ Incident Classification
- ❑ SCADA and Telemetry
- ❑ Hydraulic Visibility
- ❑ Valve Reliability
- ❑ Segmentation Review
- ❑ Increased OEM Coordination
- ❑ Public Communications
- ❑ Water Distribution Logistics
- ❑ Large-Diameter Repair Playbook
- ❑ Training and Exercises

The target range for completion of these initiatives is 60 days to 12 months.

All areas of response will see improvements and refinements to internal processes.



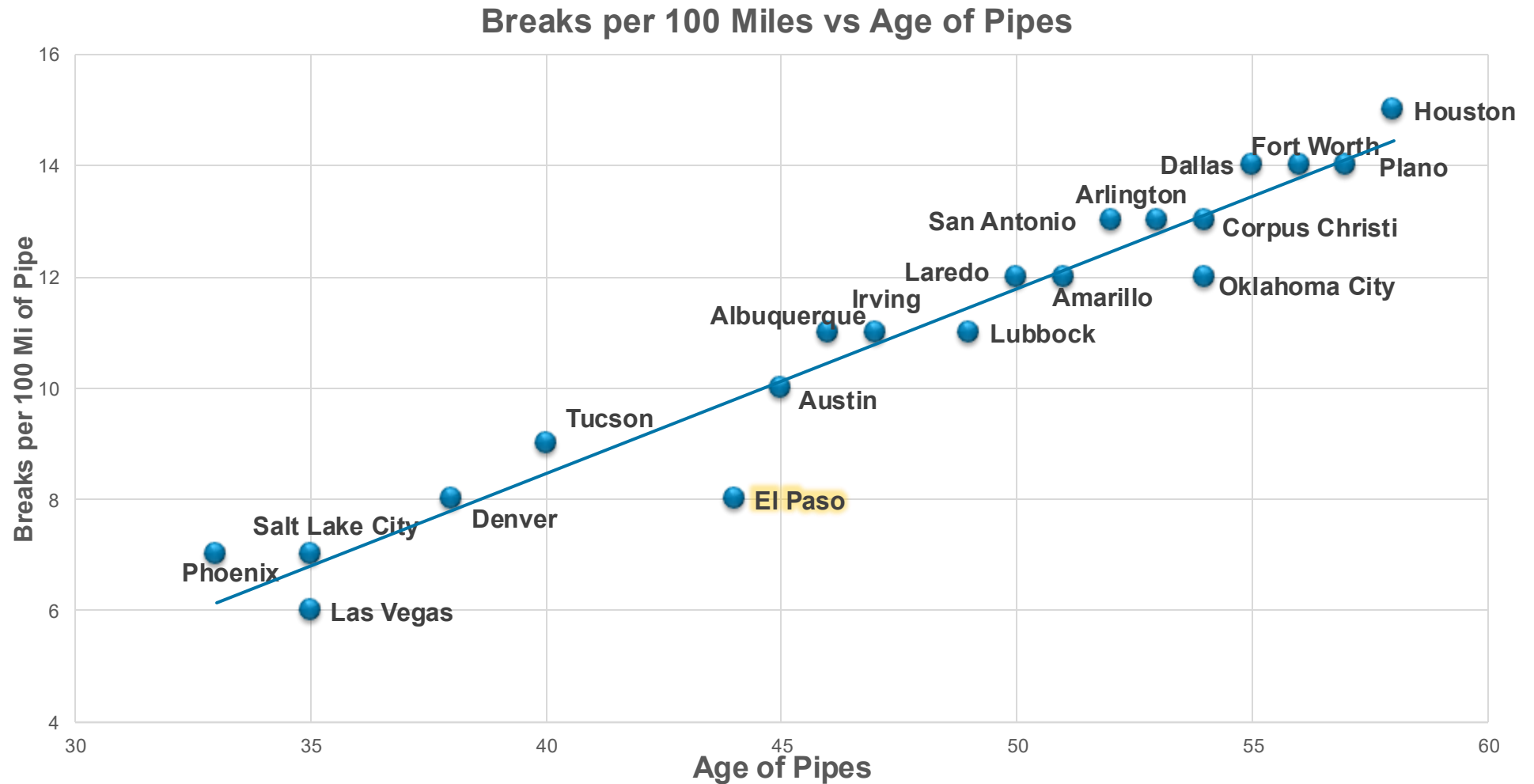
Pipeline Performance Improvements

KPIs at a Glance: Reliability and Health Asset

Goal:
8

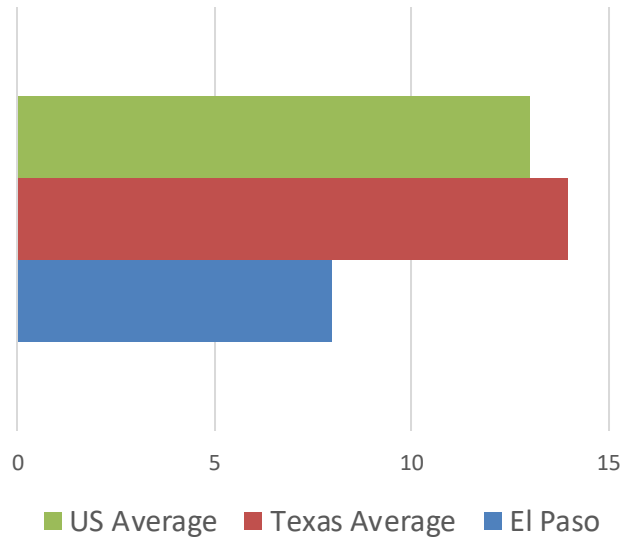
**El Paso
(2025):**
7.97

**TX
Median:**
11

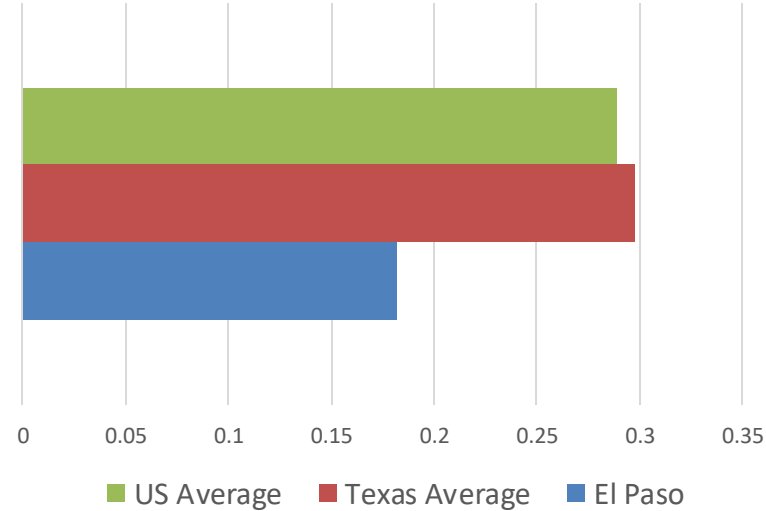


KPIs at a Glance: Reliability and Health Asset

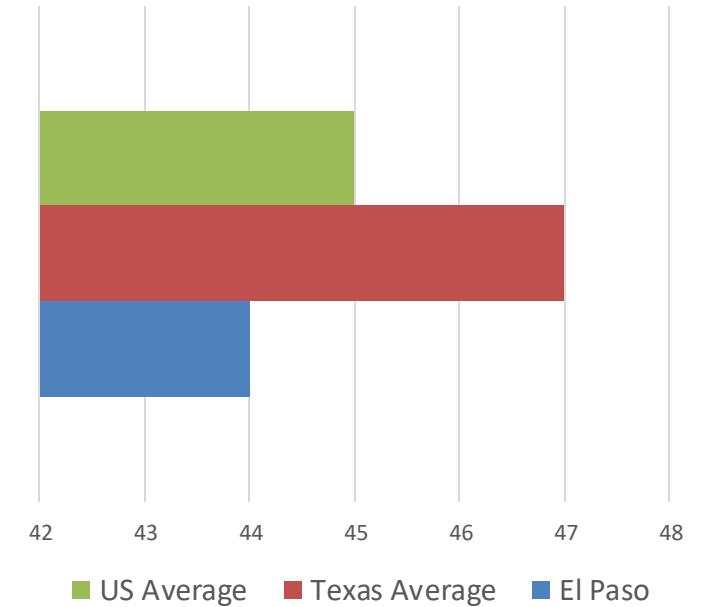
Breaks per 100 Miles of Pipe



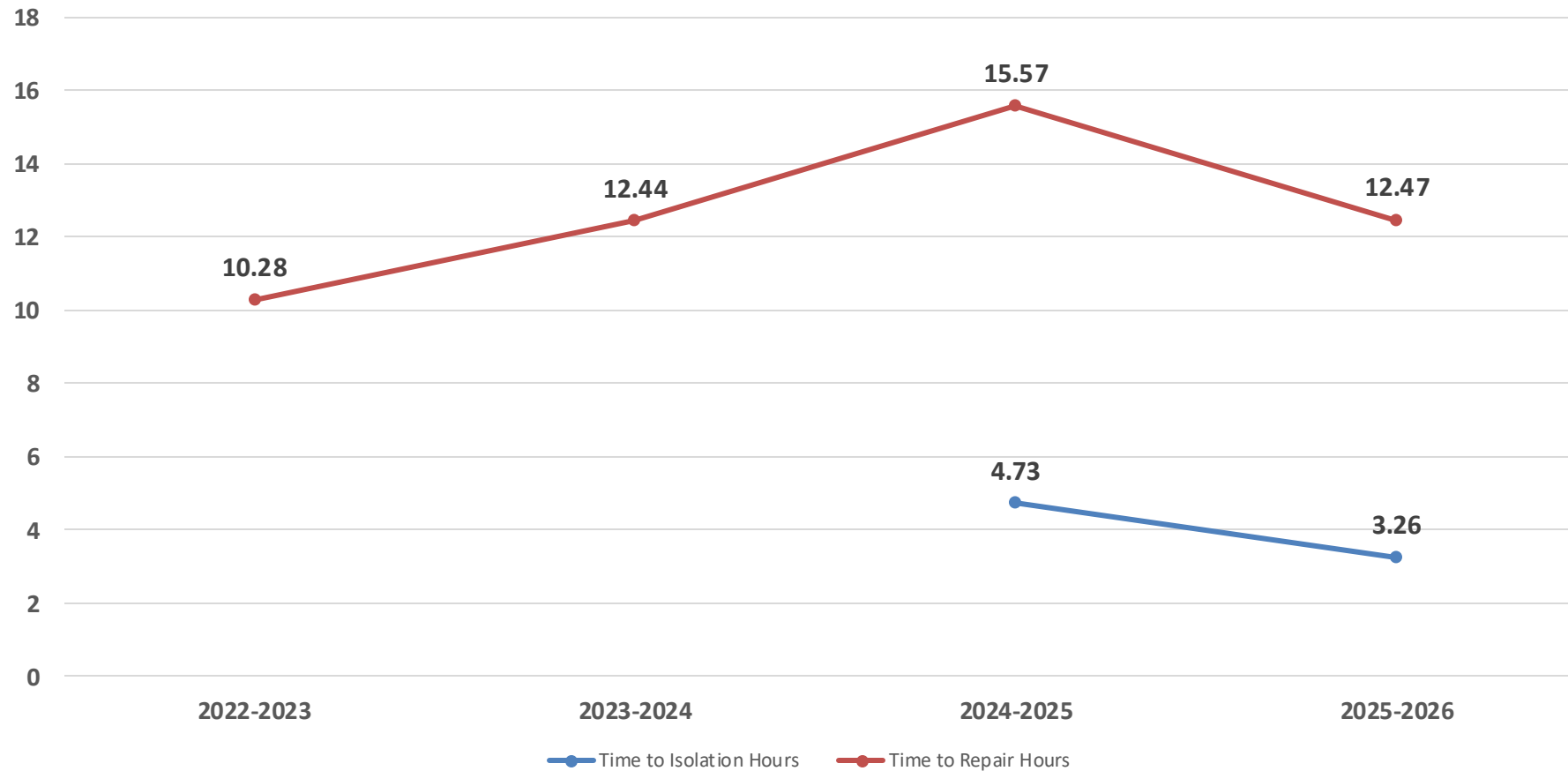
Age/Break Ratio



Pipeline Average Age (years)



Time to Isolation/Repair (Hours) - Water

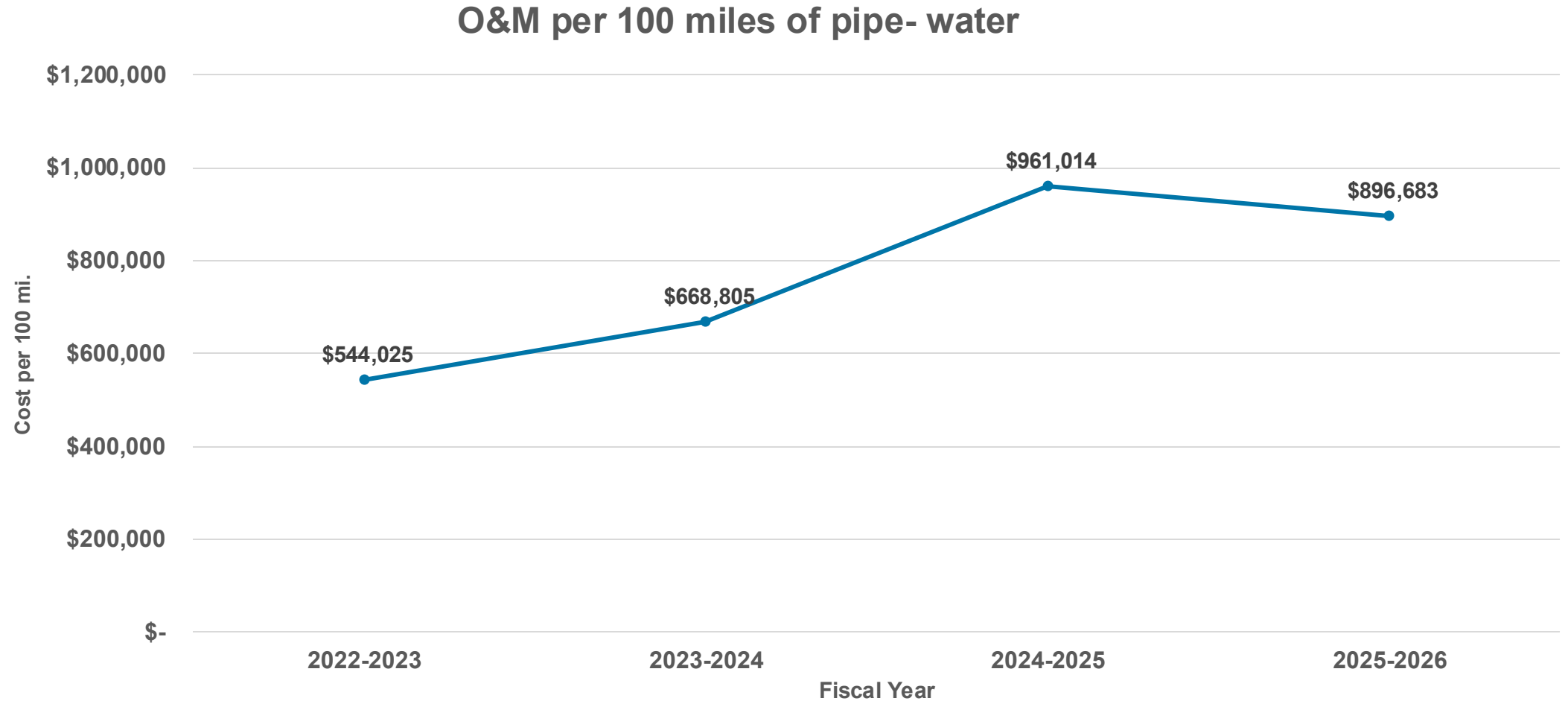


**AWWA
Median:
4.3 hrs**

**High:
23.5 hrs**

**Goal:
3 hrs**

KPIs at a Glance: O&M Cost per 100 Miles



Efforts Impacting KPIs



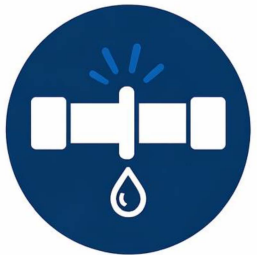
WE HAVE A
DEDICATED LEAK REPAIR TEAM



JANUARY 14, 2026



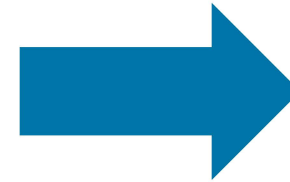
APRIL 21, 2026



WHO HAVE COMPLETED

995

**SMALL LEAK
REPAIRS**



- Reduction in Water Loss
- Reduce breaks per 100 mi



Emergency Coordination

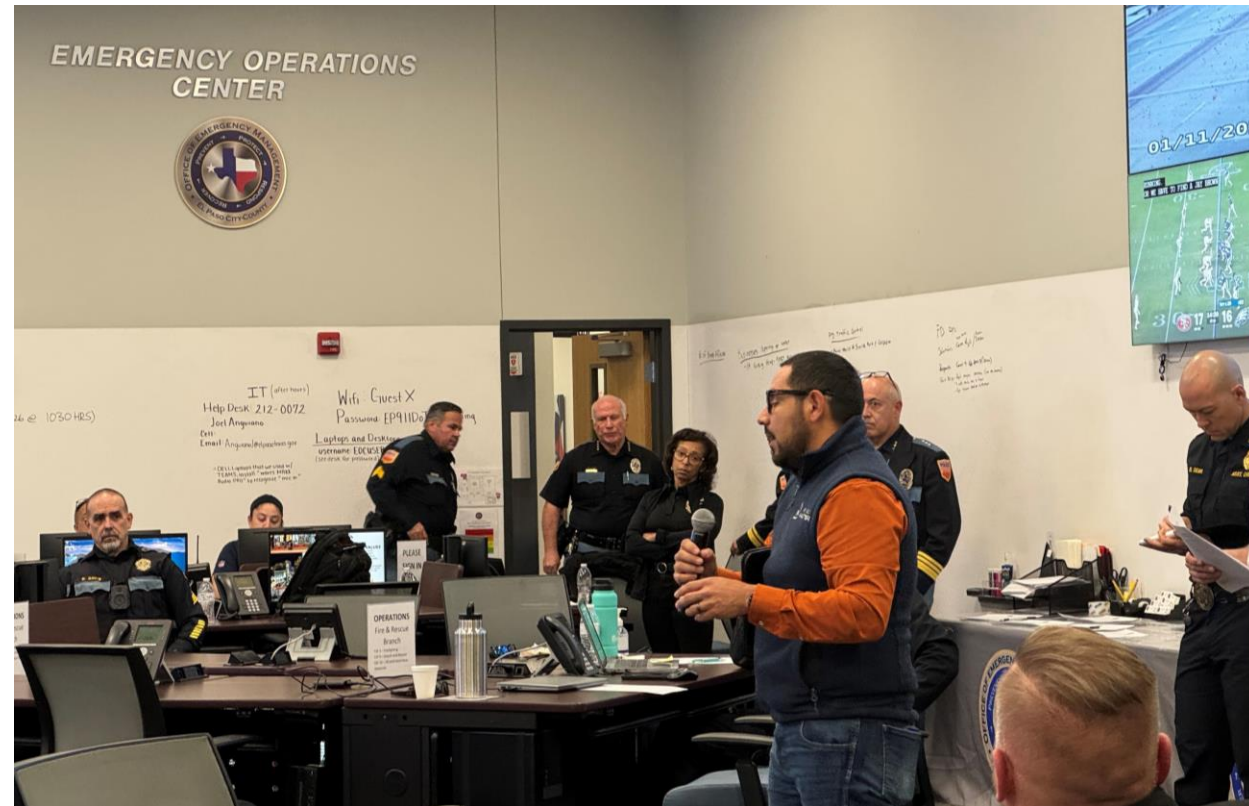
Improving Emergency Coordination

Improved coordination with OEM is needed to reduce duplication of efforts and improve response effectiveness during a high-impact events.

- Our goal is to strengthen partnership with OEM, clarify activation thresholds, develop standardized public message templates, and increase tabletop exercises.

The PSB has agreed to joint training with City Council to improve responses from both bodies for future emergencies.

- Develop a better understanding of each organization's responsibilities
- Clarify each body's roles during emergency events response



State of Texas Emergency Assistance Registry

STEAR collaboration will help in future incidents

- A voluntary registry that helps emergency responders identify residents who may need additional assistance during disasters or evacuations.
 - Individuals with disabilities, limited mobility, medical conditions, or transportation limitations can enroll so local emergency planners are aware of potential needs.
 - Improves coordination between first responders, public health, and utilities to prioritize vulnerable residents during emergencies.
- OEM made over 350 additional water deliveries through STEAR coordination
 - This is one of the first times the El Paso OEM utilized STEAR as part of response. Only about 1800 currently registered in El Paso.
 - EPWater was unaware of the program
 - EPWater is now working with OEM to publicize the program through EPWater bill insert, outreach and social media.





Customer Service and Communications

Customer Service Operations

- Customer call center received 2,322 emergency calls on Sunday, January 11.
 - Reduced to 263 emergency calls by Monday Jan. 12
- EPWater provided 887 pallets of bottled water and over 48,000 gallons of potable water via tankers to customers in need.
- Customer service arranged more than 200 deliveries to seniors, assisted living facilities and customers with limited mobility.
- Leadership brought in call center staff on Sunday and extended morning and evening staffing hours on weekdays to take emergency calls.

Improvement Actions Identified

- *Standardized water distribution site selection, layout, staffing models and equipment staging*
- *Pre-identify locations, traffic flow planning, lighting requirements and resource checklists*



Communication and Outreach

EPWater provided steady stream of information to keep customers updated, including the issuance of the boil water notices, and the locations of water distribution sites. This included:

- 10 news releases
- 3 press conferences
- Frequent social media posts
- 311 message coordination
- Phone outreach to medical facilities, senior facilities, schools, childcare centers, recreation centers, businesses.

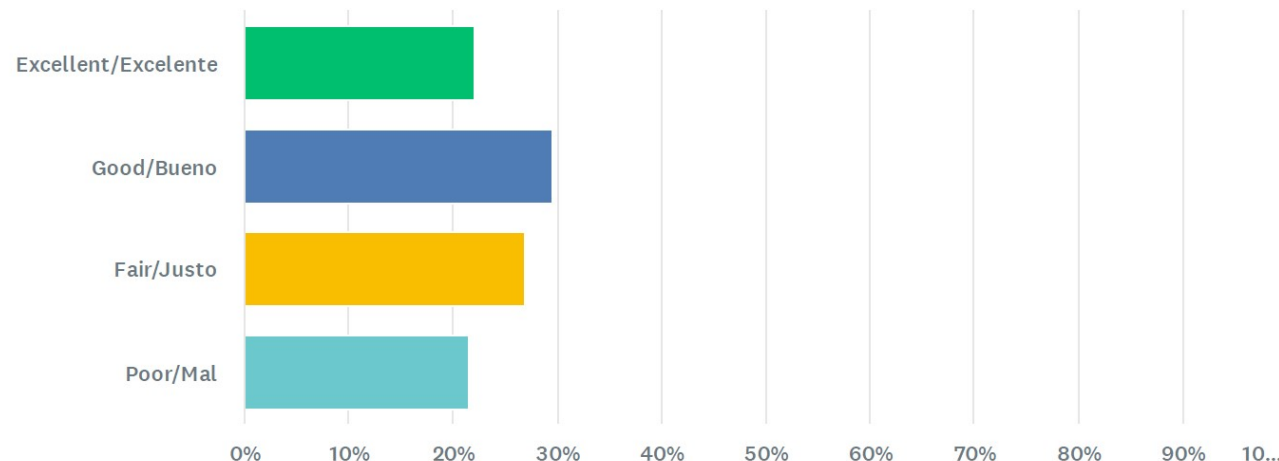
New EPWater smartphone app coming this spring will enhance our ability to communicate with customers directly via text and email.

Survey Feedback Received from NE Residents

EPWater sent an apology letter to all customers in the affected area and asked residents to respond to a survey via QR Code. More than 250 responses received.

Q8 How would you rate EPWater's overall emergency response during this event?/¿Cómo calificaría la respuesta general de emergencia de EPWater durante este evento?

Answered: 250 Skipped: 1

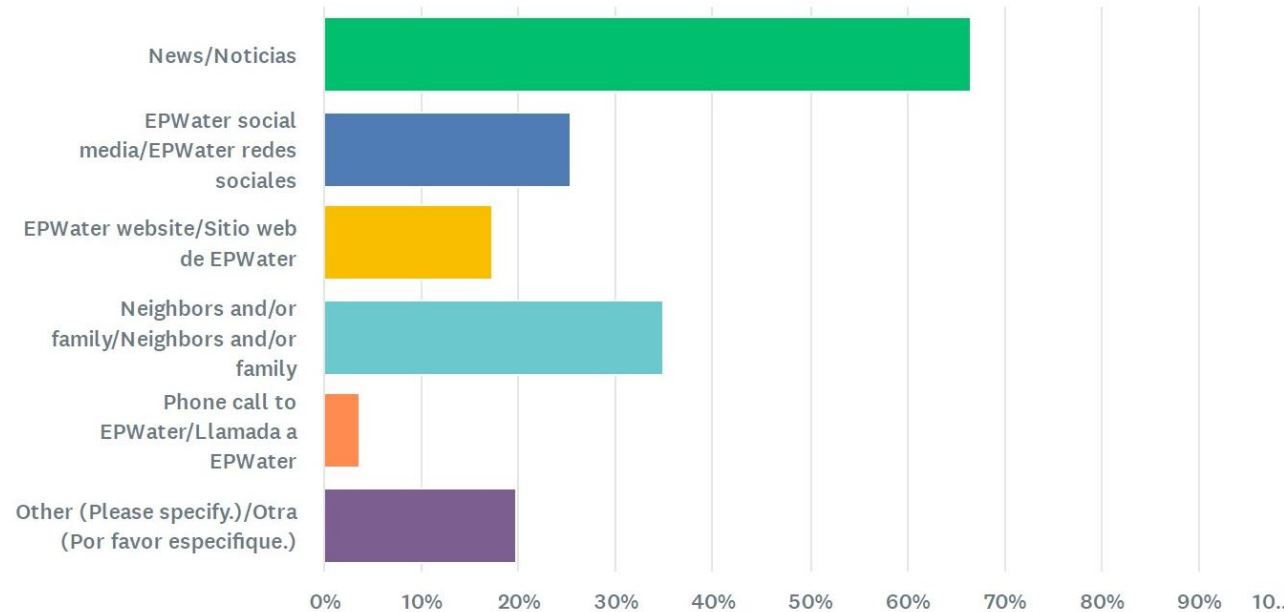


155 comments received on this question alone, ranging from appreciation for committed workers and water stations to concerns about state of infrastructure and wanting information faster.

News was main way customers received information

Q2 How did you receive updates about the water outage? (Select all that apply.)/¿Cómo recibió actualizaciones sobre el corte de agua? (Seleccione todo lo que corresponda).

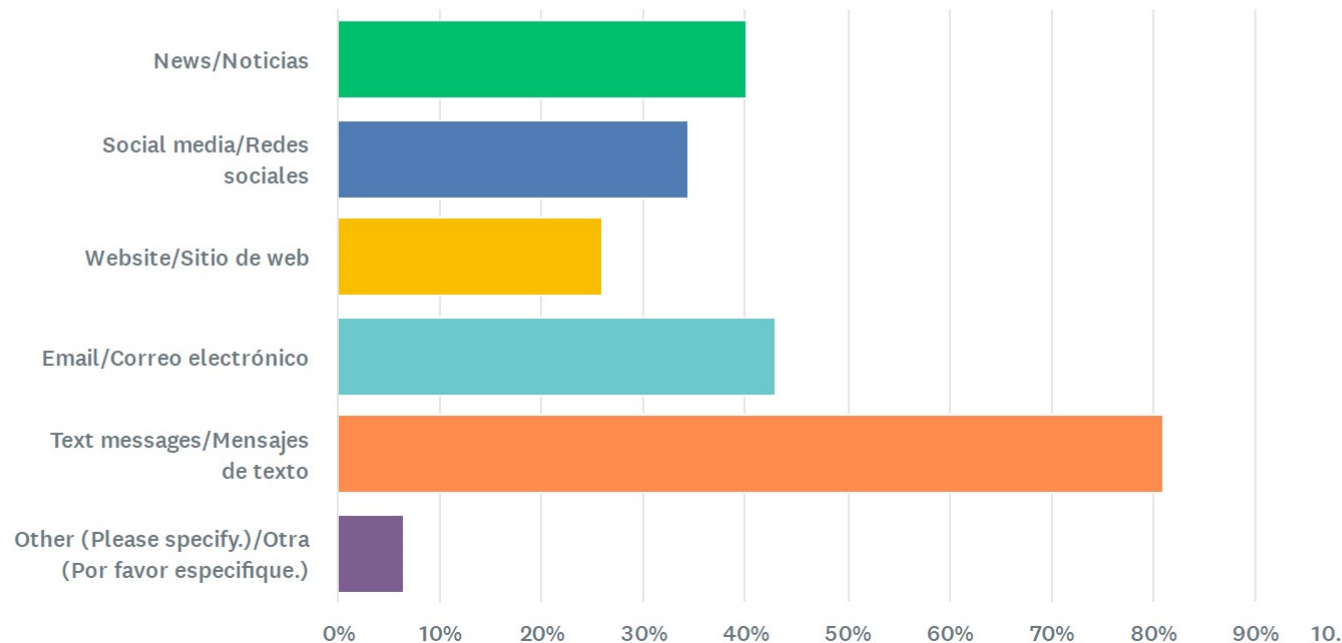
Answered: 249 Skipped: 2



Customers would prefer text updates

Q3 How would you prefer to receive outage information in the future?
(Select all that apply.)/¿Cómo preferiría recibir información sobre cortes en
el futuro? (Seleccione todo lo que corresponda).

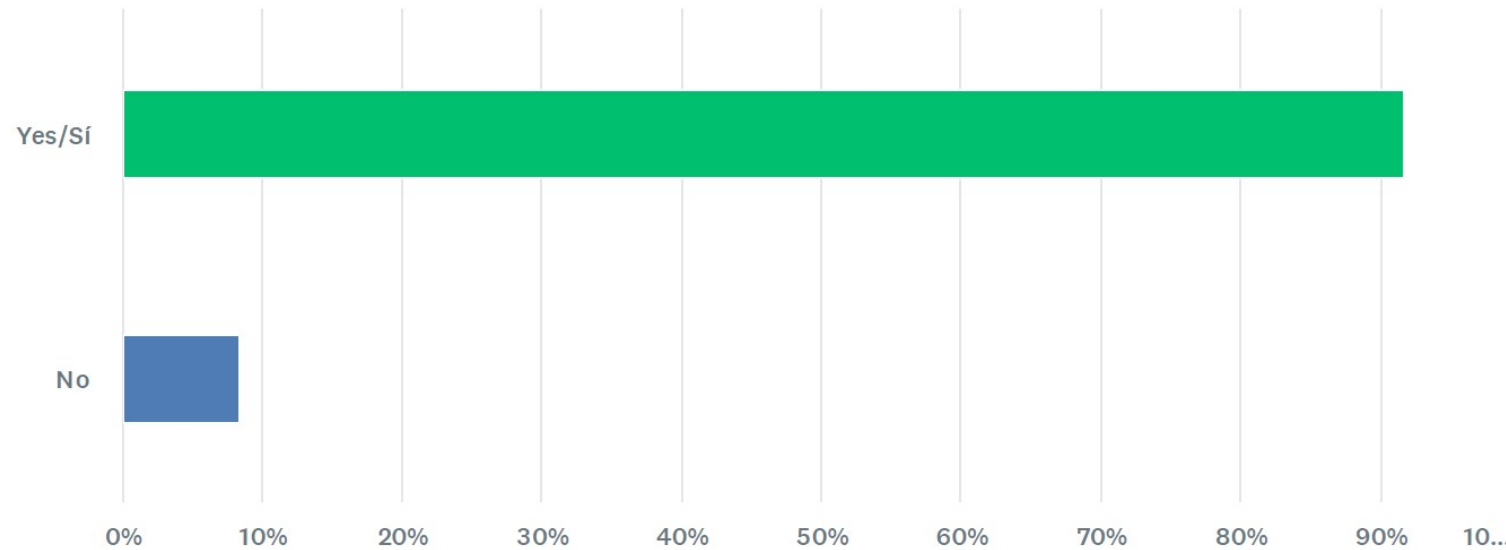
Answered: 247 Skipped: 4



90% awareness of Boil Water Notice

Q7 Did you see or hear guidance about the Boil Water Notice?/¿Vio o escuchó orientación sobre el Aviso para hervir agua?

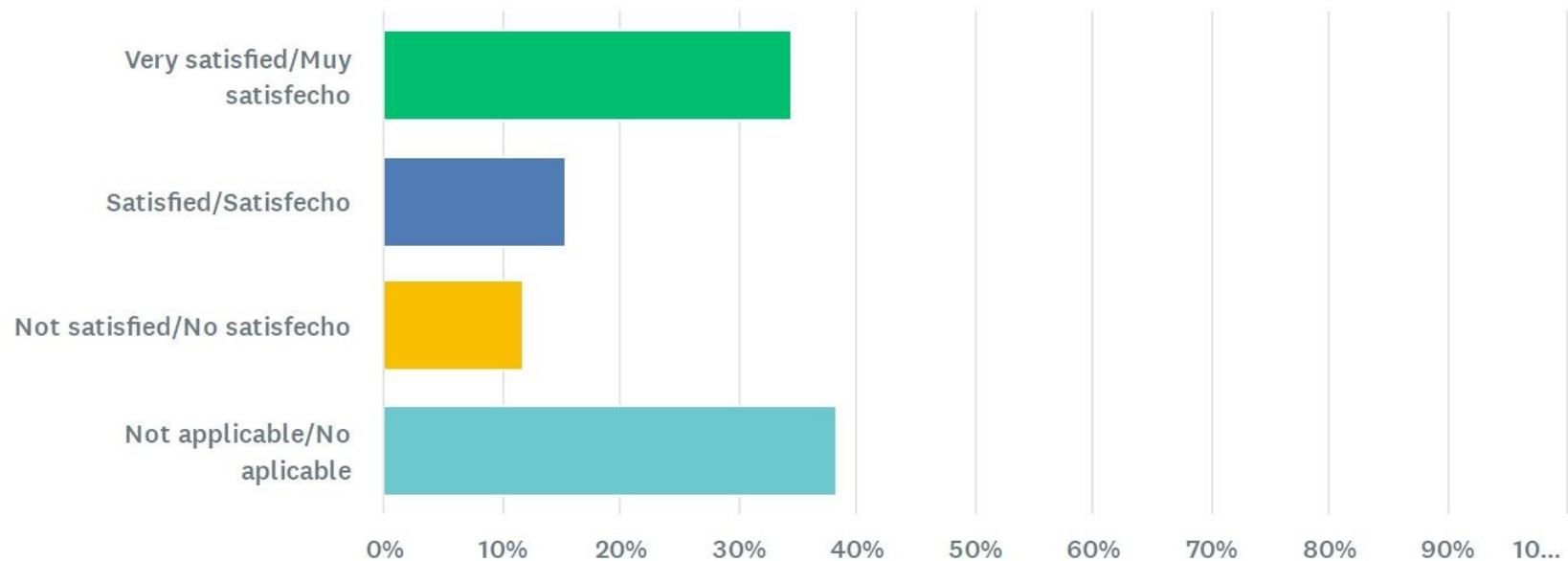
Answered: 250 Skipped: 1



Satisfaction with water distribution

Q5 How would you rate the service at the water stations?/¿Cómo calificaría el servicio en las estaciones de agua?

Answered: 246 Skipped: 5





Continuous Proactive Measures

- Proactive vs Reactive: Asset management/reliability program
- Improvements to acoustic leak detection sensors (12,000 installed)
- Continue Leak Repair Team efforts (through calls and sensors)
- AMI Meter Replacements
- Installing pressure reducing sensors
- Continuous improvement through process mapping/process improvement - time to isolate and repair
- IT data efforts - FSM, centralization and visibility of data



Improved Data and Communication Tool

Dry Codes – What info can they provide?

Information Codes

- **11 Codes:**

- Flow

- **Reverse Flow**

- **Leak**

- **Burst**

- **Dry - meter detects that it is not completely filled with water — essentially, there is air in the meter or the service line**

- Tamper

- Battery

- Active Meter

- Meter Adjustment

- Radio Off

- Volume and Flow Unit (gpm, gal, ft3)

Data Driven Decisions

- Info and decisions will be Data Driven:
 - Approximately 178,000 $\frac{3}{4}$ -in meters installed to date
 - Approximately 97% of meters installed **in NE 36" Break area** at time of event

01 Actual Data

Each installed meter reports data every hour.

Kamstrup system makes this accessible every 3 hours.

02 Thousands of data points

Each customer has a Kamstrup meter.

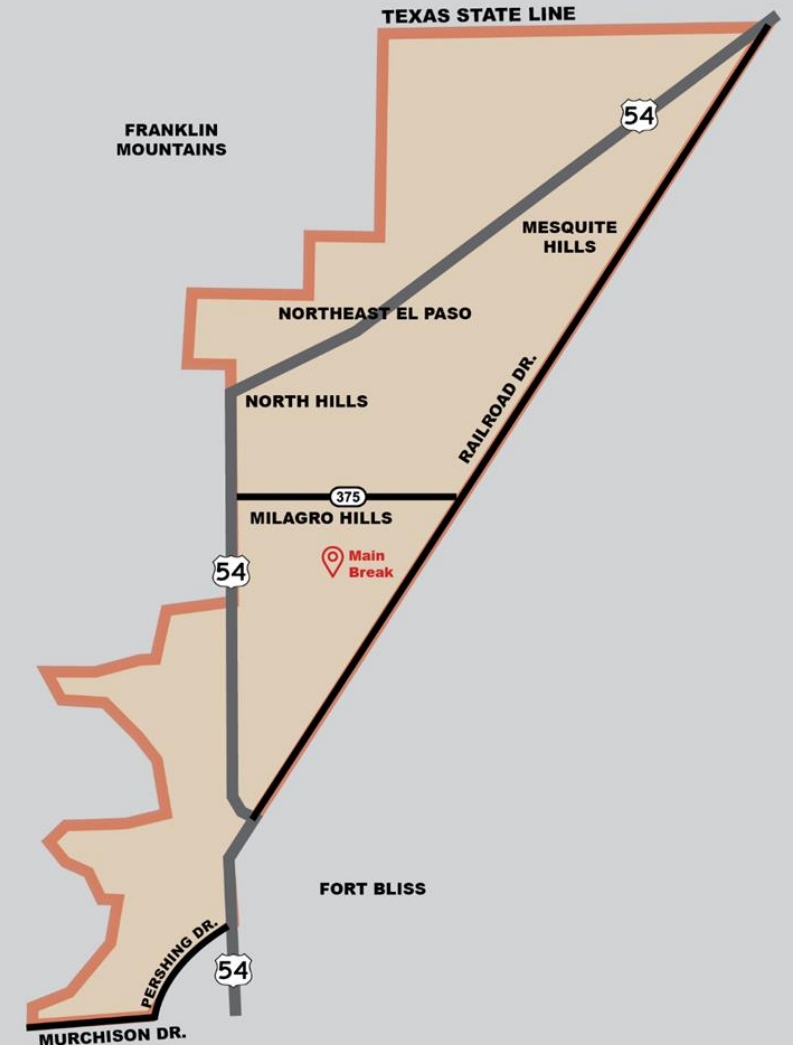
Information relies on thousands of meters reporting.

03 Accessible to EPWater

Our Customer Service Department already uses this data to provide information to our customers.

Our IT-GIS program already has access to Kamstrup data and know how to produce these maps.

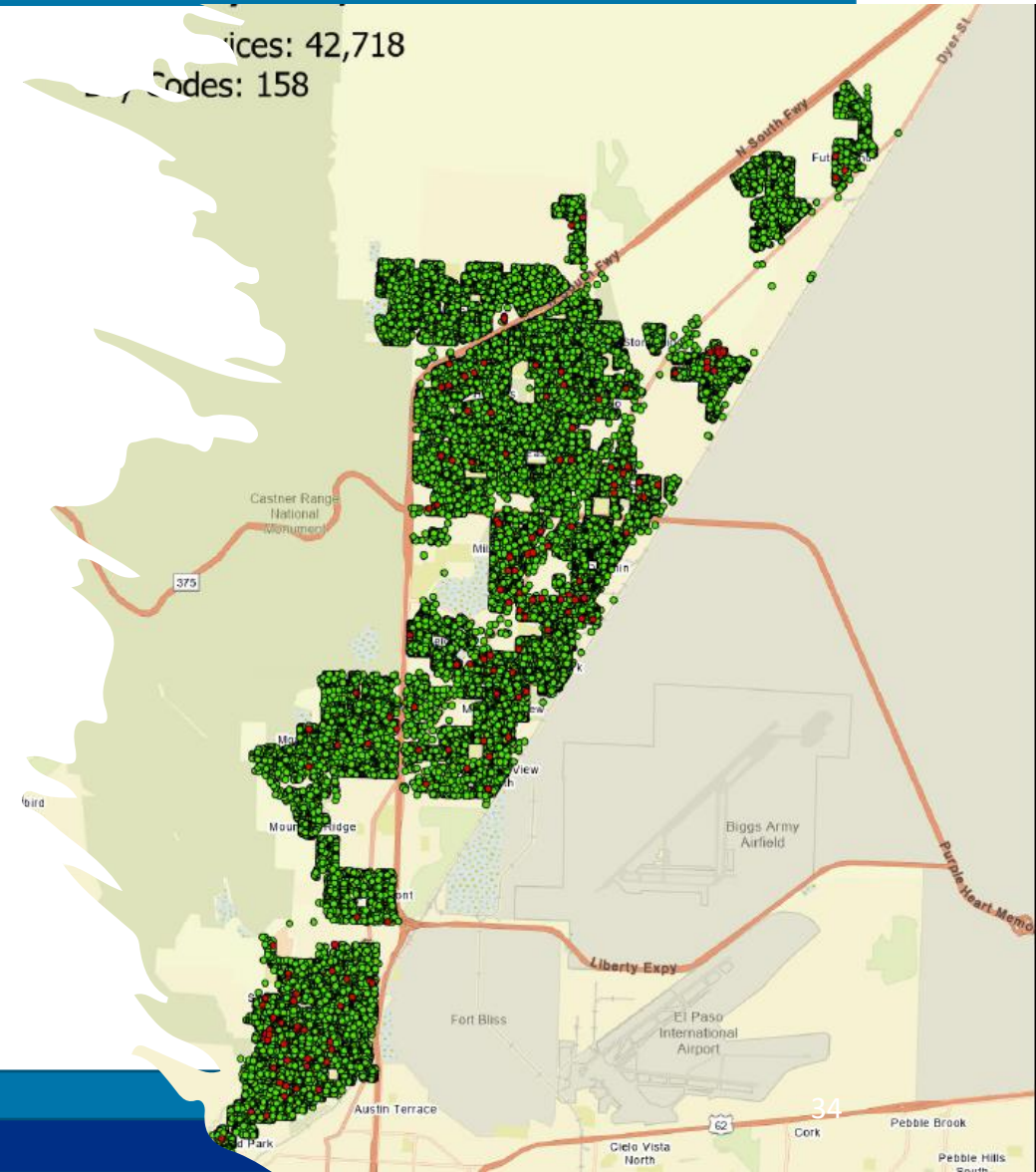
Northeast 36-inch Main Break Original Map of affected area



Service Map for Saturday January 10th

- Looking for conglomeration of datapoints giving the same state
 - Green dots - customers with service
 - Red dots - meters reporting dry code

	Saturday					
	10-Jan					
Total Customers	42,718					
Dry Codes	158					
+/-	-					

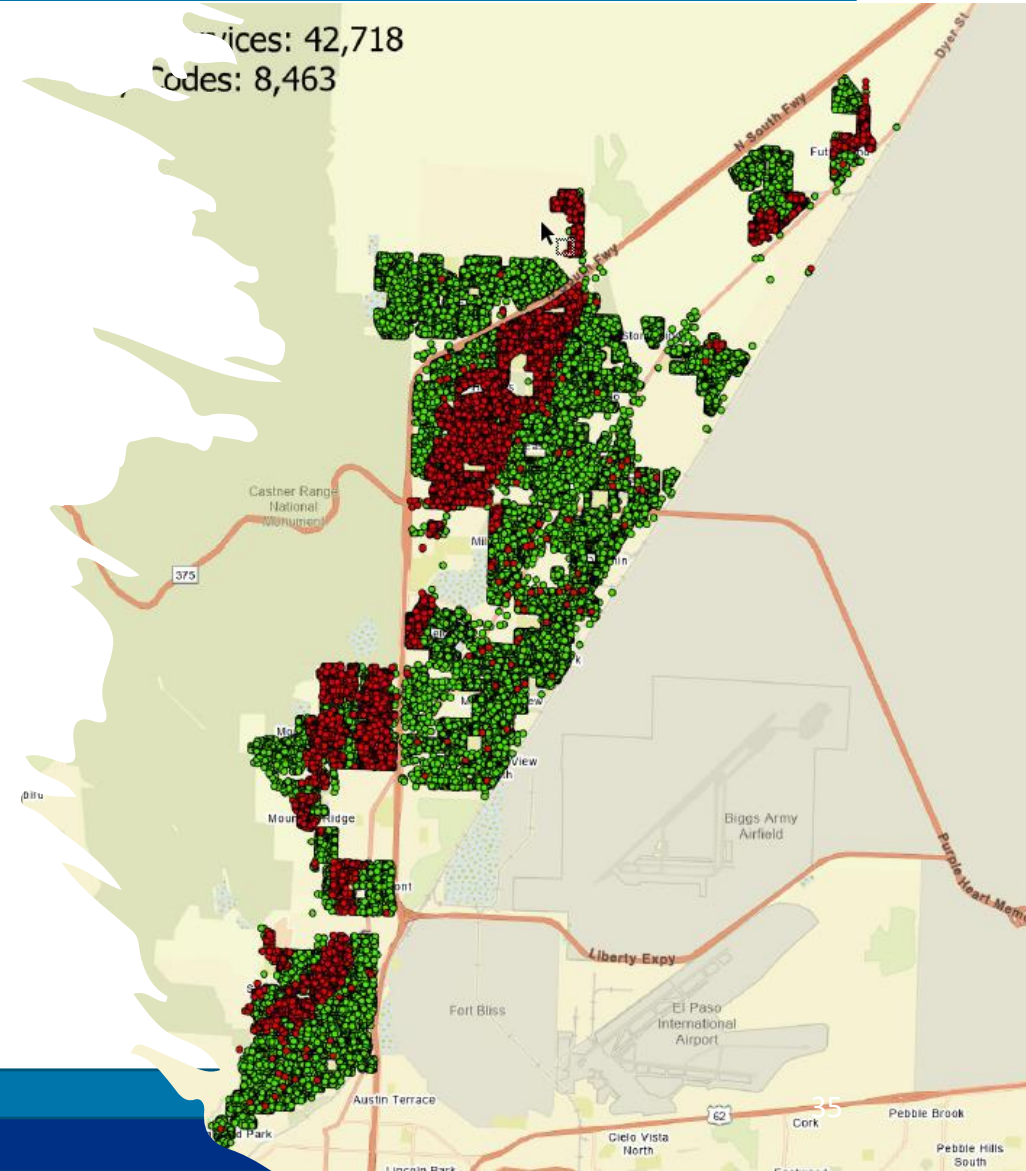


Service Map for Sunday January 11th

- Green dots - customers with service.
- Red dots - meters reporting dry code.
- Looking for conglomeration of datapoints giving the same state

	Saturday	Sunday				
	10-Jan	11-Jan				
Total Customers	42,718	42,718				
Dry Codes	158	8,463				
+/-	-	8,305				

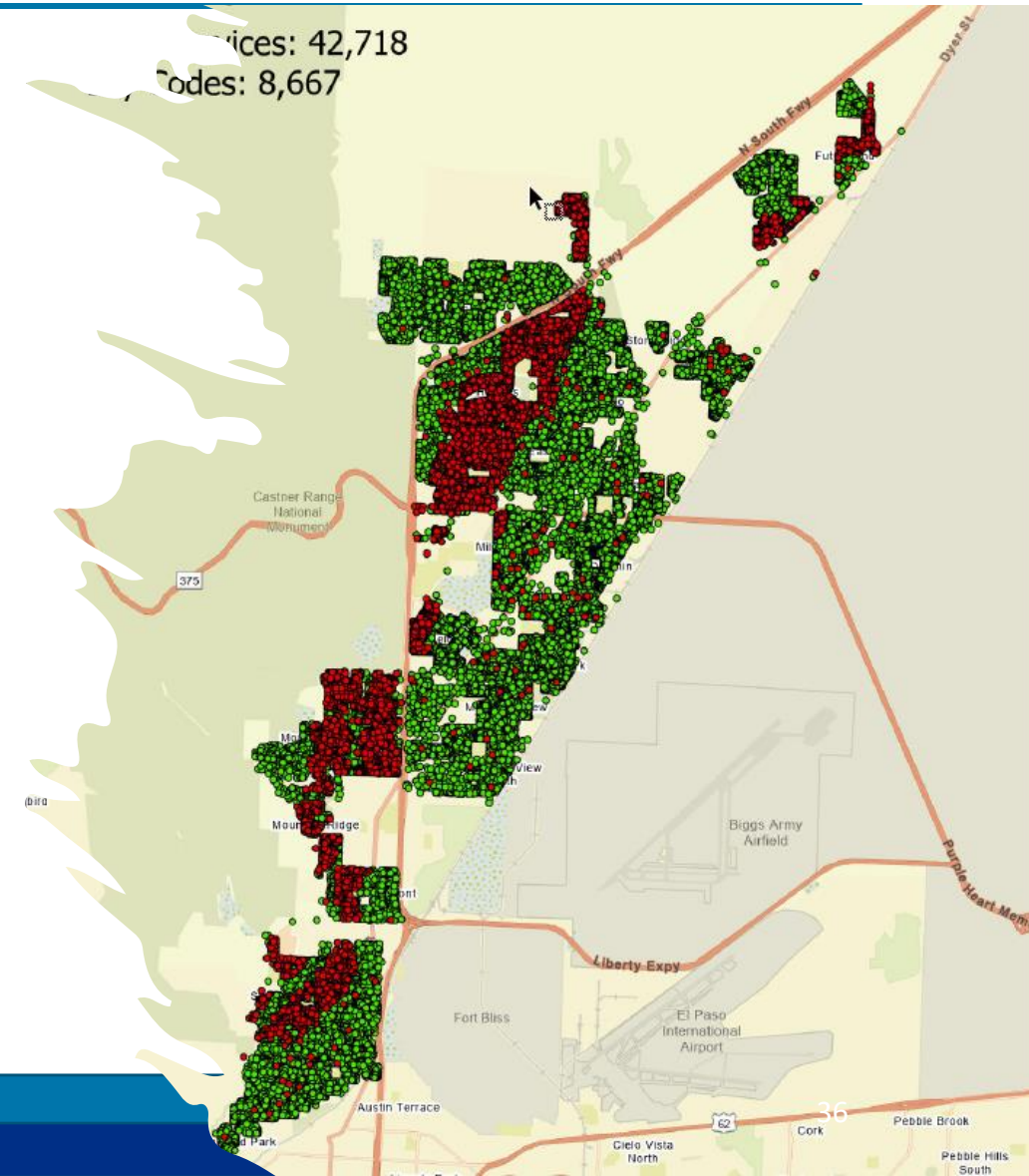
- *We reported 38,000 affected meters reported*



Service Map for Monday January 12th

- Green dots - customers with service.
- Red dots - meters reporting dry code.
- Looking for conglomeration of datapoints giving the same state

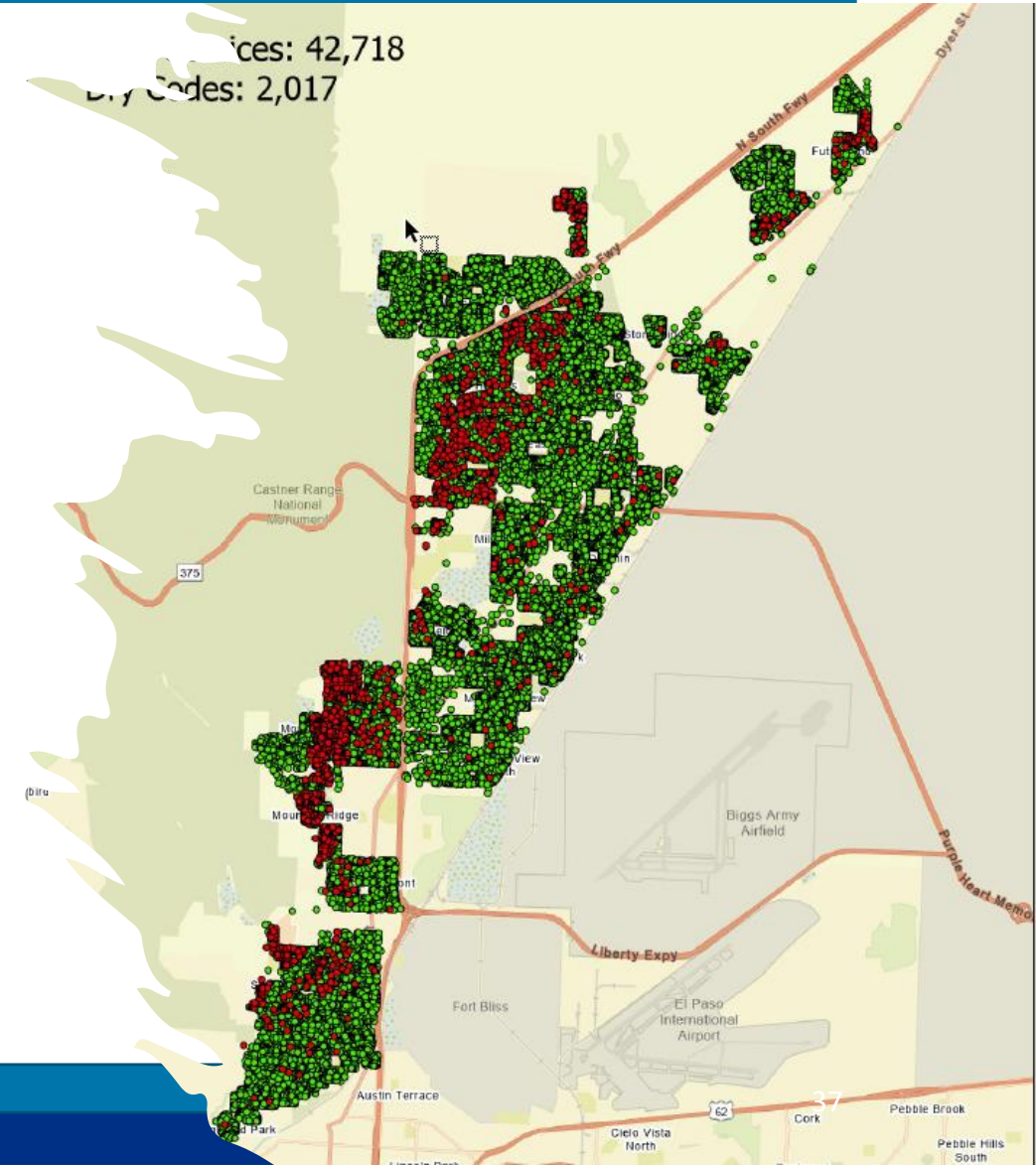
	Saturday	Sunday	Monday			
	10-Jan	11-Jan	12-Jan			
Total Customers	42,718	42,718	42,718			
Dry Codes	158	8,463	8,667			
+/-	-	8,305	204			



Service Map for Tuesday January 13th

- Green dots - customers with service.
- Red dots - meters reporting dry code.
- Looking for conglomeration of datapoints giving the same state

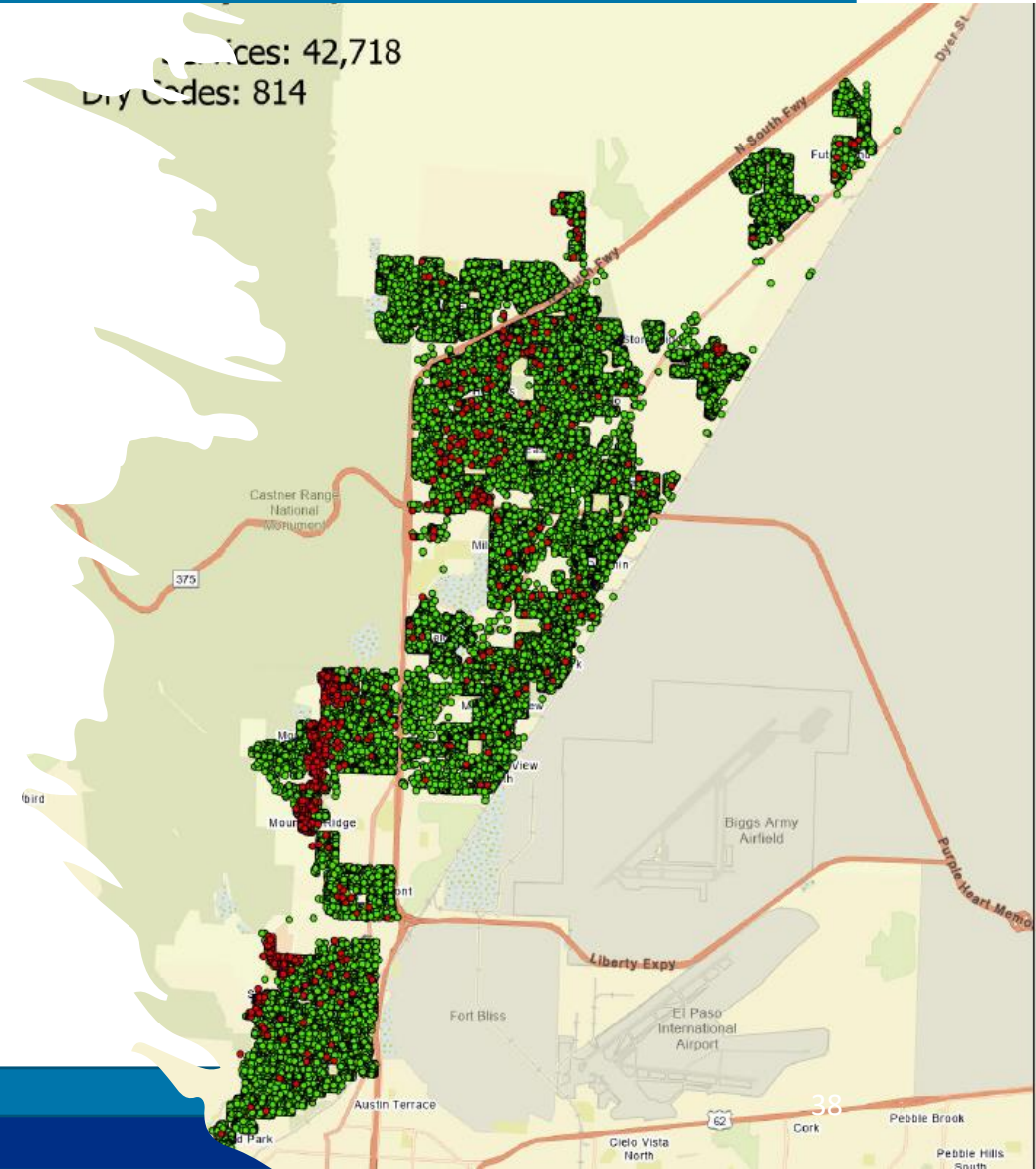
	Saturday	Sunday	Monday	Tuesday		
	10-Jan	11-Jan	12-Jan	13-Jan		
Total Customers	42,718	42,718	42,718	42,718		
Dry Codes	158	8,463	8,667	2,017		
+/-	-	8,305	204	-6650		



Service Map for Wednesday January 14th

- Green dots - customers with service.
- Red dots - meters reporting dry code.
- Looking for conglomeration of datapoints giving the same state

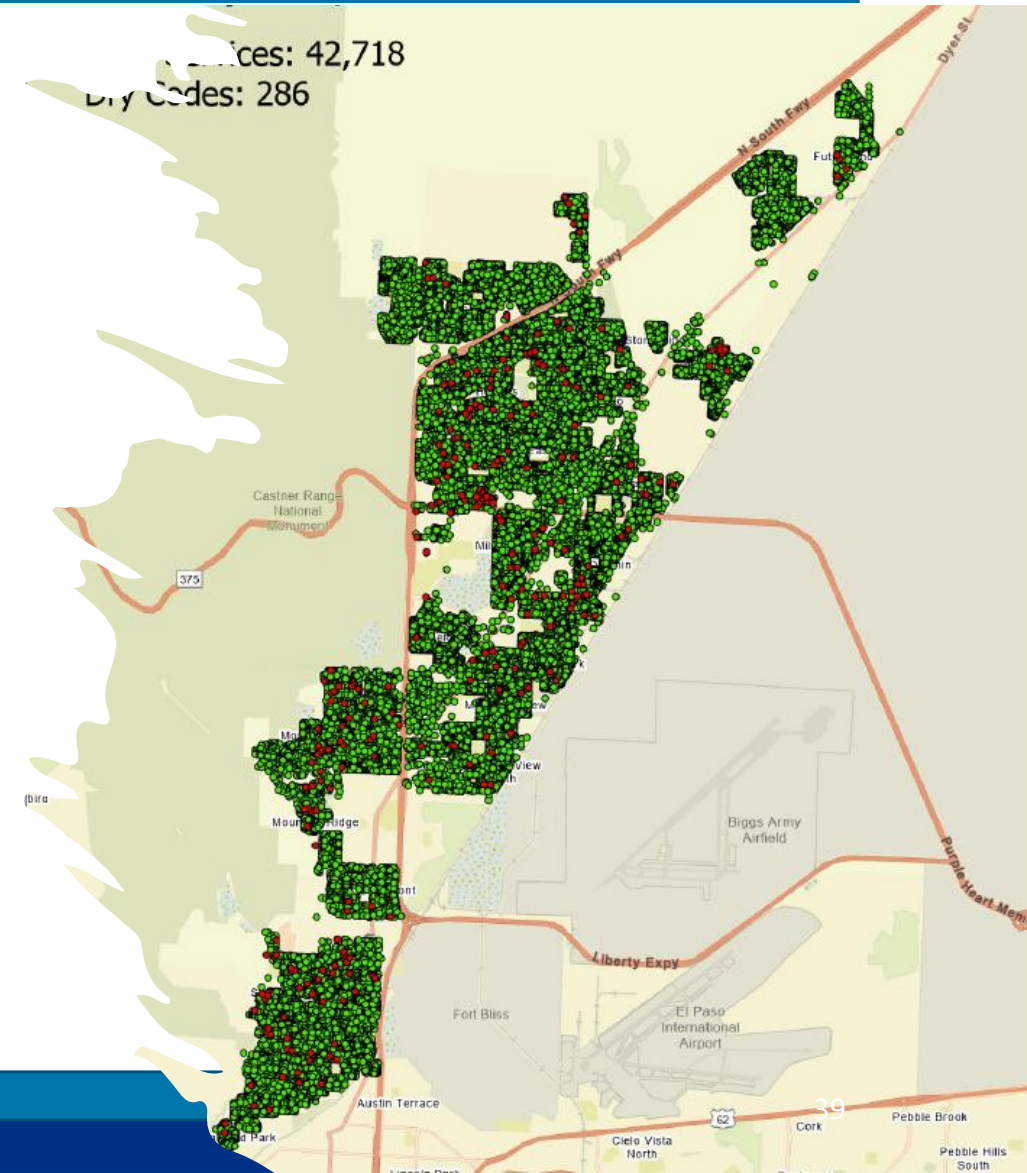
	Saturday	Sunday	Monday	Tuesday	Wednesday
	10-Jan	11-Jan	12-Jan	13-Jan	14-Jan
Total Customers	42,718	42,718	42,718	42,718	42,718
Dry Codes	158	8,463	8,667	2,017	814
+/-	-	8,305	204	-6650	-1203



Service Map for Thursday January 15th

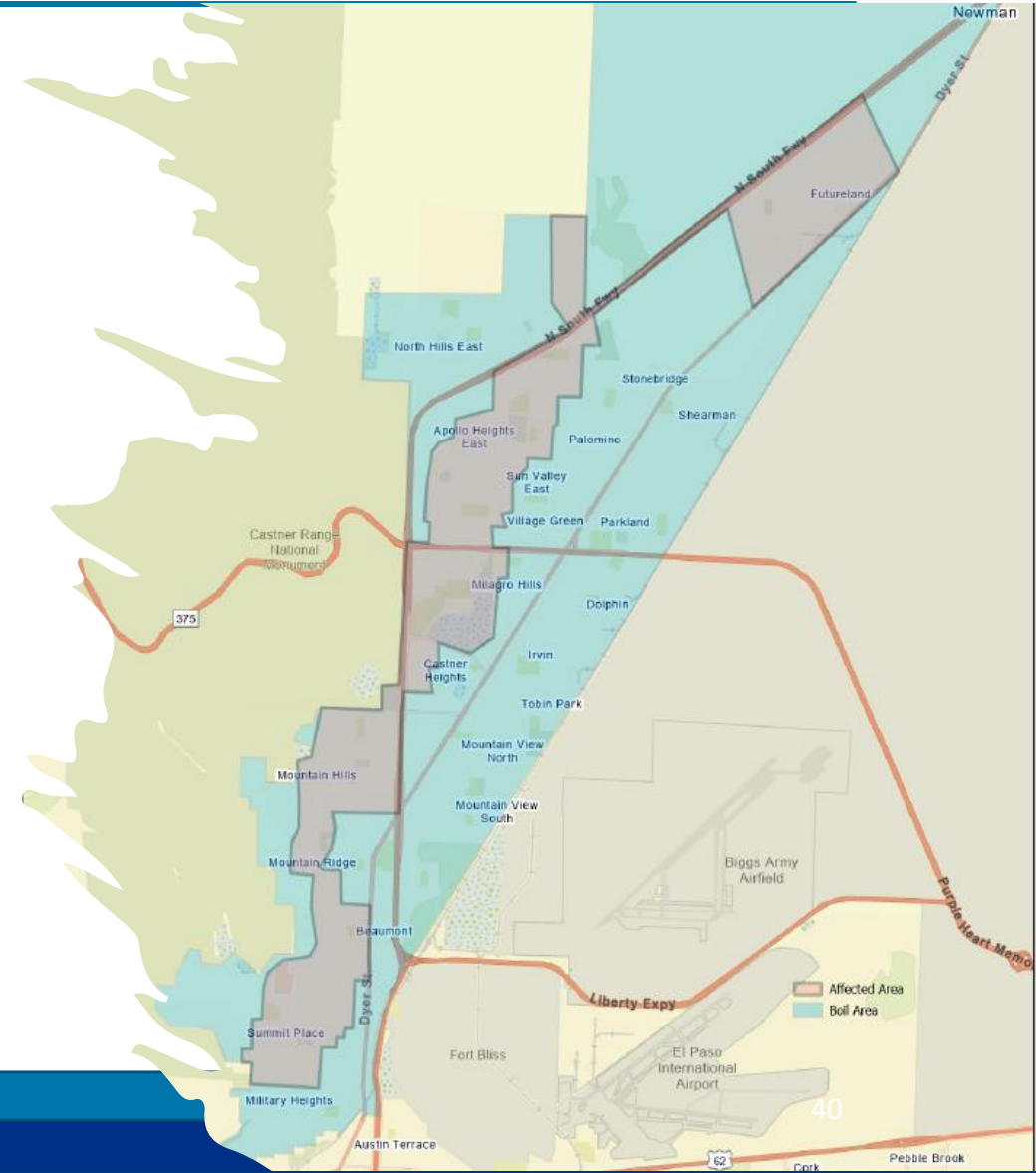
- Green dots - customers with service.
- Red dots - meters reporting dry code.
- Looking for conglomeration of datapoints giving the same state

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
	10-Jan	11-Jan	12-Jan	13-Jan	14-Jan	15-Jan
Total Customers	42,718	42,718	42,718	42,718	42,718	42,718
Dry Codes	158	8,463	8,667	2,017	814	286
+/-	-	8,305	204	-6650	-1203	-528



Original Pressure Zone Map VS Affected Area

- Blue area - affected area originally presented
 - Estimated 38,000 customers
- Pink Area - actual affected area per Dry Codes
 - Updated Estimate 10,000 customers



Valuable data for future incidents

- 1 More accurate mapping of customers affected by an outage
- 2 Potential to provide current snapshot of system status
- 3 Possible to issue more direct Boil Water Notices and not impact wide-range of customers
- 4 Ability to identify impacted customers and contact them directly



Thank You