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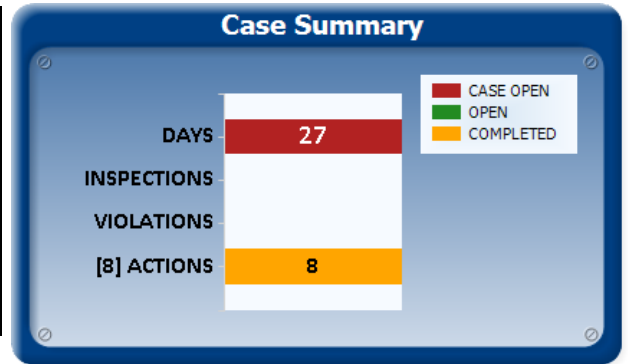


# Case Details

Summit County, CO

Case Number  
**EH22-119**

Description: Several trailers w/o water for 1-3 weeks		Status: OPEN	
Type: WATER		Subtype: DRINKING WATER	
Opened: 12/21/2022	Closed:	Last Action:	Fill Up: 1/5/2023
Site Address: 16165 Hwy 9 Breckenridge, CO 80424			
Site APN:		Officer: Dan Hendershott	
Details: Mateo is with an advocacy group. He is helping these folks who want to remain anonymous for fear of retribution or eviction from owner. The home we were working with reports no water since before Thanksgiving. I (Dan) was able to confirm this during a site visit on 12/21/22. I also verified via a WhatsApp chat history that several others were without water and/or had 40-50% of normal flow/pressure.			



ADDITIONAL SITES

LINKED CASES

CHRONOLOGY

CHRONOLOGY TYPE	STAFF NAME	ACTION DATE	COMPLETION DATE	NOTES
Comment	DAN HENDERSHOTT	12/22/2022	12/22/2022	I spoke with Lori and Premier Plumbing (George) on 12/22/22. Lori acknowledged there is a problem and she is working on it. She said George has been doing the work. There are several leaks with one being directly below a home so impossible to dig up now. Both have acknowledged the whole distribution system needs to be replaced. George explained they have installed a temporary supply pipe above ground and it goes from home to home above ground. It is wrapped in insulation, heat tape and a 4" PVC pipe. They have not yet connected any of the 5-6 homes on that far West row except on. Lori said they are waiting on unique parts to connect and they will do so on Tuesday (12/27). Lori asked me to call Premier if they don't show up Tuesday. I said I'd be happy to but this is her responsibility, not mine. I also told her she needs to get portable toilets ASAP. George said he has the parts he just can't do it yet because he is so backed up. I asked him to please prioritize this job. He said he might be able to send some guys over on 12/23 but wouldn't promise. George also explained the homes across the street also do not have water. He said the plan is to excavate a trench under the road to connect these but he is waiting on locates and the excavator. I also spoke with Matt Willitts (Water Slns Inc) as he is the ORP for the public water system. He knew some of what was going on but not a ton and said he'd get back with me.

<p>Comment</p>	<p>DAN HENDERSHOTT</p>	<p>12/23/2022</p>	<p>12/23/2022</p>	<p>Mateo filed a complaint with CO Dept of Housing. I told Lori we were planning on doing that so she should be prepared and get as much done as possible and have a plan. Lori talked with me this morning to report portable toilets are coming Tuesday. She said she hasn't heard back from plumbers. I said she needs to call them every day until this gets done. She needs to convey the emergency and take this more seriously. I also asked how the leak detection was going for the homes across the street. She said she has not heard back from the person. I said you need to call them back. It does not see like she is taking appropriate initiative to get things done quickly.</p> <p>Matt Willitts called saying he has not been able to talk with Lori. They have been playing phone tag or texting. He did not have much info as he has not been kept in the loop well. He said the water quality and pressure leaving the treatment works to the distribution system is proper and safe but he has not been kept in the loop on the distribution problems and solutions.</p>
<p>Comment</p>	<p>DAN HENDERSHOTT</p>	<p>12/23/2022</p>	<p>12/23/2022</p>	<p>Complainant Contact Info- Mateo Lozano He/El Voces Unidas de las Montañas (970) 340-8535 <a href="http://www.vocesunidas.org/">http://www.vocesunidas.org/</a> <a href="http://www.vocesunidasaction.org/">http://www.vocesunidasaction.org/</a></p>
<p>Comment</p>	<p>DAN HENDERSHOTT</p>	<p>12/28/2022</p>	<p>1/3/2023</p>	<p>I have confirmed that the folks Mateo and I were working with in the trailer park have had their water service resumed. Sounds like a couple of those trailers on that row of 5 or 6 still do not, even though they have been connected to the temporary supply, because their own plumbing is frozen. Additionally, the middle row of trailers is still without water according to the plumber and Lori the property manager. They have investigated and believe the service line is frozen. Frozen pipes historically are thawed using a welder to send current through the pipe which heats it and thaws the ice. This method has also caused structure fires. So the welders Lori has worked with in the past are not willing to do this for liability. She finally found someone who is willing and they are going to try to thaw it today. She said she will give me an update end of day.</p> <p>The portable toilets did not arrive yesterday. She said the company flaked out on her. She has another one delivering toilets tomorrow. She gave me the name of the company.</p> <p>Finally, neither Mateo or I have heard from the state. He filed the complaint Friday and we received confirmation of it being filed but not action. Disappointing. Regardless, I have been transparent with Lori the we filed a complaint and the further along she is when they call to investigate the better off she (and the tenants) will be.</p> <p>So they are making progress but there is still work to do.</p>

<p>Comment</p>	<p>DAN HENDERSHOTT</p>	<p>1/3/2023</p>	<p>1/3/2023</p>	<p>I just spoke with the nephew of Lori's (the manager). He is the one who will be digging. Hi name is Brandon Smith with Heavy Metal Excavating. We actually work with him on OWTS stuff.</p> <p>He said they can't dig until the locate company identifies underground utilities. That person is coming Thursday. So they will now be digging Friday, not Thursday. He explained the situation better to me that Lori has and he was very sympathetic to the situation. Not like Lori was but she has never expressed sympathy like Brandon did.</p> <p>I mentioned the frozen spigot. He was not aware but we speculated the space heater in that well house probably tripped a breaker. He is going to get that fixed.</p> <p>CO DOLA also was able to contact Lori. Lori explained their plan to dig Thursday (will have to bump that to Friday now). DOLA threatened enforcement of the Cease and Desist if they don't resume water within 48 hours. Not sure how they will react to this news of waiting for locates?? You definitely do not want to dig prior to that or you risk causing more damage including hitting a gas line. Messy.</p> <p>Hi all,</p> <p>So I just spoke with Lori and Brandon again. She said the spigot is working fine. She said it may have been a little sticky to turn earlier but it has not been frozen. I will check on my drive home.</p> <p>I did learn that the hold up is not the locate service. It is Brandon. He is not flying home until Thursday afternoon. So they scheduled the locate company to come Thursday with Brandon able to dig Friday. I explained that this is exactly why this has elevated. She should not have waited for her nephew to come back to address this. When water service is interrupted, water providers typically treat it as the emergency it is and get it fixed in a day or two paying emergency fees. She is treating it more casually then she should in my opinion. Between us however, where we are now it may be worth it to wait the extra day for her nephew to dig Friday because, in his words, "...I have been digging there since I was a kid and it is a mess that no one else will want to take on."</p> <p>She said she has offered rec center passes to everyone again but no one has taken her up on it so far.</p> <p style="text-align: center;">Dan Hendershott, REHS Environmental Health Manager Public Health Department Summit County, CO (970) 668-4073 dan.hendershott@summitcountyco.gov www.summitcountyco.gov</p>
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<p>Comment</p>	<p>DAN HENDERSHOTT</p>	<p>1/4/2023</p>	<p>1/4/2023</p>	<p>1/3/22 Update from emails of the day...                  Hi Rick                  I have been communicating with Samantha. Here is the string below.</p> <p>In summary, I have spoken with the property manager (Lori) and her nephew (Brandon) who is a pretty good excavator. I was under the impression that they were unable to dig up the malfunctioning water line until Friday because the guy doing locates can't come until Thursday. I then learned through questioning it is not because of the delays in getting locates but because Brandon is out of town until Thursday afternoon. I explained again that this is an emergency that should have been resolved in a day or two. Between us, it is may be worth waiting now because Brandon has been digging there all his life and knows the area.</p> <p>We then received a complaint to one of our commissioners that the hose spigot used to fill/transport water to trailers was frozen. I spoke with Lori and Brandon about this. They checked and it was running fine. I confirmed on my way home. So there is now some illegitimate complaints going on. I respectfully communicated to Lori it is to this point because she has failed to correct the lack of water issue promptly.</p> <p>She is working with a guy Javier (works for Mountain Dreamers advocacy non profit) to improve messaging. I encouraged Lori to send out messaging about the frozen water spigot that it is in fact still working and then ask residents to report if it is not so she can promptly fix it. I said this can build trust. She agreed and said she will pursue this.</p> <p>So hopefully it will be addressed Friday but honestly they don't have complete confidence in what the problem or solution are until they dig and test so it might not be a quick fix Friday.</p> <p>I do feel like all of our involvement has helped move things faster but the threat of penalties that are greater than emergency service fees will move the needle faster now. I have tried to explain this to her a couple times. It costs a lot more to fix things at emergency rates but this is an emergency.</p> <p>Thanks for following up.</p> <p>Dan Hendershott, REHS                  Environmental Health Manager                  Public Health Department                  Summit County, CO                  (970) 668-4073                  dan.hendershott@summitcountyco.gov                  www.summitcountyco.gov</p> <p>From: Dan Hendershott                  Sent: Tuesday, January 03, 2023 6:21 PM                  To: Mateo Lozano &lt;mateo@vocesunidas.org&gt;                  Cc: MHPOP - DOLA, DOLA &lt;mhpop@state.co.us&gt;; Samantha Gonzales &lt;samantha.gonzales@state.co.us&gt;; Amy Wineland &lt;Amy.Wineland@summitcountyco.gov&gt;                  Subject: Re: Case 2022-2284 Additional Information Request</p> <p>I am at the property now and the water is working at the spigot is working fine.</p> <p>I'd like to propose that DOLA, Mateo, Javier and myself have daily briefings on this topic. What do you all think about that?</p> <p>Thanks                  Dan Hendershott, REHS                  Environmental Health Manager                  Public Health Dept                  970 668-4073</p> <p>Sent from my iPhone</p> <p>On Jan 3, 2023, at 5:18 PM, Dan Hendershott &lt;Dan.Hendershott@summitcountyco.gov&gt; wrote:</p>
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Hi all,

So I just spoke with Lori and Brandon again. She said the spigot is working fine. She said it may have been a little sticky to turn earlier but it has not been frozen. I will check on my drive home.

I did learn that the hold up is not the locate service. It is Brandon. He is not flying home until Thursday afternoon. So they scheduled the locate company to come Thursday with Brandon able to dig Friday. I explained that this is exactly why this has elevated. She should not have waited for her nephew to come back to address this. When water service is interrupted, water providers typically treat it as the emergency it is and get it fixed in a day or two paying emergency fees. She is treating it more casually than she should in my opinion. Between us however, where we are now it may be worth it to wait the extra day for her nephew to dig Friday because, in his words, "...I have been digging there since I was a kid and it is a mess that no one else will want to take on."

She said she has offered rec center passes to everyone again but no one has taken her up on it so far.

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From: Dan Hendershott  
Sent: Tuesday, January 03, 2023 4:54 PM  
To: Mateo Lozano <mateo@vocesunidas.org>  
Cc: MHPOP - DOLA, DOLA <mhpop@state.co.us>; Samantha Gonzales <samantha.gonzales@state.co.us>  
Subject: RE: Case 2022-2284 Additional Information Request

Hi

I just spoke with the nephew of Lori's (the manager). He is the one who will be digging. Hi name is Brandon Smith with Heavy Metal Excavating (970 418-0526). We actually work with him on septic system stuff.

He said they can't dig until the locate company identifies underground utilities. You definitely do not want to dig prior to that or you risk causing more damage including hitting a gas line. That person is coming Thursday. So they will now be digging Friday, not Thursday. He explained the situation better to me than Lori has and he was very sympathetic to the situation. Not like Lori was but she has never expressed sympathy like Brandon did.

WE just heard the spigot people have been filling buckets is frozen. I mentioned this to him. He was not aware but we speculated the space heater in that well house probably tripped a breaker. He is going to get that fixed. I asked Lori to give me an update on the spigot later today. I will also try to call the locate service and see if he/she can come tomorrow.

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From: Mateo Lozano  
Sent: Tuesday, January 03, 2023 4:34 PM  
To: Dan Hendershott  
<Dan.Hendershott@summitcountyco.gov>  
Cc: MHPOP - DOLA, DOLA <mhpop@state.co.us>; Samantha Gonzales <samantha.gonzales@state.co.us>  
Subject: Re: Case 2022-2284 Additional Information Request

Hello folks!

Thanks for cc'ing me on this.

				<p>As far as I've heard, Lori basically invites folks to leave after they try to bring up an issue with her. I have not heard of outright threats as of now but I will be keeping a vigilant eye on it to make sure it won't be done in the future and document any (if there are any) threats in the past.</p> <p>The housing crisis has become so bad that folks are not willing to take any chances when it comes to being evicted for any small reason. So folks usually keep their heads down and don't put up a massive fight when problems arise. So much so, that it took a month of no water before the residents had the courage to reach out to people like us.</p> <p>On Tue, Jan 3, 2023 at 3:08 PM Dan Hendershott &lt;Dan.Hendershott@summitcountyco.gov&gt; wrote: Hi Christina</p> <p>I have not heard of any threats Lori has made. I have heard that tenants are anxious to make complaints for fear of retaliation but I have not heard that Lori has actually threatened.</p> <p>However, I have not been in direct communication with residents much. Mateo with Voces Unidas de la Montanas has been so I have cc'd him here.</p> <p>Thanks</p> <p>Dan Hendershott, REHS Environmental Health Manager Public Health Department Summit County, CO (970) 668-4073 dan.hendershott@summitcountyco.gov www.summitcountyco.gov</p> <p>From: christina.postolowski@state.co.us On Behalf Of MHPOP - DOLA, DOLA Sent: Tuesday, January 03, 2023 2:31 PM To: Dan Hendershott &lt;Dan.Hendershott@summitcountyco.gov&gt; Cc: Samantha Gonzales &lt;samantha.gonzales@state.co.us&gt; Su</p>
Meeting	DAN HENDERSHOTT	1/5/2023	1/5/2023	Zoom meeting held 1/4/23 and every weekday through 1/16/23 (so far).See minutes in Attachments.
Site Inspection	DAN HENDERSHOTT	12/21/2022	12/21/2022	<p>I met with Mateo at the trailer that had no water. The owner and a friend were present. I confirmed no water at kitchen sink. home was warm as was the area below the sink in cabinet. We saw above ground 4" SDR 35 piping going from one home to another. I was told this is the water transport pipe installed to alleviate the problem yet there is still no water. We observed a WhatsApp text string going back to late November with several units reporting no water and several other reporting a lack of pressure (40-50% of normal). This string also included info on how to get water from a spigot at the maintenance building and the portable toilets were coming (12/18/22). No portable toilets were present during our visit. Temperatures were very cold outside (~10-15degF) with a strong wind. Colder temps in forecast.</p> <p>Later in the day I talked with Lori and asked about the excavation needed for a water line to the units across the street. She said they are not planning on doing anything like this until they do a leak detection. She said she left a VM with someone Matt Willitts knew and hasn't heard back.</p>

CONTACTS					
NAME TYPE	NAME	ADDRESS	PHONE	FAX	EMAIL
COMPLAINANT	Mateo Lozano-	,			mateo@vocesunidas.org
OWNER	Lori Cutinelli	,			farmerskornermhp@gmail.com
FINANCIAL INFORMATION					
INSPECTIONS					
VIOLATIONS					