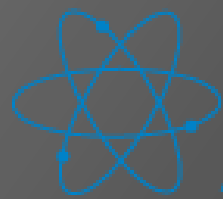


# EMERGENCY PLANNING AND RESPONSE



**ALLIED**

Technical Services  
Pump Rentals  
Underwater Services

*Technical expertise. Comprehensive services. Turnkey solutions.*

April 3rd, 2024  
OTCO Workshop

# A Brief History of Allied

- Established in 1994 - Allied Technical Services, Inc.
- Owner broke away as a partner with a rep firm to form a strictly service based company while honoring a 3-yr non-compete
- Grew exponentially during that time and began utilizing bypass pumps
  - 1997 – Allied Pump Rentals formed
- Acquired Underwater Technology Systems to supplement our team
  - 2005 – Allied Underwater Services formed
- This has allowed us to be a very unique and specialized company offering a vast amount of technical expertise coupled with comprehensive services able to offer turnkey solutions all under one roof.
  - Physical locations in Cincinnati, OH | Marengo, OH | Buckner, KY
  - Since we are not a true rep firm we work with all customers and equipment to find what is best suited for them

# Allied Underwater Services

- Inspections
  - Emergency
  - Planned Maintenance
  - Preventative Maintenance
  - NDT (Non-Destructive Testing)
- Sediment and material removal
  - Water towers, intakes, clear wells, etc.
- Underwater Construction
  - Welding, Burning, Concrete, Epoxy
- Fabrication
  - Custom design and fabricate whatever is needed to solve a problem
- Salvage recovery
  - Raising sunken vessels, location of lost items
- Hazmat diving

# Allied Pump

- Complete line of diesel and electric driven pumps
  - Hydraulic and Electric Submersibles
  - Self-Priming/Prime-Assisted pumps
- Pumps from <1” through 18”
- Complete system engineering
- Bid preparation assistance
- Pick-up/delivery and set-up/tear down
- 24-hr emergency response
  - 24 hour monitoring and operating options
- Confined space expertise
- Light Towers, generators, sewer plugs, pipe, HDPE fusion, road crossings, manifolds, fuel cells, control panels, valves, etc.
- Frac Tanks
- Pump sales
- Pump repairs and rebuilds

# Failing to Prepare is Preparing to Fail

- We will go over a basic outline and some key items to think about when developing or revising your plan.
- Let us know if you want help with a review or assistance in developing a plan.

- ⦿ All of the following are actual events to which we have responded.
- ⦿ While not all will happen in your area I'm sure something similar is a definite possibility
- ⦿ You may have had to deal with similar situations in your careers
  - Use that experience in developing your plans

# IMAGINE

- ⦿ Your office has no roof and had 8 feet of water in it!
- ⦿ Blueprints, drawings, O&M manuals, log books and records are rotting in the cabinets full of water. The smell is so bad you finally give up even trying to find or salvage them.
- ⦿ 80% of your workforce have not even been heard from, the others have not yet reported back to work.
- ⦿ Water has been off 3 days and you still cannot get in touch with power company directly.
- ⦿ All of your wells are contaminated and all of your treatment chemicals are gone, washed away or ruined!
- ⦿ WWTP is down, all sewage lift stations are down; some simply do not have power, others have been under water, some cannot be found!
- ⦿ Sewage is running everywhere.

# Hurricane Katrina 2005





SEP 12 2005



SEP 12 2005



ALLIED PUMP RENTALS  
Ohio • Kentucky • Indiana  
1-877-98-PUMPS

EMERGENCY FLOOD RESPONSE UNIT  
USDOT 130E499

403

STAR STUFF



**IMAGINE**

**A Rail Car Is Releasing  
Styrene Gas Into Your WWTP**

- The WWTP cannot be left alone for any length of time (its fully manned and can treat 100 MGD)
- Rain is coming and the main storm station does not currently work in Auto.
- Fire Department has issued a 1-mile radius mandatory evacuation while they monitor and cool the car
- What do you do?
  
- Cincinnati MSD Four Mile/Little Miami Plant
- Evacuation lasted 3 days



# Imagine

- ⦿ 13.57” of rain have fallen in 36-hours
- ⦿ 2-day rainfall total just doubled the previous record
- ⦿ River swells to 51.86’...highest recorded level since dam system was built in the late 1950’s. Previous record was 47.6’ in 1975. Flood stage is 40’.
- ⦿ The protective levee around the plant is finally breached and the “bowl” fills up.
  - ~30’ of water and sewage cover the plant
- ⦿ What do you do?
  - There is nowhere to hide, it’s all flooded



# 2010 Flooding in Tennessee

- Clarksville WWTP



*Clarksville Greenway*

Go



# Imagine

- ◎ You just lost 2.5 Million Gallons of treated water in a 10 minute period, 4x normal daily distribution
- ◎ Normal system pressure is 100-125psi
  - It has dropped as low as 50psi
- ◎ Excess storage in elevated tanks and system reservoirs is being drained
- ◎ It takes 14 hours to locate the break and stabilize the system
  - You just lost 100,000,000 gallons of treated water
  - Full production needs to happen quickly but not so fast as to cause problems to an aging infrastructure

# City of Dayton - Montgomery County Water Main Break in Great Miami River

How do you respond to these types of situations?

“When in trouble or in doubt  
Run in circles, scream and shout!”

# Emergency Planning

- ④ How many in here have or are aware of your city or company having an Emergency Response or Disaster Recovery Plan?
- ④ How many have read it or been involved in developing the plan?
- ④ Has it been reviewed and updated in the past 3-5 years?

# Emergency Planning

- Develop a plan
- Communication
  - Who and how
- Coordination
  - Personnel, vendor management, state/federal/local assistance
  - Involve all of your team in developing and updating plans
- Implementation
  - Protocols and guidelines, especially for dangerous situations
  - Data Management
  - Distribute to any team that will be involved
    - Water, wastewater, streets/roads, city officials, police/fire, even vendors
  - Review and update regularly
    - Vendors will change
    - City personnel will change
    - Utility contracts and providers will change



# Communication

- First and foremost...how are you going to communicate?
- Phone lines
- Cell Phone
- Radio
- U.S. Gov Priority Comm. (phone, Nextel)
- Satellite Phone (GlobalStar)
  
- Depending on the extent of damage some or many forms of communication will be down or overloaded. Be prepared to communicate in a variety of formats.

# Many Times Nothing Works

- ⦿ UPS, Mail, Phone, Electric, Gas, Water, Waste Water, Payroll, AP/AR, Credit Cards
- ⦿ You go to the gas station and find pumps do not work...no power.
- ⦿ No problem, you've got a generator. Pump now works but phone line is out so credit card will not work for approval.
- ⦿ No problem, you go to the bank to get cash, but it's not open and has no power to track withdrawals anyway.
- ⦿ You find power company hooking up power near an ATM. It must have cash since it's been down since the disaster. When you run your ATM card it won't work since this bank can not talk with your bank at this time.
- ⦿ Four hours of your life and you went from low on gas to out of gas.
- ⦿ Now lets go try to get a bag of ICE !!!

# Communication - Authorization

- ⦿ Who is in charge?
- ⦿ Strange things happen!
- ⦿ I.D. Badges: local, county, state, federal
- ⦿ An effective plan will allow for those closest to the problems to make decisions quickly and act accordingly without waiting on authorization
  - Decentralized command whenever possible
- ⦿ Who is responsible for communicating and to whom are they reporting
  - Purchasing
  - State/Federal assistance
  - Required approvals

# Coordination

- Personnel
- Vendor Management
- State/Federal/Local Assistance

# Coordination – Vendor Management

- Line up in advance and have clearly defined plans and responsibilities.
- How do you determine when to bring in outside help.
  - The sooner the better as vendors and resources get utilized quickly
  - Having a plan in place prior to a disaster allows for quick response, clear and concise responsibilities, and ease of implementation
- Often local shops (even if they are national chains) will be down.
  - You will have to think “outside the box”.
  - Have backup vendors in locations that would be unaffected by whatever is affecting you.



SEP 15 2005

# Coordination – Vendor Management

- Have an up to date list of vendors that need to be called immediately to cancel or change orders.
  - If you are down do you really need a tanker of chemicals delivered tomorrow?
- What do you need now and where are you getting it?
  - Fuel
  - Chemicals
  - Pumps/motors
  - Controls and Panel components
  - Wire
  - Bearings
  - Computers
- Can you get any of it on a temporary basis or rental until permanent replacements arrive?

# Coordination – Government Assistance

- ⦿ What assistance is available?
  - ⦿ Federal, State, and/or Local.
- ⦿ Understand what role each may play and how they work.
- ⦿ Make sure of all regulations. Hopefully they require and empower you to put things right ASAP.
- ⦿ Trying to do temporary repairs and work will use up lots of money. The goal is to restore the system to its pre-disaster capabilities.
  - ⦿ Making temporary repairs will cost more when permanent repairs are required or when they fail prematurely.



# Coordination - Assistance

- ⦿ What about:
  - Housing
  - Sanitation
  - Mess Hall
  - Ice/Water
  - Medical
  - Debris removal and disposal
- ⦿ You may not provide these now but it may be required in extenuating circumstances.
  - Know who may be able to provide these for your employees or if you are able to provide them directly.

# Implementation

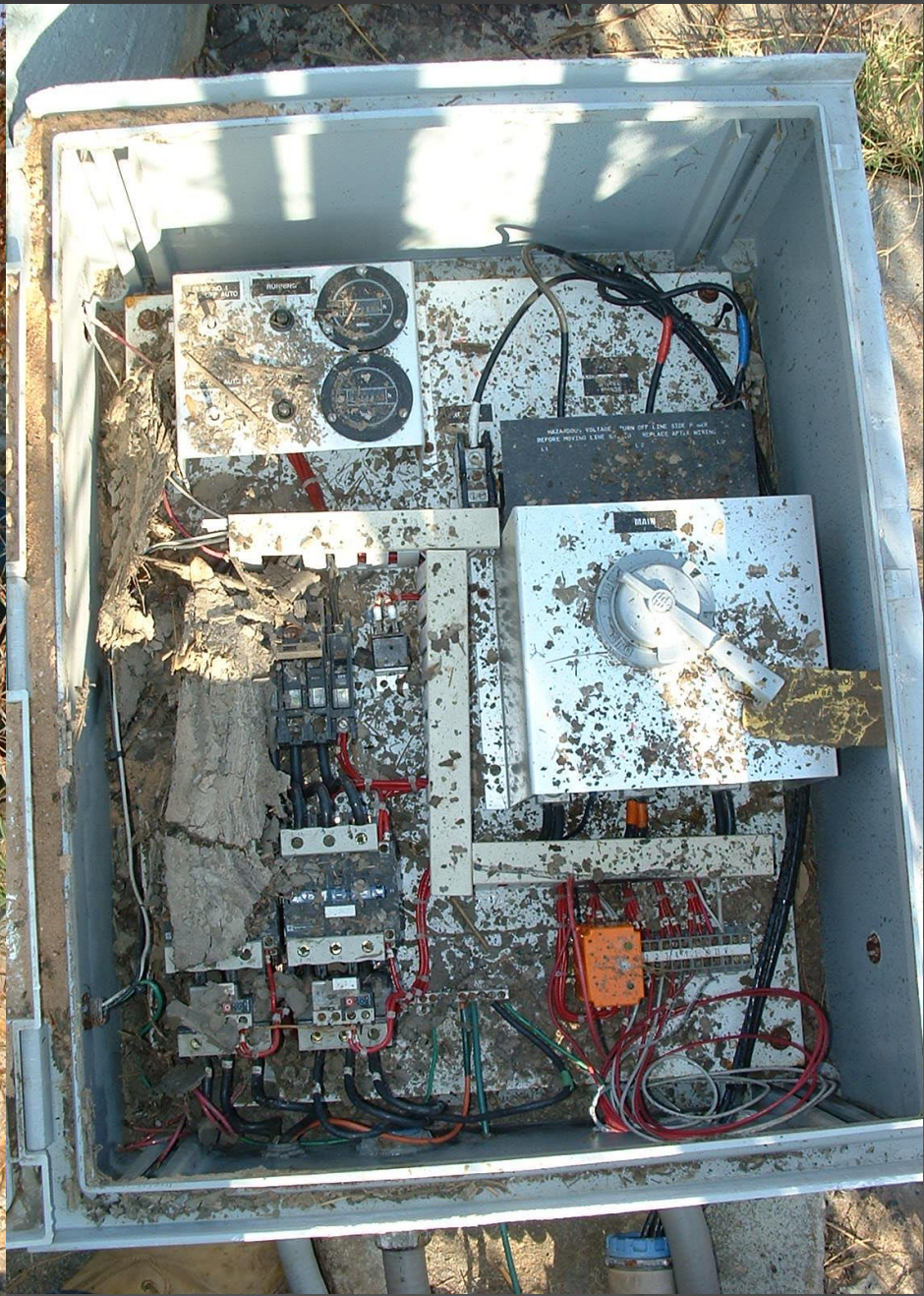
- ⦿ Protocols and guidelines
- ⦿ Data management
- ⦿ Distribute to those involved
- ⦿ Review and update regularly

# Implementation – Protocols and Guidelines

- ◎ Standard protocols and guidelines will most likely require modification in disaster situations.
  - Run through some potential scenarios to make sure everything is done safely and appropriately for the situation
    - Flood
    - Storm/Tornado/Hurricane
    - Earthquake
    - Explosion

# Implementation – Protocols and Guidelines

- Guidelines for Damaged Lift Station
  - Check area for visible damage.
    - Downed power lines, broken pipes/valves/fittings, structural damage.
    - If the station can be entered safely inspect meter and disconnect.
    - Is power available? If power is available proceed to control panel for controls check and then motor/pump status.
  - In the event the power is off determine if a bypass pump or generator is required.
    - If meter base and disconnect are OK, look in control panel for signs of water, water damage or corrosion.
    - If all appears OK, check pump and motor by hand or with small pipe wrench.
    - If pump and motor spin, megger motor and cables to check for shorts to ground. If this test is clear, remove meter from base (this is to avoid back feeding the electrical system).
    - Wire compatible generator (sized for voltage and load) to top of main disconnect. Be sure to ground generator to earth with 8' ground rod (safety).



# Implementation – Protocols and Guidelines

- ⦿ If the meter base has been damaged or is wet, install bypass pump.
  - Close isolation valve (valve may be inoperable due to silting and/or corrosion).
  - Remove discharge pipe from existing pump, unless bypass connection is available.
  - Size bypass for minimum 1 pump flow. If possible 2 pumps for wet weather flow. Keep RPM down unless wet weather is expected (to conserve fuel).
  - Set automatic floats close to where existing floats are, however, make sure diesel pump gets a good run each time to allow battery recharge.
- ⦿ Allow 24 hours after power is restored before removing pump or generator.



OP6027

Silenced  
Dri-Prime

Silenced  
Dri-Prime

# Implementation – Protocols and Guidelines

- ⦿ Station wet well should be cleared ASAP of storm surge debris. In particular, pop bottles, water bottles, and grit. However, everything from lumber, car and appliance parts to 5 gallon buckets may be in the wet well!
  - Failure to clean wet well before installing new/rebuilt equipment could result in immediate failures.
- ⦿ In the event that the motors and pumps have been submerged, rebuild/replace rotating element of pump, at a minimum, and repair/replace motor.
- ⦿ Panels submerged will fail, get them on replacement plan.



# Implementation – Data Management

- ⦿ Your plan is already a part of everyday operations
- ⦿ What is key data:
  - Electrical drawings or schematics
  - Plans and blueprints
  - O&M manuals
- ⦿ Where is the data stored?
  - Safe in the event of disaster
  - Redundant copies available

# Implementation – Data Management

- ⦿ Electrical drawings and schematics should be in a binder(s) with all pertinent electrical info.
  - Sizes of fusing should be noted so quick replacement can be accomplished.
- ⦿ Standardize whenever possible to minimize spare parts
- ⦿ List utility companies along with personnel names and phone numbers day and night. (1-800-POWER) is not acceptable.
- ⦿ Meet with power co. once a year to go over operations.

# Implementation – Data Management

- Master list or spreadsheet of all stations
  - Submersible or above ground
  - Diameter of wet well
  - Flow and head(duty point)
  - Type of power(1Ø/3Ø, 230V/460V supplied by (\_\_\_\_\_))
  - Size and length of force main
  - Directions from a known location and GPS coordinates if possible
  - Any emergency connections...mechanical or electrical
  - The more data the better
- Flow charts to show overview of how flow gets to the plants
  - Prioritize repairs from plant back into the system

| #                    | PUMP TYPE | STATION                      | FLOW GPM | HEAD FT-TQH | MODEL                      | IMPELLER SIZE | HP/RPM/VOLTS  |
|----------------------|-----------|------------------------------|----------|-------------|----------------------------|---------------|---------------|
| HEAD 50 TO 99-FT TQH |           |                              |          |             |                            |               |               |
| 1                    | EBARA     | HUNTINGTON                   | 379      | 98.9        | 100DLM615                  | FULL          | 20/1750/230   |
| 2                    | EBARA     | NORTH BEND CROSSING          | 400      | 97          | 100DLMB234                 | FULL          | 30/1800/480   |
| 3                    | FONTAINE  | SHADY LANE (LOCAL)           | 320      | 97          | 108M                       | 10"           | 15/1800/230   |
| 4                    | EBARA     | MOUNT AIRY                   | 400      | 96          | 80DLFB15                   | FULL          | 20/1800/480   |
| 5                    | FLYGT     | REGENCY RIDGE                | 287      | 96          | C3145                      | 8450          | 14.5/1750/230 |
| 6                    | S&L-P     | BRUETSTLE                    | 100      | 95          | 4X4 482 CW & CCW           | 7.5"          | 10/1750/230   |
| 7                    | FONTAINE  | CENTURION ESTATES            | 255      | 95          | 108M-SR31                  | 5.75"         | 10/1750/230   |
| 8                    | EBARA     | HAMPTON POINT                | 580      | 91.4        | 100DLMB18                  | FULL          | 25/1745/230   |
| 9                    | S&L-P     | CHURCHEL DOWNS               | 100      | 88          | 4X4 482 CW & CCW           | 7"            | 15/1750/230   |
| 10                   | EBARA     | ROLLMAN ESTATES              | 185      | 88          | 85DV0811                   | FULL          | 15/1750/230   |
| 11                   | FLYGT     | WAYSIDE                      | 125      | 88          | CP-3127                    | 8481          | 10/1750/230   |
| 12                   | FONTAINE  | WINDMERE THRD                | 280      | 86.1        | 108M                       | 9"            | 15/1800/480   |
| 13                   | FLYGT     | ESTATES OF FOREST HILLS      | 100      | 85.3        | 3102GRNDCR                 | #712          | 7.5/3600/230  |
| 14                   | S&L-P     | GIL VOLZ                     | 270      | 80.8        | 4X4 482A CW & CCW          | 6.25"         | 10/1760/230   |
| 15                   | FLYGT     | SHADY LANE (ANSON)           | 225      | 80.2        | C3127                      | 8487          | 10/1750/230   |
| 16                   | EBARA     | ANDERSON WOODS               | 90       | 80          | 100DLNB511                 | FULL          | 15/1750/230   |
| 17                   | FONTAINE  | FRIS THRD                    | 254      | 80          | 108M                       | 8"            | 10/1750/230   |
| 18                   | EBARA     | RUSTIC HILLS (INSTALL 2003)  | 270      | 78.3        | 80DLMB67.5                 | FULL          | 10/1750/230   |
| 19                   | EBARA     | MARCOURT ESTATES             | 340      | 76          | 100DLMBU611                | FULL          | 15/1740/480   |
| 20                   | FLYGT     | WILLOW RIDGE                 | 270      | 76          | C-3127                     | 8481          | 10/1750/230   |
| 21                   | ABS       | BARRINGTON HILLS             | 208      | 77          | ABS-APP-10                 |               | 10/1750/230   |
| 22                   | S&L-P     | HENGEMOLD FOURTH             | 100      | 77          | 4X4 482A                   | 6.75"         | 7.5/1750/230  |
| 23                   | FAIRBANKS | GLENVIEW                     | 200      | 76          | FAIRBANKS-MORSE 434-E35483 | 8"            | 13/1780/230   |
| 24                   | FLYGT     | RALEY PLACE HOLDING TANK     | 475      | 75.13       | FP3152 CUTTER              | 205-MM        | 20/1750/480   |
| 25                   | EBARA     | KEMPER ROAD                  | 620      | 74.3        | 100DLMP615                 | FULL          | 20/1750/480   |
| 26                   | AURORA    | DELTA AVE                    | 2400     | 72          | AURORA 611-SF-6"59"X18     | 18"           | 75/1140/480   |
| 27                   | EBARA     | LEGENDS OF CARPENTERS RUN    | 60       | 72          | 50DGLU8.72                 | FULL          | 5/3600/230    |
| 28                   | FONTAINE  | WYNBROOK                     | 400      | 71          | 108M-ST31                  | 9"            | 15/1800/480   |
| 29                   | S&L-P     | BAHAMA GARDENS               | 300      | 67          | 4X2 CW & CCW               | 6.825"        | 10/1750/230   |
| 30                   | EBARA     | TENNYSON                     | 680      | 67          | 150DLB152                  | FULL          | 20/1800/230   |
| 31                   | FAIRBANKS | WINTON WOODS 1               | 100      | 67          | FAIRBANKS-MORSE 5432-S-25  | 8.5"          | 10/1780/230   |
| 32                   | FLYGT     | FOLLEY FOREST                | 115      | 66          | 3127.176                   | #213          | 7.5/2400/230  |
| 33                   | EBARA     | HONNERT RIDGE                | 80       | 64.2        | 50DGLU8.72                 | FULL          | 5/3600/230    |
| 34                   | ABS       | GLEN LANDING                 | 175      | 64          | ABS-APP-15                 | 4107555T      | 10/1750/230   |
| 35                   | EBARA     | VILLAGE WOODS                | 200      | 64          | 89GVU74.52                 | FULL          | 10/1800/230   |
| 36                   | FLYGT     | RIVEROAKS                    | 233.5    | 63.3        | C3127                      | 8483          | 10/1750/230   |
| 37                   | FONTAINE  | WELLER WOODS                 | 330      | 62.7        | 108M-ST31                  | 8.5"          | 10/1750/230   |
| 38                   | S&L-P     | GREENPINE ACRES              | 150      | 60          | 4X4 483 CW & CCW           | 11.5"         | 10/1760/230   |
| 39                   | FLYGT     | SOUTH CLIFFINGER             | 125      | 60          | CP3127                     | 8422          | 10/1750/230   |
| 40                   | S&L-P     | DIAMOND OAKS                 | 110      | 59.8        | 4X4 483A CW & CCW          | 7.5"          | 7.5/1760/230  |
| 41                   | CLOW      | CARPENTERS RUN               | 80       | 59          | CLOW-4315-9C               | 7"            | 15/1750/230   |
| 42                   | FONTAINE  | LAWYERS POINT (INSTALL 2003) | 182      | 59.8        | SAM                        | 8"            | 5/1750/230    |
| 43                   | S&L-P     | ADDYSTON                     | 480      | 58.3        | 483 CCW (2)                | 1.2"          | 7.5/1170/230  |
| 44                   | ABS       | TREETOPS                     | 275      | 56.3        | ABS-APP-10-4"              | 220-1         | 10/1750/230   |
| 45                   | S&L-P     | BRITNEY ACRES                | 132      | 55.2        | 4X4 482 CW & CCW           | 7.825"        | 7.5/1780/230  |
| 46                   | BARNES    | CAMBERLY ACRES               | 103      | 55.2        | PEABODY BARNES-45EH502-504 | 7.0"          | 7.5/1780/230  |
| 47                   | EBARA     | MEADOWS OF WRIGHT FARM       | 287      | 55          | 80DLMP65.5                 | FULL          | 7.5/1800/480  |
| 48                   | EBARA     | EASTERN AVE                  | 480      | 52          | 100DLBA-67.54              | FULL          | 10/1750/230   |
| 49                   | EBARA     | RETHOOD ESTATES              | 170      | 50.35       | 100DLB7.5                  | FULL          | 10/1750/230   |
| 50                   | FAIRBANKS | CLEVES                       | 1360     | 50          | FAIRBANKS-MORSE 6"DS433MV  | 9.8"          | 38.7/1780/480 |
| 51                   | EBARA     | CELLERS GLEN                 | 80       | 50          | 50DGLU48.72                | FULL          | 5/3600/230    |
| 52                   | S&L-P     | GARDEN HILLS                 | 1999     | 50          | 608 BC3 CW & CCW           | 4.125"        | 25/1780/230   |
| 53                   | CHICAGO   | PLACID MEADOWS               | 200      | 50          | LHC-64                     | 7.25          | 5/1750/230    |
| 54                   | CHICAGO   | MUDDY CREEK P5-LARGE PUMP    | 3150     | 50          | 88180                      | 17"           | 59/880/480    |



MAP CREATED FOR: MUDDY CREEK

DATE: 03/15/2002 02:34:33



48 Feet  
 ||

*This map was created using the CAGIS System.  
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 are encouraged to contact the CAGIS.*



MSD  
 1600 GEST ST ROOM 100  
 CINCINNATI, OHIO 45204  
 (513) 244-1330

# Implementation – Data Management

- ④ Digital copies if at all possible
- ④ Store your scanned construction drawings, prints and maps in an online platform for fast retrieval during an emergency.
- ④ Feasible to purchase and scan yourself...if not outsource
- ④ Is the database accessible in an emergency?

# Implementation – Data Management

## ◎ Partner with others

- Find a comparable city in another part of the state, review each others plans and keep each others plans. Also have duplicate records of your city held there if possible.
- It may be feasible to have a sister city help in communications.

# Implementation - Distribute

- ⦿ Distribute to those involved
- ⦿ Make sure updated copies get to all parties involved in your plan
- ⦿ Make sure to have your team actually review the plan and understand the plan. When a disaster happens is not the time to start reading and trying to comprehend the plan.



# Implementation – Review and Update

- ⦿ An Emergency Plan should be a part of everyday operations.
  - ⦿ You probably already have communication protocols and approval processes in place
  - ⦿ You already deal with basic equipment and infrastructure failures
- ⦿ Emergency Plans written to appease a third party or written by a third party are always placed on a shelf and never looked at again!
  - ⦿ Develop yourselves and involve your entire organization
- ⦿ A true Emergency Plan will be looked at, revised and reviewed, and improved upon continuously.
- ⦿ Revise regularly to account for personnel and vendor changes. Update utility information and contacts.

# Review

- ⦿ If you don't have a plan it's time to make a plan
- ⦿ If you haven't reviewed your plan recently it's time to revise
- ⦿ Communication
  - Who and how
- ⦿ Coordination
  - Personnel, vendor management, state/federal/local assistance
  - Involve all of your team in developing and updating plans
- ⦿ Implementation
  - Protocols and guidelines, especially for dangerous situations
  - Data Management
  - Distribute to any team that will be involved
    - Water, wastewater, streets/roads, city officials, police/fire, even vendors
  - Review and update regularly
    - Vendors will change
    - City personnel will change
    - Utility contracts and providers will change

# Remember

- ⦿ It is critical that everyone stay focused on the job at hand and not get wrapped up in distractions. Bear in mind that the distractions could be immense and frequent.
- ⦿ Often the focus will shift. Good communication at all levels will keep morale up and confusion down.
- ⦿ Many people are not able to function in the conditions you may be enduring. Many are victims themselves. They may be family members or employees.

# What Do We Do?

## Allied Underwater Services

- Inspections
  - Emergency
  - Planned Maintenance
  - Preventative Maintenance
  - NDT (Non-Destructive Testing)
- Sediment and material removal
  - Water towers, intakes, clear wells, etc.
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- Fabrication
  - Custom design and fabricate whatever is needed to solve a problem
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  - Raising sunken vessels, location of lost items
- Hazmat diving















# What Do We Do?

## Allied Pump

- Complete line of diesel and electric driven pumps
  - Hydraulic and Electric Submersibles
  - Self-Priming/Prime-Assisted pumps
- Pumps from <1" through 18"
- Complete system engineering
- Bid preparation assistance
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  - 24 hour monitoring and operating options
- Confined space expertise
- Light Towers, generators, sewer plugs, pipe, HDPE fusion, road crossings, manifolds, fuel cells, control panels, valves, etc.
- Frac Tanks
- Pump sales
- Pump repairs and rebuilds





Replaces Rip Rap and 3-1 problems plus one  
piece

Armor Form grout bag 200 X 12 X .5 feet continuous pour



# Review

- We are available 24/7
- We basically handle anything having to do with fluid movement
- Multi-faceted attack with 3 divisions
- Many years of experience and expertise
- If we don't know how to do it we can figure it out or utilize our network to point you in the right direction
- We hope to always be a reference and your first call