



Customer:
TSCC #1633

System:
Underground Water
Main

Problem



Concrete injection company drilled a hole through the 4" water main servicing water to the building from the city. The break showed to be directly underneath fiber optic cables and was inaccessible with excavation equipment.

Solution

R&G Mechanical Services was dispatched in the middle of the night to rectify the issue. When excavation techniques didn't work, R&G organized vac trucks to carefully dig around the cables, once the pipe was exposed the repair took place and water was on before the morning rush.



How did we do?



R&G Mechanical has been providing reliable services with high technical expertise and on a timely basis. In addition to routine service calls, they have been involved with one very urgent situation at the Property, which was a water main break. Their technicians arrived on site and took ownership of the situation. Even before arriving on site, they had made the necessary calls and ensured the City was notified and got their representatives on site as deemed necessary. The water was contained and R&G Mechanical's technicians worked overnight to excavate and conduct the required repairs.

Rima Goldshmidt, Property Controller – TSCC#1633

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