

Work Order #	Subdivision	Customer Complaint	Originated Date	Action Taken	Date Resolved
1074	Blaney Farm	Low Pressure	6/30/2022	Operator called homeowner who stated the water pressure was back to normal; no action needed	6/30/2022
1071	Blaney South	Low Pressure	6/30/2022	Operator called homeowner and explained we were flushing across the street as the reason the water pressure was dropping; no action needed	6/30/2022
1066	Senter	Gritty water, dishwasher bad smell	6/29/2022	Operator flush blow off valve and ran test; Cl2 -.51 Po-.56 iron- 0 Mag- .054	6/29/2022
1035	Blaney South	Black build up	6/20/2022	Operator flushed the line; homeowner unreachable to confirm	6/20/2022
	Fish Hawk Ranch	Water quality	6/27/2022	Customer complained directly to operator and no work order was created. Encouraged them to call and create a work order. Operator increased the backwash sequence from 3 days per week to 4 days per week. He also flushed the entire distribution system.	6/27/2022
1056	Senter	Low Pressure	6/27/2022	Operator checked pressure at well, 85 psi, and checked pressure at house, 65 psi, and spoke to homeowner	6/27/2022
1000	Olde Mill Trace	Water isn't working	6/6/2022	Operator checked pressure house 75 psi and spoke to homeowner to contact a plumber as the issue appears to be with the customer's PRV and sediment filter, both of which need servicing	6/6/2022
981	Olde Mill Trace	Pump repair delay due to weather is not acceptable	5/27/2022	Pump at well #5 replaced	5/31/2022
974	Olde Mill Trace	Low Pressure	5/23/2022	Pump at well #5 replaced	5/31/2022

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857	Olde Mill Trace	Low Pressure	4/21/2022	Operator checked pressure house 85 psi and spoke to homeowner to contact a plumber as the issue appears to be with the customer's PRV. Operator increased system pressure at the hydro tank to 96 psi as a precaution	4/21/2022
843	Senter	Bad smell	4/14/2022	Operators made several calls & visits, sent emails, took samples, flushed. This homeowner has a carbon filter which is removing all of our chlorine residual thereby causing water quality issues inside their home. We advised them that this was dangerous and could allow harmful bacteria to grow inside the home plumbing. Sample taken at homeowner location- cl2 - .05 Po - .37 iron -03 mm- .024 ph - 6.6 sample taken from blow off at Ginger Gold ct- Cl2- .55 po- .43 iron -0 mm- .063 Ph- 6.6	4/21/2022

System	Date	Issue	Action Plan	Completion Date	Additional information
Olde Mill Trace	5/23/2022	Pump at well #5 failure	Repair/replace	5/31/2022	Customers received emails/text messages on 5/23 alerting to the issue and to conserve water until 5/27; on 5/27 to alert delay of repairs due to weather; 5/31 alerting to completion of pump replacement
Fish Hawk Ranch	Sep-21	Water quality	Installed 3rd filter	Sep-21	Water quality improved immediately.
Blaney Farms (including Blaney South & Senter)	Apr-21	Water quality	Phosphate to sequester iron and manganese installed	Apr-21	It is working very well.