

**Attachment B.12****Customer Complaints**

	<b>Location</b>	<b>Received</b>	<b>Resolved</b>	<b>Complaint</b>	<b>Resolution</b>
1.	1117 Church St.	June 08, 2016	June 08, 2016	Poor Water Quality	Visited site – no issue.
2.	901 Crowe Ave.	June 13, 2016	June 13, 2016	Discoloured Water	Owner told to run cold water until cleared. No further action required. Dead end main due to reconstruction of work on Phair Ave.
3.	661 First St. E.	June 17, 2016	June 22, 2016	Discoloured Water	Flushed the fire hydrant at the Memorial Sports Centre until water the cleared. Due to construction.
4.	317 Butler Ave.	June 19, 2016	June 20, 2016	Discoloured Water	June 19, 2016 - Owner told to run cold water until cleared. June 20, 2017 - No issue, all cleared up.
5.	317 Butler Ave.	June 20, 2016	June 20, 2016	Discoloured Water	Contacted Owner by telephone. Informed them that the Town's sewer television contractor is using the fire hydrant at Butler Ave./Nelson St. to obtain water for flushing the sewer mains. This will continue for another week or so. Told her to Run their cold water until it clears.
6.	660 First St. E.	June 22, 2016	June 22, 2016	Discoloured Water	Flushed the fire hydrant at the Memorial Sports Centre until water the cleared. Due to construction.
7.	835 Crowe Ave.	July 13, 2016	July 13, 2016	Discoloured Water	Informed the Owner that the water is safe at that we will flush the system in the area this morning. Owner told to run the cold water until it clears. Flushed fire hydrant at Fifth St. E./Crowe Ave. until clear. Dead end main due to reconstruction of work on Phair Ave.

9.	933 Banta Blvd.	Oct. 05, 2016	Oct. 05, 2016	Discoloured Water	Flushed the fire hydrants in the area. Talked with her, she said it cleared up. Dead end main due to reconstruction of work on Phair Ave.
10.	933 Banta Blvd.	Oct. 12, 2016	Oct. 25, 2016	Discoloured Water	Flushed the fire hydrants in the area two different occasions. Met with the customer several times and took a water sample for testing. Lab results came back with no adverse. Dropped off results to the customer. Dead end due to reconstruction of work on Phair Ave.
11.	925 Banta Blvd.	Oct. 14, 2016	Oct. 14, 2016	Water Quality	Flushed the fire hydrant (HYD 235) in front of 920 Crowe Ave. until water cleared. Dead end main due to reconstruction of work on Phair Ave.