

**Attachment B.12**

**Customer Complaints**  
**(June 01, 2017 to May 31, 2018)**

	<b>Location</b>	<b>Received</b>	<b>Resolved</b>	<b>Complaint</b>	<b>Resolution</b>
1.	902 Phair Ave.	June 06, 2017	June 07, 2017	Discoloured Water	June 07, 2017 – flushed area. Talked with customer and had her flush the plumbing lines until clear.
2.	1029 Williams Ave.	June 12, 2017	June 14, 2017	Water Quality	Flushing fire hydrants in the area. Let customer know what was going on and when we would be done.
3.	440 Nelson St.	April 09, 2018	April 30, 2018	Discoloured Water	Talked with the homeowner. She was told to run the cold water until the water main break repair was complete. April 30, 2018 – received ALS laboratory results – all clear.
4.	101 Church St.	April 20, 2018	April 26, 2018	Discoloured Water	Talked with the Owner. Had them run their cold water until clear. Water line break in the mill property caused brownish water to enter the building - tested water April 24, 2018 – received results from the laboratory April 26 - clear of bacteria. Notified customer.