

CUSTOMER COMPLAINT LOG

DATE	LOCATION/ADDRESS	SERVICE or METER	MAIN - SYSTEM	OTHER/ DESCRIPTION	FINDINGS COMMENTS
6/1/2017	82 CATALINA DR			X	MWA- DETERMINE SIZE & TYPE OF SERVICE LATERAL. CUSTOMER IS HAIVNG A FIRE SPRINKLER SYSYEM INSTALLED, 3/4 COPPER POSSIBLE MANIFOLD.
6/1/2017	10725 ENCINO DR			X	CAUSING A POSSIBLE TRIPPING HAZARD. NO TRIPPING HAZARD ON OUR STUFF. CUSTOMER WAS CALLED LEFT MESSAGE THAT IT MIGHT BE TV CABLE.
6/5/2017	429 CARILLO RD			X	CAL- CUSTOMER NEED TO KNOW WHERE IS HIS METER AT? METER WAS COVERED WITH FLOWERS. MARKED WITH BLUE PAINT.
6/5/2017	170 MONTE VIA			X	MWA- CUSTOMER CALLED TO CHECK FOR LEAKS. NONE DETECTED.
6/5/2017	8837 NYE RD			X	CAL- CUSTOMER CALLED TO CHECK FOR LEAKS. NONE DETECTED.
6/6/2017	95 RIO VIA	X			RUNNING DOWN THE WATER. WARFHEAD WAS REPLACED WITH A FIRE HYDRANT.
6/7/2017	2148 LOS ENCINOS RD			X	MWA- MEET WITH CUSTOMER ABOUT HIGH USE POSSIBLE LEAK. CUSTOMER HAD READ THE WRONG METER.
6/20/2017	255 BRNHAM ROAD, MOBILE HOME PARK			X	CULLIGAN SALESMAN SAID THERE IS HIGH AMONIA AND THE POTABLE WATER IN THE PARK. MA CHECKED FOR FREE CHLORINE AT THE BACKFLOW PREVENTER AND FOUND 0.5 MG/L FREE CHLORINE. THEREFORE THERE CAN NOT BE AMONIA COMING FROM VRWD WATER. AMONIA WILL NOT EXIST IN THE PRESENCE OF FREE CHLORINE.