Water Quality Complaint List 2013

System No. 4410010

Date Received	Type Of Complaint							Address	Conclusion
	Taste/ Odor	Color	Turbidity/ Particles	Worms/ Other Visible Organisms	Pressure (High/Low)	Illness (Waterborne)	Other (Specify)		
2/6/13	X							995 Live Oak Ave	Water quality results were normal and within range at outside faucet. Free chlorine was 0.8 mg/L and no odor was detected. Iron sample was collected and sent to Eurofins. Result was ND.
5/3/13							Customer complained of not feeling well after drinking tap water. Customer started feeling better after drinking bottled water.	154 Towne Terrace	Water quality results were normal and within range at outside faucet. Free chlorine was 0.9 mg/L. Coliform bacteria was absent.
5/9/13			X					1491 Branciforte Dr	Water quality results were normal and within range at outside faucet. Free chlorine was 0.4 mg/L. Turbidity was 0.07 NTU.
5/10/13		X						877 Cedar St	Water quality results were normal and within range at outside faucet. Free chlorine was 0.9 mg/L and no color was detected.
6/3/13	X							232 Spring St	Water quality results were normal and within range at outside faucet. Free chlorine was 0.7 mg/L and no odor was detected.
6/11/13			X					413 Lincoln St	Water quality results were normal and within range at outside faucet. Free chlorine was 0.9 mg/L, turbidity was 0.07 NTU. No particles were observed.
6/12/13		X						620 Spring St.	Water quality results were normal and within range at outside faucet. Free chlorine was 0.5 mg/L and no color was detected.
7/1/13		X						1695 River St.	Water quality results were normal and within range at customer's neighbor's outside faucet. Could not obtain City of Santa Cruz water sample at complaint address due to customer installed treatment device. Free chlorine was 1.0 mg/L. Turbidity was 0.05 NTU.

7/12/13	X							1820 Bali Way	Water quality results were normal and within range at outside faucet. Free chlorine was 0.3 mg/L and no odor was detected.
7/29/13		X						23777 E. Cliff Dr	Free chlorine was 0.9 mg/L however, turbidity was 1.21 NTU. Water distribution crew arrived in area to flush main. A fire hydrant on 41st Ave. was hit over the weekend which likely stirred up sediment in the area.
9/9/13	X						Customer stated water had a bad taste due to pH.	101 Burton Dr	Water quality results were normal and within range (pH 7.1). Customer was using inaccurate pH test strips to measure 8.4 and 6.1 results on their water.
9/19/13	X							122 La Canada Dr.	Water quality results were normal and within range at outside faucet. Free chlorine was 0.5 mg/L and no odor was detected.
10/28/13			X					145 Mosswood Ct.	Water quality results were normal and within range at outside faucet. Free chlorine was 0.5 mg/L. Turbidity was 0.10 NTU.
10/29/13	X							434 Plateau Ave.	Water quality results were normal and within range at outside faucet. Free chlorine was 0.7 mg/L. No odor was detected.
11/12/13							Customer was concerned about Pb/Cu in drinking water.	114 Phelan Ct.	Water quality results were normal and within range at outside faucet. Free chlorine was 0.8 mg/L. A sample was sent to a contract lab for Pb/Cu analysis. The Pb result was ND, while the Cu result was 0.3 mg/L.
11/12/13	X							232 Potrero St, Apt #C	Water quality results were normal and within range at outside faucet. Free chlorine was 0.7 mg/L. No odor was detected.
11/13/13		X						1601 41st Ave.	Water quality results were normal and within range at inside sink. Free chlorine was 0.9 mg/L. Turbidity was 0.09 NTU.
11/14/13							Customer was concerned about general water quality.	539 2nd St.	Water quality results were normal and within range at outside faucet. Free chlorine was 1.0 mg/L.
12/3/13	X							1750 Garza Ln.	Water quality results were normal and within range at outside faucet. Free chlorine was 0.9 mg/L. No odor was detected.
12/12/13	X							1945 Kinsley St.	Water quality results were normal and within range at outside faucet. Free chlorine was 1.1 mg/L. No odor was detected.