

## Water Quality Complaint List

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) |                         |  |
| 1/21/2015     | X                 |       |                     |                                |                     |                      |                 | 203 Leonard St          | Water quality results were normal at outside faucet. Free chlorine was 1.1 mg/L and no odor was detected.  |
| 1/22/2015     |                   |       | X                   |                                |                     |                      |                 | 1653 River St           | Investigation of particles indicated a problem with customers internal plumbing. Customer will investigate further.  |
| 1/22/2015     |                   |       | X                   |                                |                     |                      |                 | 2206 Preakness Ave.     | Investigation of particles indicated a problem with customers internal plumbing. Customer will investigate further.  |
| 2/9/2015      |                   | X     |                     |                                |                     |                      |                 | 104 Katherine Ln        | Water quality results were normal at outside faucet. Free chlorine was 0.6 mg/L and no color was detected. Plumber determined a defective hot water heater for the cause of the grey water observed in the hot water.  |
| 2/11/2015     | X                 |       |                     |                                |                     |                      |                 | 1124 N. Branciforte Dr. | Water quality results were normal at outside faucet. Free chlorine was 0.8 mg/L and no odor was detected.  |
| 2/11/2015     | X                 |       |                     |                                |                     |                      |                 | 200 W. Cliff Dr #15     | Water quality results were normal at outside faucet. Free chlorine was 0.8 mg/L and no odor was detected.  |
| 2/17/2015     |                   | X     |                     |                                |                     |                      |                 | 3051 Elda Ln            | Color and turbidity were detected at the outside faucet. Results were 12 color units and 2.20 NTU, respectively. Free chlorine was 0.8 mg/L, and bacteriological samples were absent of coliform bacteria. The cause of the high color and turbidity was from a fire hydrant was hit at 30th Ave. and Brommer St. The colored/turbid water cleared up after distribution flushing. |
| 2/18/2015     |                   | X     |                     |                                |                     |                      |                 | 1887 Halterman          | Water quality results were normal and within range at outside faucet. Free chlorine was 1.0 mg/L and no color was detected.  |
| 2/19/2015     |                   | X     |                     |                                |                     |                      |                 | 145 Laguna St           | Water quality results were normal at outside faucet. Free chlorine was 0.8 mg/L and no color was detected.   |

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| 2/23/2015 |   | X |   |  |  |   |   | 537 Oceanview Ave | Water quality results were normal and within range at outside faucet. Free chlorine was 1.1 mg/L and no color was detected.  |
| 3/17/2015 |   |   | X |  |  |   |   | 381 Soquel Ave    | Water quality results were normal and within range at outside faucet. Free chlorine was 1.2 mg/L, while turbidity was 0.06 NTU. Customer will investigate further. |
| 3/31/2015 |   |   | X |  |  |   |   | 137 Haggeman      | Water quality results were normal and within range at outside faucet. Free chlorine was 0.7 mg/L, while turbidity was 0.07 NTU. Customer will investigate further. |
| 4/16/2015 |   |   | X |  |  |   |   | 136 Palo Verde    | Water quality results were normal and within range at kitchen faucet. Free chlorine was 0.7 mg/L, while turbidity was 0.08 NTU. Customer will investigate further. |
| 4/20/2015 |   |   | X |  |  |   |   | 244 Mission St.   | Water quality results were normal and within range at outside faucet. Free chlorine was 1.0 mg/L, while turbidity was 0.06 NTU. Customer will investigate further. |
| 5/11/2015 |   |   |   |  |  |   | Customer was concerned about scale buildup. | 780 Crystal Ln    | Water quality results were normal and within range at outside faucet. Free chlorine was 1.0 mg/L, while hardness was 180 mg/L.                                     |
| 5/17/2015 |   |   |   |  |  | X |   | 9 Clubhouse Rd    | Water pressure was restored on 5/17, Carbonera zone flushing on 5/17 and 5/18.   |
| 5/17/2015 |   |   |   |  |  | X |   | 1388 El Rancho Dr | Water pressure was restored on 5/17, Carbonera zone flushing on 5/17 and 5/18.   |
| 5/17/2015 |   |   |   |  |  | X |   | Oak Rd            | Water pressure was restored on 5/17, Carbonera zone flushing on 5/17 and 5/18.   |
| 5/17/2015 |   |   |   |  |  | X |   | Beulah Dr         | Water pressure was restored on 5/17, Carbonera zone flushing on 5/17 and 5/18.   |
| 6/1/2015  | X |   |   |  |  |   |   | 41 Grandview St.  | All water quality results were normal and within range at outside faucet. Free chlorine was 0.9 mg/L. No odor was detected.  |

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| 6/16/2015 |   |   |   |  |  |                             | Customer is concerned about Copper levels in drinking water | 420 Morrissey Ave                               | All water quality results were normal and within range at outside faucet. Free chlorine was 1.0 mg/L. Copper tests at customers tap were <0.2 mg/L.  |
| 6/26/2015 |   | X |   |  |  |                             |   | 560 30th Ave #16                                | All water quality results were normal and within range at entrance to 560 30th Ave: free chlorine was 0.8 mg/L and no color was detected. Unit #16 did have turbidity and color detected with 0.5 mg/L of free chlorine. Instructed customer to follow up with park management to address customer side plumbing.  |
| 7/7/2015  |   |   |   |  |  | No water pressure (~15 min) |   | 210 Highview Dr.                                | The pressure regulating valve in the R17 pressure zone had malfunctioned. Further investigation revealed tuberculation in the pressure regulating valve which was then cleaned and rebuilt. Pressure data loggers were deployed to the R17 pressure zone post low pressure event.  |
| 7/8/2015  | X |   |   |  |  |                             |   | Drinking fountain @ W. Cliff Dr and Gharkey St. | A leak had been repaired on the drinking fountain on 7/6/15 by the City of Santa Cruz Parks and Rec Dept. After flushing, water quality results were normal and within range. Free chlorine was 0.8 mg/L and no odor was detected.   |
| 7/14/2015 | X |   |   |  |  |                             |   | 305 Effey St.                                   | Water quality results were normal and within range at outside faucet. Free chlorine was 0.8 mg/L and no odor was detected.   |
| 7/15/2015 |   |   | X |  |  |                             |   | 1057 Chanticleer Ave.                           | Water quality results were normal and within range at outside faucet. Free chlorine was 0.7 mg/L and turbidity was 0.10 NTU. Particles found in the water were provided by the customer. Since customer was located on a dead end, a water distribution operator was dispatched to flush the dead end main, as this part of the service area was not flushed during the annual flushing program. |

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| 7/23/2015 |  |  |   |  | Low water pressure (~3 hrs) |  |  | 213 Highview Dr.        | Pressure data loggers deployed to the R17 pressure zone confirmed the low pressure reported, however pressure had not dropped below 20 psi. The Pressure Regulating Valve (PRV) once again failed due to sediment clogging the needle valves on the control plumbing. The increase in sediment is likely caused from the recent inspection of University Reservoir #5, when flows were increased through the PRV. Staff is now inspecting the PRV weekly, until sediment issue is over.   |
| 9/3/2015  |  |  | X |  |                             |  |  | 2727 Mattison Lane      | Rusty water on school campus following a nearby distribution valve opening. 4,500 gallon main flushing resolved the issue.  |
| 9/16/2015 |  |  | X |  |                             |  |  | 127 Younger Way, Unit A | Water quality results were normal and within range at outside faucet. Free chlorine was 0.9 mg/L, while turbidity was 0.07 NTU, no excess color was detected. Customer will investigate further.  |
| 9/24/2015 |  |  |   |  |                             |  |  |                         | At 8am on 9/24/15, the outlet to Bay St. Reservoir Tank #2 was closed with the assumption that the two new 18" trunk main valves were open. At 9am, approximately 60 customers from the upper gravity zone called Customer Service to report low water pressure and a few homes with no water pressure. Production and Distribution crews opened the correct zone valves and flushed the upper gravity zones, multiple follow-up Water Quality samples were collected and all samples were absent for Total Coliform. Approximated 250 customers were notified to flush the household service lines before using the water for drinking purposes. |

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| 9/29/2015  | X |   |   |  |  |  |                                | 140 Hagemann     | Water quality results were normal and within range at outside faucet. Free chlorine was 1.0 mg/L, while no odor was detected. Customer will investigate further.       |
| 10/2/2015  |   | X |   |  |  |  |                                | 110 W. Cliff Dr  | All water quality results were normal and within range at outside faucet. Free chlorine was 0.8 mg/L and no excess color was detected.                                 |
| 10/5/2015  |   |   |   |  |  |  | General Water Quality concern. | 244 Center St.   | All water quality results were normal and within range at sample station located across the street. Free chlorine was 1.2 mg/L.  |
| 10/5/2015  |   |   |   |  |  |  | General Water Quality concern. | 620 26th Ave     | All water quality results were normal and within range at outside faucet. Free chlorine was 0.6 mg/L.  |
| 10/8/2015  |   |   | X |  |  |  |                                | 1919 Portola Ave | All water quality results were normal and within range at outside faucet. Free chlorine was 0.8 mg/L and turbidity was 0.08 NTU.                                       |
| 10/12/2015 |   | X |   |  |  |  |                                | 290 Pinewood Dr  | All water quality results were normal and within range at outside faucet. Free chlorine was 0.6 mg/L. No excess color was detected. Customer will investigate further. |
| 10/15/2015 |   |   | X |  |  |  |                                | 515 Frederic St. | All water quality results were normal and within range at outside faucet. Free chlorine was 0.9 mg/L and turbidity was 0.07 NTU.                                       |
| 10/21/2015 | X |   |   |  |  |  |                                | 305 3rd St.      | All water quality results were normal and within range at outside faucet. Free chlorine was 1.1 mg/L. No odor was detected.  |
| 10/23/2015 |   | X |   |  |  |  |                                | 106 Jewell St    | All water quality results were normal and within range at outside faucet. Free chlorine was 1.2 mg/L and no excess color was detected.                                 |
| 11/3/2015  |   | X |   |  |  |  |                                | 125 Refugio Rd   | All water quality results were normal and within range at sample station located at Western and Meder. Free chlorine was 0.6 mg/L and no excess color was detected.    |

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| 11/10/2015 |  | X |  |  |  |  |  | 308 35th Ave | All water quality results were normal and within range at outside faucet. Free chlorine was 0.9 mg/L and no excess color was detected. |
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