

CUSTOMER INQUIRIES 2023

Location/Date	Complaint	Cause	Resolution
Thorndale Jan 3/2023	Colour	Water Softener	No action required
Dorchester Jan 5/2023	Low Pressure	Internal Plumbing	No action required
Thorndale Jan 20/2023	Leak/Pressure	Internal Plumbing	No action required
Thorndale Feb 3/2023	Low Pressure	Unknown	Recommend bypass water softener and call back if issue persists. Resident did not call back
Thorndale Feb 8/2023	Colour	Unknown	Flushed watermains and advised resident of high iron content
Dorchester Feb 16/2023	Low Pressure No Water	Water Softener Malfunction	No action required
Dorchester Feb 17/2023	Low Pressure	Internal Plumbing	No action required
Dorchester Feb 28/2023	Low Pressure	Internal Plumbing	No action required
Thorndale May 15/2023	Colour	Fire Flow Testing	Flushed watermains
Thorndale May 23/2023	Colour	High system usage	Flushed watermains
Thorndale May 25/2023	Colour	Unknown	Flushed watermains
Thorndale June 28/2023	Colour	Water softener malfunction	Flushed watermains
Thorndale Aug 3/2023	Colour	Construction	Flushed watermains
Thorndale Aug 3/2023	Colour	Construction	Flushed watermains
Thorndale Aug 3/2023	Colour	Construction	Flushed watermains
Dorchester Aug 4/2023	Low Pressure	Valve ¾ closed	Open valve and replace meter
Thorndale Aug 8/2023	Colour	Resident	Flushed watermains
Thorndale Aug 18/2023	Colour	Construction	Flushed watermains
Dorchester Aug 31/2023	Cloudy Water	Construction	No action required
Dorchester Sept 7/2023	Low Pressure	Water softener malfunction	No action required

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Dorchester Sept 12/2023	Low Pressure	Unknown	No action required
Dorchester Oct 30/2023	Service Leak	Internal Plumbing	No action required
Dorchester Nov 9/2023	Low Pressure	Unknown	No action required
Dorchester Nov 10/2023	Colour	Construction	Flushed watermains
Dorchester Dec 18/2023	Low Pressure	Unknown	No action required
Dorchester Dec 19/2023	Low Pressure	Internal Plumbing	No action required

Note: **All** complainants are contacted via phone or email and their concerns are addressed.