



# Water and Wastewater Related Customer Inquiry PTOP (Plant Operations) Responsibility For the Year 2006

## Monthly Customer Inquiry by Problem Code

Problem	Problem Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
<b>WALGE</b>	Algae odour complaint	0	0	0	0	0	0	0	21	71	5	25	4	126
<b>WATCH</b>	Water chlorine taste and odour cor	0	0	0	0	0	0	6	8	4	5	3	2	28
<b>WATD</b>	Dirty or cloudy or particles in water	17	12	4	8	8	9	2	9	6	10	17	8	110
<b>WATER</b>	Water miscellaneous	1	0	0	1	0	0	0	0	1	0	1	2	6
<b>WATIN</b>	Water or wastewater information re	15	11	1	12	9	1	4	5	9	6	4	4	81
<b>WATPR</b>	Water pressure problems	1	0	0	0	0	0	1	0	0	0	0	0	2
<b>WATSA</b>	Take water sample	2	1	0	0	1	0	0	0	0	0	0	0	4
<b>WATSK</b>	Concern for health related to drinki	1	1	1	5	3	4	3	3	4	5	5	2	37
<b>WATTO</b>	Water general taste and odour con	16	5	15	8	14	4	7	3	9	38	52	2	173
<b>WCO</b>	Colour of water	0	0	1	1	0	0	0	0	0	0	0	0	2
	<b>Sub-total:</b>	<b>53</b>	<b>30</b>	<b>22</b>	<b>35</b>	<b>35</b>	<b>18</b>	<b>23</b>	<b>49</b>	<b>104</b>	<b>69</b>	<b>107</b>	<b>24</b>	<b>569</b>

## Monthly Customer Inquiry by Problem Code

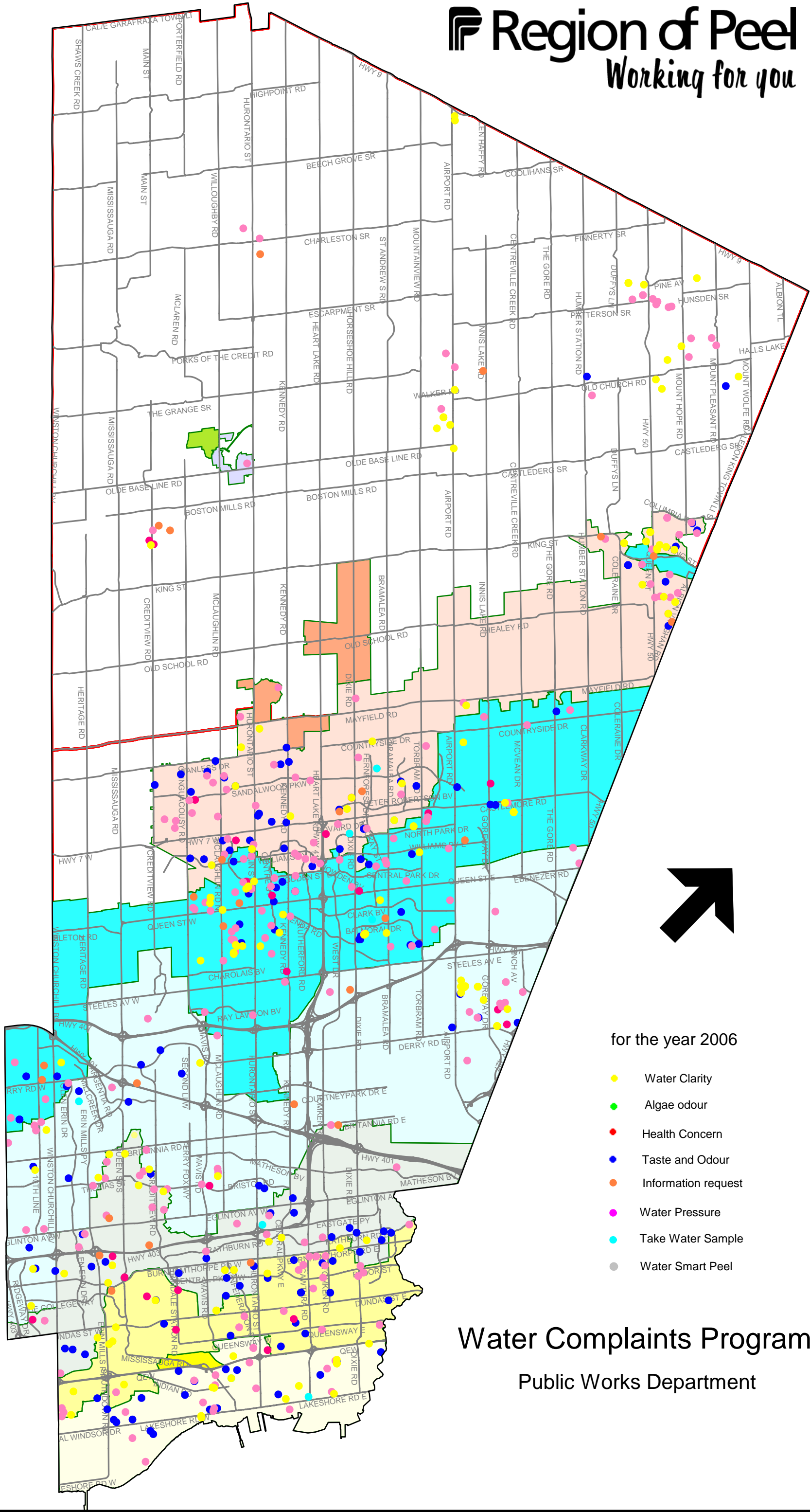
Problem	Problem Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
SCFA	Scada facility alarm	6	32	39	43	31	29	62	34	45	62	45	72	500
	<b>Sub-total:</b>	<b>6</b>	<b>32</b>	<b>39</b>	<b>43</b>	<b>31</b>	<b>29</b>	<b>62</b>	<b>34</b>	<b>45</b>	<b>62</b>	<b>45</b>	<b>72</b>	<b>500</b>
<b>Total</b>		<b>59</b>	<b>62</b>	<b>61</b>	<b>78</b>	<b>66</b>	<b>47</b>	<b>85</b>	<b>83</b>	<b>149</b>	<b>131</b>	<b>152</b>	<b>96</b>	<b>1,069</b>

## Monthly Customer Inquiry by Inspector

Inspector Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Alex Maceachern	6	32	38	43	31	29	62	62	45	62	45	72	527
Ashley Barrie	1	0	0	1	4	1	0	0	0	11	19	4	41
Cheryl Walters	0	0	0	0	0	0	0	0	3	8	1	3	15
Donna Noyes	0	0	0	0	0	0	0	0	1	1	0	0	2
Halina Read	0	0	0	0	0	0	0	0	1	0	0	1	2
Jennifer Lanthier	15	21	3	6	5	2	6	6	43	20	21	4	152
Justyna Burkiewicz	37	9	20	28	26	15	17	17	56	29	66	12	332
Pat Liegghio	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>59</b>	<b>62</b>	<b>61</b>	<b>78</b>	<b>66</b>	<b>47</b>	<b>85</b>	<b>85</b>	<b>149</b>	<b>131</b>	<b>152</b>	<b>96</b>	<b>1,071</b>

## Customer Inquiry by District and Problem Code

District	WALGE	WATCH	WATD	WATER	WATIN	WATPR	WATSA	WATSK	WATTO	WCO	PWWT	SCFA	Total
Other	16	5	8	1	8	0	0	5	25	0	68	500	568
BOLTON	11	0	3	0	5	0	0	0	2	0	21	0	21
BRAMPTON	70	8	32	0	32	1	3	14	62	1	223	0	223
CALEDON	0	0	3	1	3	0	0	0	1	0	8	0	8
CALEDON EAST	0	0	5	1	2	0	0	1	0	0	9	0	9
CEDAR MILLS	0	0	1	0	0	0	0	0	0	0	1	0	1
CHELTENHAM	0	0	0	0	0	0	0	1	0	0	1	0	1
COPPER YARD	0	1	5	0	3	0	0	0	3	1	13	0	13
MALTON	2	0	6	0	0	0	0	1	0	0	9	0	9
MISSISSAUGA	27	14	41	2	27	1	1	14	78	0	205	0	205
MONO MILLS	0	0	1	0	0	0	0	0	0	0	1	0	1
PALGRAVE	0	0	3	0	1	0	0	1	2	0	7	0	7
PORT CREDIT	0	0	2	0	0	0	0	0	0	0	2	0	2
TERRA COTTA	0	0	0	1	0	0	0	0	0	0	1	0	1
<b>Total</b>	<b>126</b>	<b>28</b>	<b>110</b>	<b>6</b>	<b>81</b>	<b>2</b>	<b>4</b>	<b>37</b>	<b>173</b>	<b>2</b>	<b>569</b>	<b>500</b>	<b>1,069</b>



for the year 2006

- Water Clarity
- Algae odour
- Health Concern
- Taste and Odour
- Information request
- Water Pressure
- Take Water Sample
- Water Smart Peel

**Water Complaints Program**  
Public Works Department