

**COMMONWEALTH OF KENTUCKY**  
**BEFORE THE PUBLIC SERVICE COMMISSION**

**In the Matter of:**

<b>ELECTRONIC APPLICATION OF</b>	)	
<b>MOUNTAIN WATER DISTRICT PURSUANT</b>	)	
<b>TO 807 KAR 5:071 , SECTION 7(4) FOR</b>	)	<b>CASE NO. 2018-001478</b>
<b>APPROVAL OF PROPOSED INSPECTION</b>	)	
<b>PROCEDURES</b>	)	

**RESPONSE OF MOUNTAIN WATER DISTRICT**  
**TO**  
**COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION**  
**DATED OCTOBER 19, 2018**

**FILED: NOVEMBER 26, 2018**





# MOUNTAIN WATER DISTRICT

## Response to Commission Staff's First Request for Information October 19, 2018

Case No. 2018-00147

Question No. 1

Witness: Tammy Olson/Roy Sawyers/Jamey Keathley

- Q-1.** Refer to page 3 of the application. Mountain District's application states that it primarily uses a pressurized system rather than a conventional gravity collection system to transport wastewater to its sewage treatment facilities. State what percentage of the system is pressurized and what percentage uses gravity collection
- A-1.** See Application, Exhibit 2. Mountain Water District's ("Mountain District") sewage treatment and collection facilities serve 2,307 customers. 1,903 customers, or 82.5 percent of Mountain District's customers, are served through grinder/pump stations and pressurized systems. The remaining 403 customers (17.5 percent) are served through gravity collection systems.

Note that Mountain District operates several sewer septic systems and aerator sewage systems in the Big Creek area of Pike County, Kentucky under contract with the owners of those systems. Each system serves only one residence or structure. The Public Service Commission has previously held that these systems are not "utilities" and are not subject to Commission jurisdiction. See *Petition of Mountain Water District for a Disclaimer of Jurisdiction or Approval of Tariff*, Case No. 2009-00405 (Ky. PSC Apr. 12, 2010). These systems are not considered in this Response.

**MOUNTAIN WATER DISTRICT**

**Response to Commission Staff's First Request for Information  
October 19, 2018**

Case No. 2018-00147

Question No. 2

Witness: Tammy Olson/Roy Sawyers/Jamey Keathley

- Q-2.** Describe the most common problem(s) at a grinding pump station when the grinding pump fails.
- A-2.** Based upon a review of Mountain Water District ("Mountain District") work orders from 2010 to present, the most common problem was internal pump failure. Mountain District does not undertake any effort to break the grinder/pump's seal to inspect or troubleshoot the grinder/pump's internal components. Breaking the internal seal of a grinder/pump station will void the manufacturer's warranty. See Application, Exhibit 11. When an internal pump failure is found, Mountain District replaces the grinder/pump and returns the failing grinder/pump to the manufacturer's representative for repair. Other problems commonly found were: control board failure, electric quick disconnect engagement, and customer power supply issues.

For a listing of all service calls involving grinder/pump stations, see Attachment to this Response. An electronic copy of the Attachment in Excel format has been attached to the electronic version of Mountain District's Response to Commission Staff's Request.

## WORK ORDER SUMMARY

YEAR	GRINDER SERVICE CALLS	EMERGENCY CALLS	CUSTOMER COMPLAINTS	GENERAL WORK ORDERS
2010	861	565	115	181
2011	819	647	81	91
2012	920	669	120	131
2013	696	610	66	20
2014	633	564	49	20
2015	711	635	57	19
2016	619	561	52	6
2017	554	504	42	8
2018	431	389	31	11
<b>TOTAL</b>	<b>6244</b>	<b>5144</b>	<b>613</b>	<b>487</b>

# COMPLAINT SERVICE CALLS

## CUSTOMER COMPLAINTS

2010

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/19/2010	STATION BACKING UP	PROBLEM ON CUSTOMER'S SIDE	1.0	
01/28/2010	PUMP RUNS CONTINUOUSLY	STATION CHECKED OKAY	1.0	
02/05/2010	WATER STANDING IN STATION	CUSTOMER REFERRING TO PRESSURE CONNECT BOX. NO PROBLEM FOUND. CONNECT BOX FINE	2.0	
02/07/2010	BLOCKAGE	BLOCKAGE ON CUSTOMER'S SIDE	3.0	YES
02/11/2010	DISCONNECT SEWER	CUSTOMER SAID HE WOULD COME TO OFFICE AND PUT IN HIS NAME	1.0	
02/12/2010	STATION IN MIDDLE OF DRIVEWAY NOT WORKING	STATION CHECKED OKAY. NEEDS RISER INSTALLED.	1.0	
02/17/2010	NEED RISER	INSTALLED A 6" RISER	1.0	
02/17/2010	PUMP NOT WORKING	STATION CHECKED OKAY	0.5	
02/17/2010	PUMP NOT WORKING	STATION CHECKED OKAY	1.0	
02/24/2010	NEEDS RISER	INSTALLED 6" RISER	0.5	
02/24/2010	POWER ISSUE	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
03/06/2010	PUMP NOT WORKING	CONTACTED THE CONTRACTOR FOR REPAIR. STILL UNDER PROJECT WARRANTY	1.0	
03/10/2010	DISCONNECT SEWER	CUSTOMER SAID HE WOULD COME TO OFFICE AND PUT IN HIS NAME	1.0	
03/12/2010	NEED RISER	INSTALLED 12" RISER	1.0	
03/23/2010	ODOR	STATION CHECKED OKAY	1.0	
04/03/2010	PUMP NOT WORKING	STATION CHECKED OUT OKAY	3.0	YES
04/05/2010	VENT CAP	REPLACED VENT CAP	0.5	
04/05/2010	VENT CAP	REPLACED VENT CAP	0.5	
04/05/2010	VENT CAP	VENT CAP WAS PUSHED DOWN. RAISED IT BACK UP.	0.5	
04/06/2010	CUSTOMER READY FOR US TO CONNECT	MWD HAS COMPLETED THEIR SIDE. CUSTOMER NEEDS TO CONNECT THEIR 4" PIPE TO MWD LINE.	1.0	
04/06/2010	VENT CAP	REPLACED VENT CAP	0.5	
04/14/2010	MOVE CONTROL BOX	MOVED CONTROL BOX CLOSER TO STN	2.0	
04/16/2010	VENT CAP	REPLACED VENT CAP	0.5	
04/20/2010	CUSTOMER READY FOR US TO CONNECT	MWD HAS COMPLETED THEIR SIDE. CUSTOMER NEEDS TO CONNECT HER 4" PIPE TO MWD LINE.	0.5	
04/21/2010	PUMP RUNS CONTINUOUSLY	CHECKED OUT OKAY ON MWD SIDE. CUSTOMER HAS BLOCKED LINE ON THEIR SIDE.	2.0	YES
04/21/2010	COMMODES WONT FLUSH	CUSTOMER HAS BLOCKED LINE ON THEIR SIDE	2.0	
04/23/2010	PUMP RUNS CONTINUOUSLY	CHECKED OUT OKAY ON MWD SIDE.	0.5	
04/23/2010	ODOR	STATION CHECKED OKAY	1.0	
04/29/2010	GRINDER SINKING	PUT DIRT AROUND THE STATION TO FILL IN	1.0	
04/30/2010	IMPROPER INSTALL COMPLAINT	STATION CHECKED OKAY. HELPED CUSTOMER CONTACT PLUMBER TO FIX THEIR SIDE.	1.0	
04/30/2010	ODOR	STATION NOW WORKING PROPERLY. SPREAD LIM	1.0	
05/04/2010	REPLACE LID	INSTALLED LID ON DISCONNECT BOX	0.5	
05/04/2010	VENT CAP	REPLACED VENT CAP	0.5	
05/06/2010	CONNECTION CHECK	CUSTOMER IS PROPERLY CONNECTED TO STATION	0.5	
05/06/2010	MOVE CONTROL BOX	MOVED CONTROL BOX CLOSER TO STN	2.0	
05/06/2010	REPLACE LID	REPLACED LID ON STATION	0.5	
05/14/2010	CLOGGED LINE	CLOGGED ON CUSTOMER'S SIDE	3.0	
05/18/2010	VENT CAP	REPLACED VENT CAP	0.5	
05/20/2010	VENT CAP	REPLACED VENT CAP	0.5	
06/04/2010	RAIN WATER INFILTRATION	CONTRACTOR HAD INSTALLED A 4" THIN WALL PIPE AND RAIN WATER FOLLOWING PIPE INTO STATION. NEED TO INSTALL 4" THICK WALL PIPE.	1.0	
06/07/2010	ODOR	CHECKED OUT OKAY ON MWD SIDE	1.5	
06/11/2010	STATION BACKING UP	NO LEAK, BLDNG BURNED DOWN A LONG TIME AGO, STAGNATED WATER	1.0	
06/14/2010	COMMODES WONT FLUSH	CHECKED OUT OKAY ON MWD SIDE	1.0	
06/15/2010	NEEDS RISER & LID	INSTALLED A RISER AND LID	0.5	
06/18/2010	VERIFY IF DAMAGE TO STATION	CHECKED OUT OKAY ON MWD SIDE	1.0	
06/23/2010	ODOR	CHECKED OUT OKAY ON MWD SIDE	1.0	
06/23/2010	COMMODES WONT FLUSH	CUSTOMER HAS BLOCKED LINE ON THEIR SIDE	1.0	
06/24/2010	VERIFY DAMAGE TO CONTROL BOARD	BOX THAT WAS DAMAGED WAS CUSTOMER'S. MWD SIDE IS GOOD.	1.0	
06/25/2010	MOVE CONTROL BOX	MOVED CONTROL BOX	2.0	
06/29/2010	CHANGE 4" PIPE	CHANGED OUT A 4" PIPE	2.0	
07/06/2010	STATION MAKES LOUD NOISE	STATION CHECKED OKAY	0.5	
07/07/2010	VENT CAP	REPLACED VENT CAP	0.5	
07/07/2010	PUMP NOT WORKING	STATION CHECKED OKAY	1.0	



## CUSTOMER COMPLAINTS

2010

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
07/13/2010	VENT CAP	REPLACED VENT CAP	0.5	
07/13/2010	VENT CAP	REPLACED VENT CAP	0.5	
07/13/2010	VENT CAP	REPLACED VENT CAP	0.5	
07/15/2010	ODOR	STATION CHECKED OKAY	1.0	
07/20/2010	GRINDER RUNS EVERY 10 MINS	BATHROOM RUNNING WATER. PROBLEM ON CUSTOMER'S SIDE	1.5	
07/20/2010	GRINDER RUNS CONSTANTLY	CONSTANT WATER COMING FROM THE HOUSE. PROBLEM ON CUSTOMER'S SIDE	1.0	
07/28/2010	NEED RISER INSTALLED	INSTALLED A 1' RISER	1.0	
08/02/2010	NEED RISER INSTALLED	INSTALLED RISER & REPLACED PUMP	1.5	
08/02/2010	STATION EMPTYING SLOWLY	STATION CHECKED OKAY	1.0	
08/05/2010	ODOR	STATION CHECKED OKAY	1.0	
08/05/2010	ODOR	STATION CHECKED OKAY	0.5	
08/09/2010	ODOR	STATION CHECKED OKAY	1.0	
08/10/2010	SEWER LEAK	REPAIRED SEWER LINE LEAK IN DITCH	2.5	
08/12/2010	MOVE CONTROL BOX	MOVED CONTROL BOX FROM HOUSE TO TRAILER	3.0	
08/17/2010	ODOR	STATION CHECKED OKAY	1.0	
08/23/2010	COST ESTIMATE TO MOVE GRINDER STN	COST ESTIMATE PERFORMED	0.5	
08/23/2010	ODOR	STATION CHECKED OKAY	0.5	
09/03/2010	MOVE CONTROL BOX	MOVED CONTROL BOX CLOSER TO STN	2.0	
09/07/2010	CLOGGED LINE	LINE BLOCKED ON CUSTOMER'S SIDE	1.0	
09/07/2010	CLOGGED LINE	LINE BLOCKED ON CUSTOMER'S SIDE	1.0	
09/07/2010	ODOR	RESET THE PUMP	1.0	
09/10/2010	ODOR	STATION CHECKED OKAY	1.5	
09/10/2010	ODOR	STATION CHECKED OKAY	1.0	
09/14/2010	VENT CAP	REPLACED VENT CAP	0.5	
09/20/2010	ODOR	STATION CHECKED OKAY	1.0	
09/21/2010	ODOR	STATION CHECKED OUT OKAY	1.0	
09/27/2010	VENT CAP	REPLACED VENT CAP	1.0	
09/28/2010	ODOR	STATION CHECKED OUT OKAY	1.0	
09/30/2010	ODOR	STATION CHECKED OUT OKAY.	1.0	
10/02/2010	CLOGGED LINE	UNCLOGGED 4" LINE WITH JETTER	6.0	YES
10/04/2010	ODOR	STATION CHECKED OUT OKAY	1.0	
10/05/2010	RISER & VENT CAP	INSTALLED 12" RISER AND VENT CAP	1.0	
10/05/2010	ODOR	STATION CHECKED OUT OKAY	1.0	
10/07/2010	DAMAGE ELECTRICAL POLE	REPLACED CONTROL BOX. LINE WAS BLOCKED ON CUSTOMER'S SIDE	1.5	
10/10/2010	BLOCKAGE	LINE BLOCKED ON CUSTOMER'S SIDE	3.0	YES
10/11/2010	ODOR	STATION CHECK OUT OKAY	1.0	
10/12/2010	RISER TOO BIG	MWD EMPLOYEES TALKED WITH CUSTOMER ABOUT NEEDING THE 6" RISER	1.0	
10/13/2010	CLOGGED LINE	CUTOUT AND REPLACED Y DUE TO BEING CLOGGED	2.0	YES
10/18/2010	ODOR	STATION CHECKED OUT OKAY.	1.0	
10/20/2010	NEED RISER & VENT CAP	INSTALLED 6" RISER AND VENT CAP	1.0	
10/20/2010	ODOR	STATION CHECKED OUT OKAY. CUSTOMER NEEDS VENT PIPE ON THEIR SIDE	0.5	
10/26/2010	ODOR	CHECKED OUT OKAY ON MWD SIDE	0.5	
10/26/2010	MOVE ELECTRICAL BOX	COST ESTIMATE TO MOVE ELECTRICAL BOX NEAR GRINDER STN	0.5	
10/28/2010	NEED RISER & VENT CAP	INSTALLED 6" RISER AND VENT CAP	1.0	
10/29/2010	POSSIBLE LEAK	NO LEAK, WAS GROUND WATER COMING THROUGH DRAINAGE AT THE BACK OF BUILDING	1.0	
10/29/2010	MOVE ELECTRICAL BOX	REMOVED CONTROL BOX OFF OF OLD HOUSE AND MOVED TO A POST NEXT TO GRINDER	1.0	
11/02/2010	REPLACE RESET BUTTON	RESET BUTTON REPLACED	1.0	
11/12/2010	VENT CAP	REPLACED VENT CAP	1.0	
11/16/2010	VENT CAP	REPLACED VENT CAP	0.5	
11/17/2010	ODOR	STATION CHECKED OUT OKAY.	1.0	
11/19/2010	VENT CAP	REPLACED VENT CAP	1.0	
11/19/2010	VENT CAP	REPLACED VENT CAP	0.5	
11/19/2010	VENT CAP	REPLACED VENT CAP	0.5	
11/19/2010	VENT CAP	REPLACED VENT CAP	0.5	
11/22/2010	NEW CUSTOMER - SEWER HAD NEVER BEEN TURNED OFF	PUMP WAS DOWN, PLUGGED 4" PIPE & TURNED BREAKERS OFF	0.5	

## CUSTOMER COMPLAINTS 2010

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
12/01/2010	ODOR	STATION CHECKED OUT OKAY. GREASE PROBLEM. ADVISED CUSTOMER TO USE MORE WATER AND USE DAWN FOR GREASE ISSUES.	1.0	
12/07/2010	VENT CAP	REPLACED VENT CAP	0.5	
12/07/2010	VENT CAP	REPLACED VENT CAP	0.5	
12/07/2010	ODOR	STATION CHECKED OUT OKAY	1.0	
12/08/2010	LIFT STN OVERFLOW ISSUE	MWD DUG DITCH TO REDIRECT OVERFLOW FROM CUSTOMER'S PROPERTY WHILE PROBLEM IS BEING REPAIRED	2.0	
12/15/2010	ODOR	REPLACED VENT CAP	1.0	
12/16/2010	FLOW ISSUE	TOO MUCH WATER FLOW IN THE SYSTEM. MWD WORKING ON THE PROBLEM.	1.0	

## CUSTOMER COMPLAINTS 2011

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/13/2011	VENT CAP	REPLACED VENT CAP	0.5	
01/26/2011	VENT CAP	REPLACED VENT CAP	1.0	
02/22/2011	RISER	INSTALLED 12" RISER	0.5	
05/03/2011	COST ESTIMATE TO RELOCATE STATION	PERFORMED COST ESTIMATE	0.5	
05/05/2011	ODOR	SHOWED CUSTOMER GREASE ISSUE	0.5	
05/09/2011	VENT CAP	REPLACED VENT CAP	1.0	
05/09/2011	VENT CAP	REPLACED VENT CAP	1.0	
05/13/2011	COST ESTIMATE TO RECONNECT STATION	PERFORMED COST ESTIMATE	1.0	
05/16/2011	VENT CAP	REPLACED VENT CAP	1.0	
05/24/2011	VENT CAP	REPLACED VENT CAP	1.0	
06/01/2011	SEWER LID	REPLACED BROKEN SEWER LID	1.0	
06/16/2011	VENT CAP	REPLACED VENT CAP	1.0	
06/16/2011	VENT CAP	REPLACED VENT CAP	0.5	
06/20/2011	VENT CAP	REPLACED VENT CAP	0.5	
06/27/2011	VENT CAP	REPLACED VENT CAP	0.5	
07/01/2011	VENT CAP	REPLACED VENT CAP	1.0	
07/07/2011	VENT CAP	REPLACED VENT CAP	0.5	
07/07/2011	VENT CAP	REPLACED VENT CAP	0.5	
07/07/2011	VENT CAP	REPLACED VENT CAP	0.5	
07/07/2011	VENT CAP	REPLACED VENT CAP	0.5	
07/07/2011	VENT CAP	REPLACED VENT CAP	1.0	
07/07/2011	VENT CAP	REPLACED VENT CAP	0.5	
07/07/2011	VENT CAP	REPLACED VENT CAP	0.5	
07/13/2011	VENT CAP	REPLACED VENT CAP	0.5	
07/18/2011	VENT CAP	REPLACED VENT CAP	0.5	
07/25/2011	COST ESTIMATE TO RELOCATE STATION	PERFORMED COST ESTIMATE	1.0	
07/27/2011	RISER	INSTALLED RISER ON PRESSURE CONNECT BOX	1.0	
07/28/2011	VENT CAP	REPLACED VENT CAP	0.5	
07/28/2011	VENT CAP	REPLACED VENT CAP	1.0	
08/19/2011	VENT CAP	REPLACED VENT CAP	0.5	
08/19/2011	VENT CAP	REPLACED VENT CAP	0.5	
08/19/2011	VENT CAP	REPLACED VENT CAP	1.0	
08/19/2011	VENT CAP	REPLACED VENT CAP	0.5	
08/22/2011	VENT CAP	REPLACED VENT CAP	0.5	
09/02/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/02/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/02/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/02/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/02/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/02/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/02/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/02/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/02/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/02/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/02/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/02/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/02/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/02/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/02/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/02/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/06/2011	VENT CAP	REPLACED VENT CAP	1.0	
09/07/2011	SLIDE COVERED STATION	UNCOVERED STATION, PULLED PUMP	1.0	
09/08/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/08/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/08/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/08/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/08/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/08/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/08/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/08/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/09/2011	CLEAN OUT CAP	REPLACED CLEAN OUT CAP	0.3	
09/09/2011	CUSTOMER REQUEST MWD VERIFY - GUTTERS REMOVED FROM DRAINING INTO STATION	VERIFIED GUTTERS REMOVED FROM DRAINING INTO STATION	0.5	
09/14/2011	VENT CAP	REPLACED VENT CAP	1.0	
09/14/2011	VENT CAP	REPLACED VENT CAP	1.0	
09/14/2011	VENT CAP	REPLACED VENT CAP	1.0	
09/14/2011	VENT CAP	REPLACED VENT CAP	1.0	
09/20/2011	CUSTOMER REQUEST MWD VERIFY - GUTTERS REMOVED FROM DRAINING INTO STATION	VERIFIED GUTTERS REMOVED FROM DRAINING INTO STATION	0.5	

## CUSTOMER COMPLAINTS 2011

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
09/26/2011	VENT CAP	REPLACED VENT CAP	0.5	
09/26/2011	CUSTOMER REQUEST MWD VERIFY - GUTTERS REMOVED FROM DRAINING INTO STATION	VERIFIED GUTTERS REMOVED FROM DRAINING INTO STATION	1.0	
10/03/2011	COST ESTIMATE TO RELOCATE STATION	PERFORMED COST ESTIMATE	1.0	
10/04/2011	VENT CAP	REPLACED VENT CAP	0.5	
10/06/2011	VENT CAP	REPLACED VENT CAP	1.0	
10/06/2011	CUSTOMER REQUEST MWD VERIFY - GUTTERS REMOVED FROM DRAINING INTO STATION	VERIFIED GUTTERS REMOVED FROM DRAINING INTO STATION	1.0	
10/10/2011	COST ESTIMATE TO RELOCATE STATION	PERFORMED COST ESTIMATE	1.0	
10/11/2011	VENT CAP	REPLACED VENT CAP	1.0	
10/17/2011	VENT CAP	REPLACED VENT CAP	1.0	
10/17/2011	VENT CAP	REPLACED VENT CAP	1.0	
10/17/2011	VENT CAP	REPLACED VENT CAP	1.0	
10/26/2011	PRESSURE CONNECT BOX	RAISED PRESSURE CONNECT BOX	1.0	
11/08/2011	VENT CAP	REPLACED VENT CAP	1.0	
11/14/2011	COST ESTIMATE TO REPAIR DAMAGES	PERFORMED COST ESTIMATE	4.0	YES
11/15/2011	VENT CAP	REPLACED VENT CAP	1.0	
11/29/2011	VENT CAP	REPLACED VENT CAP	0.5	
12/01/2011	VENT CAP	REPLACED VENT CAP	1.0	
12/06/2011	RISER	INSTALLED 12" RISER	1.0	
12/30/2011	SPREAD LIME	SPREAD LIME FROM OVERFLOW	0.5	

## CUSTOMER COMPLAINTS 2012

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/05/2012	RISER	INSTALLED 12" RISER	1.0	
01/18/2012	MOVE BOX	MOVED BOX CLOSER TO STATION	2.0	
02/27/2012	VENT CAP	INSTALL VENT CAP	1.0	
02/27/2012	VENT CAP	INSTALL VENT CAP	1.0	
03/01/2012	VENT CAP	INSTALL VENT CAP	1.0	
03/20/2012	VENT CAP	INSTALL VENT CAP	1.0	
03/20/2012	VENT CAP	INSTALL VENT CAP	1.0	
03/23/2012	VENT CAP	INSTALL VENT CAP	0.5	
03/28/2012	VENT CAP	INSTALL VENT CAP	0.5	
03/29/2012	RISER	INSTALLED 12" RISER	0.5	
04/02/2012	BROKEN LID	REPLACE LID	0.5	
04/05/2012	BROKEN LID	REPLACE LID	1.0	
04/18/2012	VENT CAP	INSTALL VENT CAP	1.0	
04/18/2012	VENT CAP	INSTALL VENT CAP	0.5	
04/18/2012	VENT CAP	INSTALL VENT CAP	0.5	
04/18/2012	VENT CAP	INSTALL VENT CAP	0.5	
04/19/2012	VENT CAP	INSTALL VENT CAP	0.5	
04/19/2012	VENT CAP	INSTALL VENT CAP	0.5	
04/25/2012	VENT CAP	INSTALL VENT CAP	2.0	
05/01/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/01/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/01/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/01/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/01/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/01/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/01/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/01/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/01/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/01/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/01/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/01/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/03/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/04/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/04/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/09/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/14/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/16/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/21/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/21/2012	VENT CAP	INSTALL VENT CAP	0.3	
05/22/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/22/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/24/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/28/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/28/2012	VENT CAP	INSTALL VENT CAP	0.5	
05/28/2012	VENT CAP	INSTALL VENT CAP	1.0	
05/28/2012	VENT CAP	INSTALL VENT CAP	0.3	
05/28/2012	VENT CAP	INSTALL VENT CAP	1.0	
06/01/2012	VENT CAP	INSTALL VENT CAP	0.5	
06/01/2012	VENT CAP	INSTALL VENT CAP	0.5	
06/05/2012	VENT CAP	INSTALL VENT CAP	0.5	
06/05/2012	VENT CAP	INSTALL VENT CAP	0.5	
06/06/2012	VENT CAP	INSTALL VENT CAP	0.5	
06/06/2012	VENT CAP	INSTALL VENT CAP	0.3	
06/06/2012	VENT CAP	INSTALL VENT CAP	0.5	
06/07/2012	VENT CAP	INSTALL VENT CAP	0.5	
06/12/2012	VENT CAP	INSTALL VENT CAP	0.3	
06/13/2012	VENT CAP	INSTALL VENT CAP	0.5	
06/18/2012	VENT CAP	INSTALL VENT CAP	0.5	
06/22/2012	VENT CAP	INSTALL VENT CAP	1.0	
06/25/2012	VENT CAP	INSTALL VENT CAP	0.5	
06/26/2012	VENT CAP	INSTALL VENT CAP	0.3	
06/26/2012	VENT CAP	INSTALL VENT CAP	0.3	
06/26/2012	VENT CAP	INSTALL VENT CAP	0.5	
06/26/2012	VENT CAP	INSTALL VENT CAP	0.3	
06/26/2012	VENT CAP	INSTALL VENT CAP	0.3	
06/26/2012	VENT CAP	INSTALL VENT CAP	0.3	
06/26/2012	VENT CAP	INSTALL VENT CAP	0.3	
06/26/2012	VENT CAP	INSTALL VENT CAP	0.3	
06/26/2012	VENT CAP	INSTALL VENT CAP	0.3	

## CUSTOMER COMPLAINTS 2012

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
06/26/2012	VENT CAP	INSTALL VENT CAP	0.3	
06/26/2012	VENT CAP	INSTALL VENT CAP	0.3	
06/26/2012	VENT CAP	INSTALL VENT CAP	0.3	
07/11/2012	VENT CAP	INSTALL VENT CAP	0.5	
07/12/2012	VENT CAP	INSTALL VENT CAP	0.5	
07/14/2012	VENT CAP	INSTALL VENT CAP	0.3	
07/14/2012	VENT CAP	INSTALL VENT CAP	0.3	
07/14/2012	VENT CAP	INSTALL VENT CAP	0.3	
07/14/2012	VENT CAP	INSTALL VENT CAP	1.0	
07/14/2012	VENT CAP	INSTALL VENT CAP	0.5	
07/14/2012	VENT CAP	INSTALL VENT CAP	0.5	
07/14/2012	VENT CAP	INSTALL VENT CAP	1.0	
07/14/2012	VENT CAP	INSTALL VENT CAP	0.3	
07/14/2012	VENT CAP	INSTALL VENT CAP	0.3	
07/14/2012	VENT CAP	INSTALL VENT CAP	0.3	
07/14/2012	VENT CAP	INSTALL VENT CAP	0.3	
07/14/2012	VENT CAP	INSTALL VENT CAP	0.5	
07/14/2012	VENT CAP	INSTALL VENT CAP	0.5	
07/18/2012	VENT CAP	INSTALL VENT CAP	0.5	
07/24/2012	VENT CAP	INSTALL VENT CAP	0.5	
07/24/2012	VENT CAP	INSTALL VENT CAP	0.3	
07/24/2012	VENT CAP	INSTALL VENT CAP	0.3	
07/24/2012	VENT CAP	INSTALL VENT CAP	0.3	
07/24/2012	VENT CAP	INSTALL VENT CAP	0.3	
07/24/2012	VENT CAP	INSTALL VENT CAP	0.3	
07/24/2012	VENT CAP	INSTALL VENT CAP	0.3	
07/24/2012	VENT CAP	INSTALL VENT CAP	0.3	
07/24/2012	VENT CAP	INSTALL VENT CAP	0.3	
07/24/2012	VENT CAP	INSTALL VENT CAP	0.3	
07/24/2012	VENT CAP	INSTALL VENT CAP	1.0	
07/24/2012	VENT CAP	INSTALL VENT CAP	0.5	
07/26/2012	VENT CAP	INSTALL VENT CAP	0.5	
07/26/2012	VENT CAP	INSTALL VENT CAP	0.5	
07/31/2012	VENT CAP	INSTALL VENT CAP	0.5	
08/07/2012	VENT CAP	INSTALL VENT CAP	0.5	
08/13/2012	VENT CAP	INSTALL VENT CAP	0.5	
08/14/2012	VENT CAP	INSTALL VENT CAP	0.5	
8/17/2012	BROKEN LID	REPLACE LID	0.5	
08/22/2012	VENT CAP	INSTALL VENT CAP	1.0	
08/30/2012	VENT CAP	INSTALL VENT CAP	0.5	
08/30/2012	VENT CAP	INSTALL VENT CAP	0.5	
09/04/2012	VENT CAP	INSTALL VENT CAP	1.0	
09/04/2012	VENT CAP	INSTALL VENT CAP	0.5	
09/12/2012	VENT CAP	INSTALL VENT CAP	0.5	
09/18/2012	VENT CAP	INSTALL VENT CAP	0.5	
09/24/2012	VENT CAP	INSTALL VENT CAP	0.5	
09/26/2012	VENT CAP	INSTALL VENT CAP	1.0	
10/1/2012	BROKEN LID	REPLACE LID	1.0	
10/22/2012	VENT CAP	INSTALL VENT CAP	0.5	
10/23/2012	RISER	INSTALLED 12" RISER	0.5	
10/26/2012	BROKEN LID	REPLACE LID	0.5	
11/26/2012	VENT CAP	INSTALL VENT CAP	0.5	
12/13/2012	VENT CAP	INSTALL VENT CAP	0.5	

## CUSTOMER COMPLAINTS 2013

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/23/2013	VENT CAP	REPLACED VENT CAP	0.5	
01/24/2013	VENT CAP	REPLACED VENT CAP	0.5	
02/13/2013	CHECK FOR STATION	BARREL IN BUT NO STATION	1.0	
02/22/2013	VENT CAP	REPLACED VENT CAP	0.5	
04/09/2013	VENT CAP	REPLACED VENT CAP	1.0	
04/10/2013	CUSTOMER NEEDS STATION RAISED	PERFORMED COST ESTIMATE TO RAISE STATION	1.0	
04/10/2013	RECONNECT SERVICE	RECONNECTED	1.0	
04/22/2013	VENT CAP	REPLACED VENT CAP	0.5	
04/23/2013	VENT CAP	REPLACED VENT CAP	0.5	
04/24/2013	RISER	INSTALLED 12" RISER	1.0	
04/24/2013	VENT CAP	REPLACED VENT CAP	1.0	
04/29/2013	VENT CAP	REPLACED VENT CAP	0.5	
05/03/2013	RELOCATE STATION	MOVED STATION CLOSER TO HOUSE & FRONT YARD	4.0	
05/09/2013	VENT CAP	REPLACED VENT CAP	0.5	
05/20/2013	VENT CAP	REPLACED VENT CAP	1.0	
05/28/2013	VENT CAP	REPLACED VENT CAP	0.5	
06/04/2013	NEEDS 24" MBE	ADDED DISCONNECT BOX	1.0	
06/04/2013	VENT CAP	REPLACED VENT CAP	0.5	
06/05/2013	VENT CAP	REPLACED VENT CAP	0.5	
06/05/2013	VENT CAP	REPLACED VENT CAP	0.5	
06/06/2013	RELOCATE STATION	PERFORMED COST ESTIMATE TO RELOCATE STATION	1.0	
06/10/2013	VENT CAP	REPLACED VENT CAP	0.5	
06/10/2013	VENT CAP	REPLACED VENT CAP	0.5	
06/14/2013	VENT CAP	REPLACED VENT CAP	0.5	
06/17/2013	VENT CAP	REPLACED VENT CAP	0.5	
06/17/2013	VENT CAP	REPLACED VENT CAP	1.0	
06/19/2013	VENT CAP	REPLACED VENT CAP	0.5	
06/19/2013	VENT CAP	REPLACED VENT CAP	0.5	
06/19/2013	VENT CAP	REPLACED VENT CAP	0.5	
06/25/2013	VENT CAP	REPLACED VENT CAP	0.5	
06/28/2013	VENT CAP	REPLACED VENT CAP	0.5	
06/28/2013	VENT CAP	REPLACED VENT CAP	0.5	
07/01/2013	VENT CAP	REPLACED VENT CAP	0.5	
07/08/2013	GRANDSON FLUSHED UNDERWEAR	NO PROBLEM FOUND	0.5	
07/12/2013	VENT CAP	REPLACED VENT CAP	0.5	
07/15/2013	VENT CAP	REPLACED VENT CAP	0.5	
07/15/2013	VENT CAP	REPLACED VENT CAP	1.0	
08/05/2013	VENT CAP	REPLACED VENT CAP	0.5	
08/07/2013	VENT CAP	REPLACED VENT CAP	1.0	
08/12/2013	VENT CAP	REPLACED VENT CAP	1.0	
08/13/2013	VENT CAP	REPLACED VENT CAP	0.5	
08/20/2013	RAISE MANHOLE	UNCOVERED & RAISED MANHOLE	1.0	
08/29/2013	VENT CAP	REPLACED VENT CAP	0.5	
09/03/2013	VENT CAP	REPLACED VENT CAP	0.5	
09/03/2013	VENT CAP	REPLACED VENT CAP	0.5	
09/09/2013	VENT CAP	REPLACED VENT CAP	0.5	
09/12/2013	VENT CAP	REPLACED VENT CAP	0.5	
09/12/2013	VENT CAP	REPLACED VENT CAP	0.5	
09/16/2013	VENT CAP	REPLACED VENT CAP	1.0	
09/23/2013	VENT CAP	REPLACED VENT CAP	0.5	
09/27/2013	VENT CAP	REPLACED VENT CAP	0.5	
10/01/2013	VENT CAP	REPLACED VENT CAP	1.0	
10/09/2013	VENT CAP	REPLACED VENT CAP	0.5	
10/10/2013	VENT CAP	REPLACED VENT CAP	1.0	
10/11/2013	VENT CAP	REPLACED VENT CAP	0.5	
10/14/2013	VENT CAP	REPLACED VENT CAP	1.0	
10/18/2013	VENT CAP	REPLACED VENT CAP	0.5	
10/23/2013	VENT CAP	REPLACED VENT CAP	0.5	
10/30/2013	HOSE TOO HIGH	PROBLEM ON CUSTOMER'S SIDE	1.0	
11/01/2013	ODOR	NEW CUSTOMER, STAGNANT WATER IN BARREL	1.0	
11/01/2013	POWER ISSUE	PROBLEM ON CUSTOMER'S SIDE	0.5	
11/04/2013	RECONNECT SERVICE LINE	RECONNECTED	1.0	
11/22/2013	VENT CAP	REPLACED VENT CAP	0.5	
11/22/2013	VENT CAP	REPLACED VENT CAP	1.0	
11/25/2013	VENT CAP	REPLACED VENT CAP	1.0	
12/09/2013	VENT CAP	REPLACED VENT CAP	1.0	

## CUSTOMER COMPLAINTS 2014

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/04/2014	ODOR	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	3.0	YES
01/10/2014	ODOR	NO POWER ON CUSTOMER'S SIDE	1.0	
01/13/2014	BLOCKED LINE	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	3.0	YES
01/20/2014	ODOR	REPLACED SLIDER HOSE	1.0	
02/12/2014	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
02/21/2014	VENT CAP	REPLACED VENT CAP	0.5	
02/22/2014	BLOCKED LINE	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	3.0	YES
02/28/2014	VENT CAP	REPLACED VENT CAP	0.5	
03/07/2014	SEWER LINE EXPOSED & ODOR	NOT A SEWER LINE EXPOSED. BURIED CABLE. GREASE PROBLEM IN BARREL AND THEIR PIPE CAUSING ODOR.	1.0	
03/26/2014	VENT CAP	REPLACED VENT CAP	0.5	
03/28/2014	BLOCKED LINE	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
04/11/2014	VENT CAP	REAPLCED VENT CAP	0.5	
04/15/2014	VENT CAP AND CHECK PUMP	REPLACED VENT CAP AND REPLACED PUMP	1.0	
04/24/2014	VENT CAP	REPLACED VENT CAP	0.5	
04/29/2014	VENT CAP	REPLACED VENT CAP	1.0	
04/30/2014	VENT CAP	REPLACED VENT CAP	1.0	
05/06/2014	VENT CAP	REPLACED VENT CAP	0.5	
05/12/2014	ODOR	STATION CHECK OKAY, LINE BLOCKED ON CUSTOMER'S SIDE	1.0	
05/14/2014	ODOR AND VENT CAP	REPLACED VENT CAP AND REPLACED PUMP	1.0	
05/20/2014	VENT CAP	REPLACED VENT CAP	0.5	
05/21/2014	WATER COMING UP THROUGH CONDUIT IN TANK	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
05/22/2014	VENT CAP	REPLACED VENT CAP	1.0	
05/29/2014	VENT CAP	REPLACED VENT CAP	0.5	
06/06/2014	VENT CAP	REPLACED VENT CAP	0.5	
06/16/2014	ODOR	NO POWER ON CUSTOMER'S SIDE	1.0	
06/16/2014	VENT CAP	REPLACED VENT CAP	0.5	
06/16/2014	VENT CAP	REPLACED VENT CAP	0.5	
06/17/2014	PUMP NOT WORKING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
06/20/2014	NO PUMP IN STATION	STATION HAD BEEN DISCONNECTED. DID NOT INSTALL PUMP AND ADVISED RESIDENT TO CONTACT THE OFFICE.	4.0	YES
06/23/2014	VENT CAP	REPLACED VENT CAP	1.0	
06/30/2014	ODOR	ODOR ISSUE ON CUSTOMER'S SIDE	0.5	
07/02/2014	REPLACE LID	REPLACED SEWER LID	0.5	
07/09/2014	ODOR	STATION CHECKED OKAY	1.0	
07/11/2014	VENT CAP	REPLACED VENT CAP	1.0	
07/15/2014	COMMODOES WONT FLUSH	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
07/18/2014	ODOR	STATION CHECKED OKAY	0.5	
07/21/2014	ODOR	REPLACED VENT CAP & BURIED CABLE	1.0	
07/25/2014	VENT CAP	REPLACED VENT CAP	0.5	
08/13/2014	VENT CAP	REPLACED VENT CAP	0.5	
08/14/2014	REQUEST FOR RISER	CUSTOMER NEEDS TO UNCOVER STATION BEFORE MEASUREMENT FOR RISER CAN BE DONE	0.5	
08/20/2014	ODOR	INSTALLED PUMP AND REPLACED CABLE	1.0	
09/15/2014	VENT CAP	REPLACED VENT CAP	0.5	
09/15/2014	VENT CAP	REPLACED VENT CAP	0.5	
10/13/2014	REQUEST FOR RISER	INSTALLED 12" RISER	1.0	
10/27/2014	VENT CAP	REPLACED VENT CAP	0.5	
10/28/2014	VENT CAP	REPLACED VENT CAP	0.5	
11/03/2014	BLOCKED LINE	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
11/13/2014	NEIGHBOR REPORTED SEWER RUNNING IN CREEK	CUSTOMER HAS BEEN DISCONNECTED. THEY WERE BYPASSING THROUGH THE 4" PIPE GOING TO THE CREEK. REPORT TO HEALTH DEPT.	1.0	
12/14/2014	VENT CAP	REPLACED VENT CAP	1.0	



## CUSTOMER COMPLAINTS 2015

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
03/11/2015	POSSIBLE ALARM ISSUE	ALARM CHECKED OUT OK	1.0	
08/06/2015	ODOR	CLOGGED LINE/STAKED OUT	1.0	
08/18/2015	NO POWER	CUSTOMER SIDE	1.0	
09/04/2015	DISCONNECT LEAKING	DISCONNECT REPLACED	3.0	YES
03/07/2015	STORM DRAIN ISSUE	DOES NOT BELONG TO MWD	2.5	YES
03/17/2015	CUSTOMER ISSUE	POWER ISSUE/CUSTOMER SIDE	1.0	
04/01/2015	CUSTOMER ISSUE	POWER ISSUE/CUSTOMER SIDE	3.5	YES
05/18/2015	CUSTOMER ISSUE	POWER ISSUE/CUSTOMER SIDE	1.0	
08/25/2015	ODOR	POWER ISSUE/CUSTOMER SIDE	1.0	
09/15/2015	PUMP NOT WORKING CORRECTLY	POWER ISSUE/CUSTOMER SIDE	3.0	YES
07/29/2015	CUST INSTALLING DRAIN	REMOVED SEWER LINES FOR INSTALLATION OF A DRAIN AND REPLACED AFTER THEY FINISHED	9.5	
06/22/2015	DAMAGED CONTROL BOX	REPLACED CONTROL BOX	1.0	
03/11/2015	DAMAGED CONTROL BOX	REPLACED DOOR ON CONTROL BOX	1.0	
02/05/2015	NEEDS VENT CAP	REPLACED VENT CAP	1.0	
03/30/2015	NEEDS VENT CAP	REPLACED VENT CAP	0.5	
04/14/2015	NEEDS VENT CAP	REPLACED VENT CAP	1.0	
04/16/2015	NEEDS VENT CAP	REPLACED VENT CAP	1.0	
05/18/2015	NEEDS VENT CAP	REPLACED VENT CAP	1.0	
05/26/2015	NEEDS VENT CAP	REPLACED VENT CAP	0.5	
05/28/2015	NEEDS VENT CAP	REPLACED VENT CAP	1.0	
06/04/2015	NEEDS VENT CAP	REPLACED VENT CAP	0.5	
06/11/2015	NEEDS VENT CAP	REPLACED VENT CAP	0.5	
06/19/2015	NEEDS VENT CAP	REPLACED VENT CAP	1.0	
06/29/2015	ODOR	REPLACED VENT CAP	0.5	
07/07/2015	NEEDS VENT CAP	REPLACED VENT CAP	0.5	
07/09/2015	NEEDS VENT CAP	REPLACED VENT CAP	0.5	
07/20/2015	NEEDS VENT CAP	REPLACED VENT CAP	0.5	
07/28/2015	NEEDS VENT CAP	REPLACED VENT CAP	1.0	
07/31/2015	NEEDS VENT CAP	REPLACED VENT CAP	0.5	
08/04/2015	NEEDS VENT CAP	REPLACED VENT CAP	0.5	
08/10/2015	NEEDS VENT CAP	REPLACED VENT CAP	0.5	
08/17/2015	NEEDS VENT CAP	REPLACED VENT CAP	1.0	
08/20/2015	NEEDS VENT CAP	REPLACED VENT CAP	0.5	
08/24/2015	NEEDS VENT CAP	REPLACED VENT CAP	1.0	
09/08/2015	NEEDS VENT CAP	REPLACED VENT CAP	1.0	
09/09/2015	NEEDS VENT CAP	REPLACED VENT CAP	0.5	
09/10/2015	NEEDS VENT CAP	REPLACED VENT CAP	1.0	
09/16/2015	NEEDS VENT CAP	REPLACED VENT CAP	1.0	
10/06/2015	NEEDS VENT CAP	REPLACED VENT CAP	1.0	
10/21/2015	ODOR	REPLACED VENT CAP	0.5	
10/30/2015	NEEDS VENT CAP	REPLACED VENT CAP	0.5	
11/04/2015	NEEDS VENT CAP	REPLACED VENT CAP	1.0	
11/19/2015	NEEDS VENT CAP	REPLACED VENT CAP	0.5	
11/20/2015	NEEDS VENT CAP	REPLACED VENT CAP	0.5	
11/30/2015	NEEDS VENT CAP	REPLACED VENT CAP	0.5	
11/30/2015	ODOR	REPLACED VENT CAP	0.5	
10/17/2015	ODOR	STN OK	3.0	
03/13/2015	POSSIBLE GRINDER ISSUE	STN OK/ PROBLEM ON CUSTOMERS SIDE	1.0	
04/20/2015	GRINDER NOT WORKING	STN OK/ PROBLEM ON CUSTOMERS SIDE	1.0	
05/05/2015	ODOR	STN OK/CUSTOMER SIDE VENT PIPE	1.0	
08/11/2015	ODOR	STN OK/CUSTOMER SIDE VENT PIPE	3.0	YES
08/18/2015	ODOR	STN OK/CUSTOMER SIDE VENT PIPE	1.0	
09/09/2015	ODOR	STN OK/CUSTOMER SIDE VENT PIPE	1.0	
09/23/2015	ODOR	STN OK/CUSTOMER SIDE VENT PIPE	1.0	
09/29/2015	ODOR	STN OK/CUSTOMER SIDE VENT PIPE	1.0	
03/12/2015	POSSIBLE GRINDER ISSUE	STN OK/WORKING PROPERLY	1.0	
09/09/2015	EXCESSIVE WATER IN STN	TOILET RUNNING	1.0	

## CUSTOMER COMPLAINTS 2016

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/08/2016	REPLACE VENT CAP	REPLACED VENT CAP	0.5	
01/11/2016	REPLACE VENT CAP	REPLACED VENT CAP	1.0	
01/15/2016	SLOW DRAINS	CHECKED OKAY	0.5	
01/21/2016	COMMODE WON'T FLUSH	CHECKED OKAY	2.0	
01/30/2016	STATION NOT WORKING PROPERLY	CHANGED CABLE, EQD, HOUSING	3.0	YES
03/16/2016	ODOR	CHECKED OKAY	0.5	
04/06/2016	REPLACE LID	REPLACED LID	0.5	
04/07/2016	ODOR	CHECKED OKAY	1.0	
04/13/2016	TRAILER BURNED	REMOVED PUMP, PLUGGED SEWER	1.0	
05/10/2016	BURY CABLE	BURIED CABLE	1.0	
05/11/2016	REPLACE VENT CAP	REPLACED VENT CAP	0.3	
05/11/2016	REPLACE VENT CAP	REPLACED VENT CAP	0.5	
05/24/2016	ODOR	CHECKED OKAY	1.0	
05/25/2016	REPLACE VENT CAP	REPLACED VENT CAP	1.0	
06/21/2016	ODOR	CHECKED OKAY	1.0	
06/24/2016	REPLACE VENT CAP	REPLACED VENT CAP	1.0	
07/06/2016	REPLACE VENT CAP	REPLACED VENT CAP	0.3	
07/18/2016	COMMODE WON'T FLUSH	CHECKED OKAY	1.0	
07/18/2016	ODOR	CHECKED OKAY	1.5	
07/19/2016	ODOR	CHECKED OKAY	1.0	
07/20/2016	REPLACE VENT CAP	REPLACED VENT CAP	0.5	
07/21/2016	REPLACE VENT CAP	REPLACED VENT CAP	0.3	
07/21/2016	WATER WON'T GO DOWN IN SINK	SINK WAS ONLY PLACE CUSTOMER WAS HAVING PROBLEM, ISSUE ON CUSTOMER'S SIDE.	1.0	
07/25/2016	ODOR	CHECKED OKAY	1.0	
07/27/2016	ODOR	LEAK IN NEIGHBORHOOD CAUSING ODOR	1.0	
08/02/2016	REPLACE VENT CAP	REPLACED VENT CAP	0.3	
08/02/2016	REPLACE VENT CAP	REPLACED VENT CAP	0.3	
08/02/2016	REPLACE VENT CAP	REPLACED VENT CAP	1.0	
08/08/2016	ODOR	CHECKED OKAY	1.0	
08/10/2016	ODOR	CHECKED OKAY	1.0	
08/12/2016	REPLACE VENT CAP	REPLACED VENT CAP	0.5	
08/22/2016	REPLACE VENT CAP	REPLACED VENT CAP	0.5	
08/29/2016	REPLACE VENT CAP	REPLACED VENT CAP	0.5	
09/06/2016	COST ESTIMATE TO RECONNECT	LISTED PARTS NEEDED TO COST OUT FOR RECONNECTION OF SERVICE	1.0	
09/06/2016	HOUSE BEING TORN DOWN	PULLED PUMP, TURNED OFF BREAKERS	0.5	
09/07/2016	REPLACE VENT CAP	REPLACED VENT CAP	0.5	
09/08/2016	ODOR	CHECKED OKAY	1.0	
09/09/2016	REPLACE LID	REPLACED CRACKED LID	0.5	
09/19/2016	POSSIBLE LEAK	NO LEAK FOUND ON MWD SIDE. OLD SEPTIC LINE LEAKING ON CUSTOMER'S SIDE.	2.0	
09/30/2016	BREAKER ISSUE	TURNED BREAKER ON, CHECKED OKAY	1.0	
10/06/2016	REPLACE LID	REPLACED LID ON VALVE	0.5	
10/07/2016	BREAKER ISSUE	TURNED BREAKER ON, CHECKED OKAY	1.0	
10/14/2016	ODOR	CHECKED OKAY	1.0	
10/14/2016	STATION NOT WORKING	NO POWER ON CUSTOMER'S SIDE	0.5	
10/16/2016	REPLACE VENT CAP	REPLACED VENT CAP	0.5	
10/17/2016	ODOR	CHECKED OKAY	0.5	
11/02/2016	REPLACE VENT CAP	REPLACED VENT CAP	0.5	
11/22/2016	REPLACE VENT CAP	REPLACED VENT CAP	0.5	
12/02/2016	ODOR	REPAIRED CLEANOUT CAP	1.0	
12/06/2016	KICKING OFF AND ON	REPLACED EQD	1.0	
12/14/2016	TROUBLE FLUSHING	CHECKED OKAY	0.5	
12/16/2016	ODOR	PUT OUT ODOR BLOCK	0.5	

## CUSTOMER COMPLAINTS 2017

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
02/03/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	1.0	
02/28/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	1.0	
03/09/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.3	
03/09/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.3	
03/09/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.3	
04/04/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	1.0	
04/12/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	1.0	
04/17/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.5	
05/01/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	1.0	
05/22/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.5	
05/24/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.5	
06/16/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.5	
06/16/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.5	
06/20/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.5	
06/28/2017	RISER	INSTALLED 2' RISER ON STATION	1.0	
07/03/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.5	
07/03/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.5	
07/03/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.5	
07/10/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.5	
07/19/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.5	
08/02/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.5	
08/07/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	1.0	
08/09/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	1.0	
08/25/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.5	
09/01/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.3	
09/01/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.3	
09/07/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.5	
09/20/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.5	
09/29/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.5	
10/13/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.5	
10/27/2017	BUSTED LID	CUSTOMER CLAIMED LID WAS BUSTED. FOUND A CAVED IN SEPTIC TANK NOT CONNECTED TO MWD SYSTEM	0.5	
11/03/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.3	
12/01/2017	LEVEL STATION	DUG UP AND LEVELED STATION	2.0	
12/07/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.3	
12/07/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.3	
12/07/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.3	
12/07/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.3	
12/07/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.3	
12/07/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.3	
12/07/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.3	
12/07/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.3	
12/07/2017	NEEDS VENT CAP REPLACED	REPLACED VENT CAP	0.3	

## CUSTOMER COMPLAINTS 2018

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
03/01/2018	VENT CAP	REPLACED VENT CAP	0.5	
03/09/2018	VENT CAP	REPLACED VENT CAP	0.5	
04/06/2018	REPLACE LID	REPLACED SEWER LID	1.0	
04/09/2018	VENT CAP	REPLACED VENT CAP	0.3	
04/09/2018	VENT CAP	REPLACED VENT CAP	0.3	
04/23/2018	VENT CAP	REPLACED VENT CAP	0.8	
04/27/2018	VENT CAP	REPLACED VENT CAP	1.0	
04/30/2018	VENT CAP	REPLACED VENT CAP	1.0	
05/02/2018	VENT CAP	REPLACED VENT CAP	0.5	
05/04/2018	VENT CAP	REPLACED VENT CAP	0.5	
05/09/2018	VENT CAP	REPLACED VENT CAP	0.5	
05/09/2018	VENT CAP	REPLACED VENT CAP	0.5	
06/08/2018	VENT CAP	REPLACED VENT CAP	1.0	
06/16/2018	VENT CAP	REPLACED VENT CAP	1.5	YES
06/18/2018	VENT CAP	REPLACED VENT CAP	0.5	
06/18/2018	VENT CAP	REPLACED VENT CAP	1.0	
06/19/2018	VENT CAP	REPLACED VENT CAP	0.5	
06/20/2018	RISER	INSTALLED 12" RISER	1.0	
06/26/2018	VENT CAP	REPLACED VENT CAP	0.5	
07/03/2018	VENT CAP	REPLACED VENT CAP	0.5	
07/05/2018	VENT CAP	REPLACED VENT CAP	0.5	
07/06/2018	VENT CAP	REPLACED VENT CAP	0.5	
07/10/2018	RISER	INSTALLED 12" RISER	1.0	
07/23/2018	CUSTOMER REQUEST	CUSTOMER REPLACED BREAKER BOX AND WATER MWD TO CHECK PUMP. WORKING FINE	1.0	
07/23/2018	RISER	INSTALLED 24" RISER	1.0	
07/23/2018	VENT CAP	REPLACED VENT CAP	0.5	
07/24/2018	VENT CAP	REPLACED VENT CAP	0.5	
08/02/2018	VENT CAP	REPLACED VENT CAP	0.5	
08/27/2018	VENT CAP	REPLACED VENT CAP	0.5	
08/29/2018	VENT CAP	REPLACED VENT CAP	0.5	
09/05/2018	VENT CAP	REPLACED VENT CAP	0.5	

# EMERGENCY SERVICE CALLS

## EMERGENCY 2010

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/01/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
01/01/2010	LIGHT/ALARM	REPLACED PUMP AND CABLE	4.0	YES
01/02/2010	LIGHT/ALARM	REPLACED PUMP	3.0	
01/05/2010	OVERFLOWING	UNDER PROJECT WARRANTY. CONTACTED THE CONTRACTOR.	1.0	
01/06/2010	STATION BACKING UP	UNDER PROJECT WARRANTY. CONTACTED THE CONTRACTOR.	1.0	
01/07/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
01/08/2010	OVERFLOWING	REPLACED PUMP	1.0	
01/08/2010	OVERFLOWING	REPLACED PUMP	2.0	
01/08/2010	OVERFLOWING	REPLACED PUMP, THAWED PIPE IN CREEK	4.0	
01/09/2010	LIGHT/ALARM	REPLACED WET CABLE	4.5	YES
01/11/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
01/11/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
01/11/2010	LIGHT/ALARM	REPLACED PUMP, CABLE & CONTROL BOARD	5.0	YES
01/12/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
01/13/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
01/15/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
01/18/2010	OVERFLOWING	REPLACED PUMP	1.0	
01/18/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
01/19/2010	OVERFLOWING	BREAKERS KNOCKED ON CUSTOMER'S SIDE	1.0	
01/19/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD ON/OFF SWITCH	1.0	
01/19/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
01/20/2010	ODOR	STATION CHECKED OKAY UPON ARRIVAL.	1.0	
01/22/2010	OVERFLOWING	REPLACED PUMP	2.0	
01/26/2010	OVERFLOWING	REPLACED PUMP	1.0	
01/26/2010	OVERFLOWING	REPLACED PUMP DUE TO BAD STATOR	1.0	
01/28/2010	OVERFLOWING	BREAKERS KNOCKED ON CUSTOMER'S SIDE	1.0	
01/29/2010	OVERFLOWING	REPLACED PUMP	2.0	
01/30/2010	LIGHT/ALARM	CLEANED OUT STATION DUE TO SOLIDS	4.0	YES
02/01/2010	OVERFLOWING	REPLACED PUMP	1.0	
02/02/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
02/02/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
02/03/2010	LIGHT/ALARM	REPLACED PUMP AND CABLE	1.5	
02/03/2010	LIGHT/ALARM	REPLACED PUMP, CABLE & BREAKERS	1.0	
02/08/2010	LIGHT/ALARM	BREAKERS KNOCKED ON CUSTOMER'S SIDE	1.0	
02/08/2010	OVERFLOWING	REPLACED PUMP	1.5	
02/08/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
02/09/2010	OVERFLOWING	REPLACED PUMP	2.0	
02/11/2010	LIGHT/ALARM	PROBLEM ON CUSTOMER'S SIDE	2.0	
02/15/2010	OVERFLOWING	NO POWER AT STATION	3.0	YES
02/15/2010	OVERFLOWING	REPLACED PUMP	3.0	YES
02/17/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
02/19/2010	PUMP NOT WORKING	REPLACED PUMP DUE TO BAD STATOR	1.0	
02/20/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
02/21/2010	OVERFLOWING	REPLACED PUMP DUE TO BAD STATOR	2.0	YES
02/21/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
02/22/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
02/23/2010	OVERFLOWING	REPLACED PUMP	4.0	YES
02/23/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
02/24/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
02/24/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
02/24/2010	PUMP RUNNING CONTINUOUSLY	REPLACED PUMP DUE TO BAD ON/OFF SWITCH	1.0	
02/25/2010	LIGHT/ALARM	REPLACED PUMP AND CABLE	2.0	
02/26/2010	OVERFLOWING	BREAKERS KNOCKED ON CUSTOMER'S SIDE	1.0	
02/26/2010	OVERFLOWING	REPLACED PUMP DUE TO BAD STATOR	1.0	
03/01/2010	OVERFLOWING	BREAKERS KNOCKED ON CUSTOMER'S SIDE	2.0	
03/01/2010	OVERFLOWING	REPLACED PUMP	2.0	YES
03/01/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
03/01/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
03/01/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
03/02/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
03/03/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
03/04/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
03/04/2010	LIGHT/ALARM	REPLACED PUMP	4.0	YES
03/08/2010	LIGHT/ALARM	BREAKERS KNOCKED ON CUSTOMER'S SIDE	1.0	

## EMERGENCY 2010

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
03/08/2010	PUMP NOT WORKING	REPLACED PUMP DUE TO BABY WIPES IN STATION	2.0	
03/08/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	5.0	YES
03/09/2010	OVERFLOWING	BREAKERS KNOCKED ON CUSTOMER'S SIDE	1.0	
03/09/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
03/10/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
03/10/2010	OVERFLOWING	REPLACED PUMP DUE TO BAD STATOR	1.0	
03/12/2010	LIGHT/ALARM	REPLACED PUMP	5.0	YES
03/15/2010	LIGHT/ALARM	REPLACED PUMP	2.5	
03/15/2010	LIGHT/ALARM	REPLACED PUMP	1.5	
03/15/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
03/15/2010	LIGHT/ALARM	RESET PUMP DUE TO AIR LOCKED	1.0	
03/16/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
03/16/2010	LIGHT/ALARM	REPLACED PUMP AND CABLE	1.5	
03/16/2010	LIGHT/ALARM	REPLACED PUMP AND CABLE	5.0	YES
03/19/2010	OVERFLOWING	REPLACED PUMP	4.0	YES
03/20/2010	OVERFLOWING	REPLACED PUMP	3.0	YES
03/22/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
03/22/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
03/22/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
03/24/2010	LIGHT/ALARM	REPLACED PLASTIC PIG TAIL ON OUTSIDE OF BARRELL	2.0	
03/24/2010	OVERFLOWING	REPLACED PUMP DUE TO BAD STATOR	1.5	
03/26/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
03/26/2010	COMMOMES NOT FLUSHING PROPERLY	REPLACED PUMP, CABLE & CONTROL BOARD	5.0	YES
03/26/2010	LIGHT/ALARM	RESET PUMP IN ALARM STAGE	0.5	
03/27/2010	OVERFLOWING	REPLACED PUMP	4.0	YES
03/29/2010	OVERFLOWING	REPLACED PUMP	1.0	
03/29/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
03/29/2010	LIGHT/ALARM	REPLACED PUMP STUCK IN ALARM STAGE	1.5	
03/30/2010	STATION BACKING UP	BLOCKED LINE ON CUSTOMER'S SIDE	0.5	
03/30/2010	OVERFLOWING	NO POWER AT STATION	1.0	
03/31/2010	OVERFLOWING	BREAKERS KNOCKED ON CUSTOMER'S SIDE	3.0	YES
04/01/2010	OVERFLOWING	REPLACED PUMP	1.0	
04/01/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
04/03/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/05/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
04/05/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
04/05/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
04/06/2010	OVERFLOWING	REPLACED PLASTIC PIG TAIL WITH BRASS. INSTALLED PRESSURE CONNECT & BOX.	3.0	
04/06/2010	OVERFLOWING	REPLACED PUMP, CABLE & CONTROL BOARD	2.0	
04/06/2010	OVERFLOWING	STATION CHECKED OKAY UPON ARRIVAL.	1.0	
04/07/2010	LIGHT/ALARM	RESET PUMP IN ALARM STAGE	1.0	
04/08/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/08/2010	LIGHT/ALARM	REPLACED PUMP DUE TO GREASE ISSUE	1.0	
04/09/2010	LIGHT/ALARM	REPLACED PUMP	1.5	
04/09/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
04/11/2010	OVERFLOWING	REPLACED PUMP	5.0	YES
04/12/2010	LIGHT/ALARM	NO POWER AT STATION	1.0	
04/12/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
04/12/2010	LIGHT/ALARM	RESET PUMP IN ALARM STAGE	1.0	
04/13/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
04/13/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/14/2010	OVERFLOWING	REPLACED PLASTIC PIG TAIL ON OUTSIDE OF BARRELL	5.0	YES
04/14/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
04/15/2010	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
04/16/2010	LIGHT/ALARM	REPLACED PUMP STUCK IN ALARM STAGE	1.0	
04/19/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
04/19/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/19/2010	LIGHT/ALARM	REPLACED PUMP DUE TO ELECTRICAL SHORT IN PUMP	1.5	
04/19/2010	OVERFLOWING	UNDER PROJECT WARRANTY. CONTACTED THE CONTRACTOR.	1.0	
04/20/2010	OVERFLOWING	REPLACED PUMP	1.0	
04/20/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	

## EMERGENCY 2010

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
04/20/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
04/20/2010	LIGHT/ALARM	UNDER PROJECT WARRANTY. CONTACTED THE CONTRACTOR.	1.0	
04/21/2010	LIGHT/ALARM	REPLACED PUMP AND CABLE	1.0	
04/22/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
04/22/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
04/22/2010	LIGHT/ALARM	UNDER PROJECT WARRANTY. CONTACTED THE CONTRACTOR.	0.5	
04/23/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/24/2010	LIGHT/ALARM	REPLACED PUMP	4.0	YES
04/26/2010	OVERFLOWING	REPLACED PUMP	1.0	
04/26/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
04/26/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
04/26/2010	PUMP RUNNING CONTINUOUSLY	REPLACED PUMP, CABLE, CONTROL BOARD	2.0	YES
04/26/2010	OVERFLOWING	REPLACED PUMP, CLEANED LINE, BLOCKED ON MWD SIDE	6.0	
04/27/2010	OVERFLOWING	BREAKERS KNOCKED ON CUSTOMER'S SIDE	1.0	
04/28/2010	ODOR	REPLACED PUMP	1.0	
04/28/2010	STATION BACKING UP	REPLACED PUMP AND CABLE	2.0	
04/30/2010	BREAKERS KICKING	REPLACED PUMP, CABLE, CONTROL BOARD & BREAKER	1.0	
05/01/2010	LIGHT/ALARM	RESET ALARM	3.0	YES
05/03/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
05/03/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD ON/OFF SWITCH	1.0	
05/03/2010	PUMP NOT WORKING	REPLACED PUMP DUE TO BAD STATOR	1.0	
05/03/2010	LIGHT/ALARM	REPLACED PUMP, CUSTOMER TO REPAIR GROUND WATER PROBLEM ON THEIR SIDE	2.0	
05/04/2010	LIGHT/ALARM	CUSTOMER HAD PLUMBED A SUMP PUMP INTO STATION. MWD MADE CUSTOMER TURN IT OFF AND REMOVE IT.	1.0	
05/06/2010	LIGHT/ALARM	REPLACED PUMP AND CABLE, MOVED CONTROL BOX	4.0	
05/06/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.5	
05/07/2010	LIGHT/ALARM	REPLACED BAD CABLE	3.0	YES
05/08/2010	OVERFLOWING	STATION CHECKED OKAY UPON ARRIVAL.	2.0	
05/10/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
05/10/2010	OVERFLOWING	STATION CHECKED OKAY. CUSTOMER HAS LEAK ON HIS SIDE.	0.5	
05/11/2010	OVERFLOWING	REPLACED PUMP	1.0	
05/11/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
05/13/2010	LIGHT/ALARM	REPLACED PUMP DUE TO GREASE ISSUE	1.0	
05/14/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
05/14/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
05/14/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	3.0	YES
05/15/2010	LIGHT/ALARM	STATION CHECKED OKAY UPON ARRIVAL.	3.0	YES
05/16/2010	LIGHT/ALARM	REPLACED PUMP	1.5	
05/16/2010	STATION BACKING UP	REPLACED PUMP. CUSTOMER ALSO HAS BLOCKED LINE ON HIS SIDE.	2.5	YES
05/17/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
05/17/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD CHECK VALVE	1.5	
05/18/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
05/19/2010	LIGHT/ALARM	BREAKER KNOCKED IN THE BARRELL. RESET BREAKER	0.5	
05/19/2010	OVERFLOWING	NO POWER AT STATION	1.0	
05/19/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/20/2010	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	3.0	YES
05/21/2010	OVERFLOWING	BREAKERS KNOCKED ON CUSTOMER'S SIDE	1.0	
05/21/2010	OVERFLOWING	CUSTOMER'S 4" LINE BLOCKED	1.0	
05/21/2010	LIGHT/ALARM	NO POWER AT STATION	1.0	
05/21/2010	LIGHT/ALARM	REPLACED PUMP	1.5	
05/22/2010	LIGHT/ALARM	REPLACED PUMP. UNDER PROJECT WARRANTY. BILLED CONTRACTOR.	5.0	YES
05/24/2010	OVERFLOWING	NO POWER AT STATION	1.0	
05/25/2010	OVERFLOWING	BREAKERS KNOCKED ON CUSTOMER'S SIDE	1.0	
05/25/2010	STATION BACKING UP	CUSTOMER'S 4" LINE BLOCKED	1.0	
05/25/2010	OVERFLOWING	NO POWER AT STATION	1.0	
05/25/2010	PUMP NOT WORKING	REPLACED PUMP & CONTROL BOARD	2.0	



## EMERGENCY 2010

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
05/26/2010	OVERFLOWING	REPLACED PUMP	2.0	
05/27/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
05/27/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/29/2010	OVERFLOWING	REPLACED PUMP	4.0	YES
05/29/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/30/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/01/2010	LIGHT/ALARM	REPLACED PUMP AND CABLE	1.0	
06/01/2010	LIGHT/ALARM	RESET PUMP DUE TO AIR LOCKED	0.5	
06/01/2010	LIGHT/ALARM	STATION CHECKED OKAY UPON ARRIVAL.	2.0	
06/01/2010	LIGHT/ALARM	UNDER PROJECT WARRANTY. CONTACTED THE CONTRACTOR.	1.0	
06/03/2010	COMMODOES NOT FLUSHING PROPERLY	CLOGGED LINE ON MWD SIDE, CLEANED OUT	1.0	
06/03/2010	OVERFLOWING	REPLACED PUMP AND CABLE	2.0	
06/03/2010	OVERFLOWING	REPLACED PUMP AND CABLE	1.0	
06/03/2010	PUMP NOT WORKING	STATION CHECKED OKAY UPON ARRIVAL.	1.0	
06/04/2010	OVERFLOWING	REPLACED PUMP	1.0	
06/04/2010	PUMP NOT WORKING	REPLACED PUMP AND CABLE	2.0	
06/05/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
06/06/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/06/2010	STATION BACKING UP	REPLACED PUMP DUE TO BAD STATOR	3.0	YES
06/07/2010	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	2.0	
06/07/2010	SEWER LEAK	REPLACED PUMP, CABLE & BREAKERS	2.0	
06/08/2010	PUMP NOT WORKING	REPLACED PUMP AND CABLE	2.0	
06/09/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
06/10/2010	DAMAGE TO STATION	REPLACED DEAD PUMP, CONTROL BOARD, CONDUIT WAS TORN LOOSE FROM THE BOX	2.0	
06/10/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
06/10/2010	LIGHT/ALARM	REPLACED PUMP	3.0	
06/10/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
06/10/2010	LIGHT/ALARM	STATION CHECKED OKAY UPON ARRIVAL.	0.5	
06/10/2010	ODOR	UNDER PROJECT WARRANTY. CONTACTED THE CONTRACTOR.	1.0	
06/11/2010	LIGHT/ALARM	NO POWER AT STATION	1.0	
06/11/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
06/12/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/12/2010	LIGHT/ALARM	STATION CHECKED OKAY UPON ARRIVAL.	5.0	YES
06/13/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/14/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
06/14/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
06/14/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
06/15/2010	STATION BACKING UP	BREAKERS KNOCKED ON CUSTOMER'S SIDE	1.0	
06/16/2010	OVERFLOWING	REPLACED PUMP	1.0	
06/16/2010	LIGHT/ALARM	STATION CHECKED OKAY UPON ARRIVAL.	0.5	
06/17/2010	OVERFLOWING	BREAKERS KNOCKED ON CUSTOMER'S SIDE	4.0	YES
06/17/2010	OVERFLOWING	REPLACED PUMP	1.0	
06/17/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
06/17/2010	OVERFLOWING	STATION CHECKED OKAY UPON ARRIVAL.	1.0	
06/19/2010	LIGHT/ALARM	NO POWER AT STATION	3.0	YES
06/19/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/21/2010	OVERFLOWING	REPLACED PUMP	1.0	
06/21/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
06/21/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
06/21/2010	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
06/21/2010	LIGHT/ALARM	REPLACED PUMP STUCK IN ALARM STAGE	1.0	
06/21/2010	LIGHT/ALARM	REPLACED PUMP STUCK IN ALARM STAGE	2.0	YES
06/21/2010	LIGHT/ALARM	REPLACED PUMP, CABLE & CONTROL BOARD	2.0	
06/21/2010	OVERFLOWING	STATION CHECKED OKAY UPON ARRIVAL.	1.0	
06/22/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
06/22/2010	PUMP NOT WORKING	REPLACED PUMP AND CABLE	1.0	
06/22/2010	LIGHT/ALARM	REPLACED PUMP STUCK IN ALARM STAGE	1.0	
06/22/2010	LIGHT/ALARM	REPLACED PUMP, CABLE & CONTROL BOARD	2.0	
06/22/2010	LIGHT/ALARM	RESET PUMP DUE TO AIR LOCKED	0.5	
06/22/2010	ODOR	STATION CHECKED OKAY UPON ARRIVAL.	1.5	
06/23/2010	PUMP NOT WORKING	NO POWER AT STATION	1.0	
06/23/2010	OVERFLOWING	REPLACED PUMP	1.0	
06/23/2010	LIGHT/ALARM	REPLACED PUMP	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
06/23/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
06/23/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
06/24/2010	LIGHT/ALARM	CLOGGED LINE ON MWD SIDE, CLEANED OUT	4.0	
06/25/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
06/25/2010	OVERFLOWING	REPLACED PUMP DUE TO BAD STATOR	1.0	
06/26/2010	OVERFLOWING	REPLACED PUMP	1.0	
06/26/2010	STATION BACKING UP	REPLACED PUMP DUE TO BAD STATOR	1.0	
06/28/2010	OVERFLOWING	REPLACED PUMP	1.5	
06/28/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
06/28/2010	LIGHT/ALARM	REPLACED PUMP	3.5	YES
06/28/2010	LIGHT/ALARM	UNDER PROJECT WARRANTY. CONTACTED THE CONTRACTOR.	1.0	
06/29/2010	VERIFY CONNECTION	BREAKERS KNOCKED ON CUSTOMER'S SIDE	1.0	
06/29/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
06/29/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
06/30/2010	OVERFLOWING	NO POWER AT STATION	1.0	
06/30/2010	OVERFLOWING	REPLACED PUMP	1.0	
07/01/2010	OVERFLOWING	REPLACED A BROKEN PIG TAIL	2.0	
07/02/2010	OVERFLOWING	REPLACED PUMP	1.0	
07/02/2010	OVERFLOWING	REPLACED PUMP	1.0	
07/02/2010	OVERFLOWING	REPLACED PUMP	2.0	
07/02/2010	OVERFLOWING	REPLACED PUMP	1.0	
07/02/2010	OVERFLOWING	REPLACED PUMP	1.5	
07/02/2010	OVERFLOWING	REPLACED PUMP DUE TO BAD ON/OFF SWITCH	2.5	
07/02/2010	OVERFLOWING	REPLACED PUMP IN ALARM STAGE. STILL UNDER WARRANTY. BILLED CONTRACTOR	1.0	
07/02/2010	LIGHT/ALARM	REPLACED PUMP STUCK IN ALARM STAGE	1.0	
07/03/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/04/2010	LIGHT/ALARM	REPLACED PUMP AND CABLE	3.0	YES
07/06/2010	OVERFLOWING	REPLACED PUMP	1.0	
07/06/2010	OVERFLOWING	REPLACED PUMP	1.0	
07/06/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
07/07/2010	LIGHT/ALARM	NO POWER AT STATION	1.0	
07/12/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
07/13/2010	COMMODES NOT FLUSHING PROPERLY	CUSTOMER'S 4" LINE BLOCKED	1.0	
07/13/2010	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
07/14/2010	OVERFLOWING	NO POWER AT STATION	1.0	
07/14/2010	LIGHT/ALARM	NO POWER AT STATION	1.0	
07/14/2010	OVERFLOWING	REPLACED A BROKEN PIG TAIL	1.0	
07/14/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
07/14/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
07/14/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
07/15/2010	LIGHT/ALARM	REPLACED PUMP AND CABLE	1.0	
07/16/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
07/19/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD ON/OFF SWITCH	1.5	
07/20/2010	BREAKERS KICKING	REPLACED PUMP	1.0	
07/20/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
07/21/2010	OVERFLOWING	REPLACED PUMP, CABLE & CONTROL BOARD	1.0	
07/22/2010	LIGHT/ALARM	REPLACED PUMP	1.5	
07/23/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
07/23/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
07/23/2010	PUMP NOT WORKING	REPLACED PUMP AND CABLE	2.5	
07/23/2010	LIGHT/ALARM	REPLACED PUMP AND CABLE	1.5	
07/23/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
07/24/2010	LIGHT/ALARM	STATION CHECKED OKAY UPON ARRIVAL.	5.0	YES
07/26/2010	LIGHT/ALARM	BREAKERS KNOCKED ON CUSTOMER'S SIDE	3.0	YES
07/26/2010	OVERFLOWING	BREAKERS KNOCKED ON CUSTOMER'S SIDE	2.0	
07/26/2010	OVERFLOWING	REPLACED PUMP	1.0	
07/26/2010	OVERFLOWING	REPLACED PUMP	2.0	
07/26/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
07/26/2010	LIGHT/ALARM	REPLACED PUMP AND CABLE	1.5	
07/26/2010	OVERFLOWING	REPLACED PUMP AND CABLE	2.0	
07/27/2010	OVERFLOWING	NO POWER AT STATION	1.0	
07/27/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
07/27/2010	LIGHT/ALARM	STATION CHECKED OKAY UPON ARRIVAL.	1.0	
07/27/2010	OVERFLOWING	STATION CHECKED OKAY UPON ARRIVAL.	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
07/28/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/28/2010	LIGHT/ALARM	STATION CHECKED OKAY UPON ARRIVAL.	0.5	
07/29/2010	PUMP NOT WORKING	NO POWER AT STATION	1.0	
07/29/2010	LIGHT/ALARM	REPLACED PUMP	1.5	
07/29/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
07/29/2010	LIGHT/ALARM	REPLACED PUMP	4.5	YES
07/29/2010	LIGHT/ALARM	STATION CHECKED OKAY UPON ARRIVAL.	0.5	
07/30/2010	PUMP NOT WORKING	BAD BREAKER ON CUSTOMER SIDE	1.0	
07/30/2010	OVERFLOWING	REPLACED PUMP	2.0	
08/02/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
08/02/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
08/02/2010	OVERFLOWING	REPLACED PUMP AND CABLE	2.0	
08/02/2010	LIGHT/ALARM	STATION CHECKED OKAY UPON ARRIVAL.	1.0	
08/03/2010	OVERFLOWING	REPLACED PUMP	1.0	
08/03/2010	LIGHT/ALARM	REPLACED PUMP	1.5	
08/03/2010	LIGHT/ALARM	REPLACED PUMP	1.5	
08/03/2010	LIGHT/ALARM	REPLACED PUMP	1.5	
08/03/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
08/03/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/03/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
08/04/2010	OVERFLOWING	BREAKERS KNOCKED ON CUSTOMER'S SIDE	1.0	
08/04/2010	OVERFLOWING	REPLACED PUMP	1.0	
08/04/2010	OVERFLOWING	REPLACED PUMP DUE TO GREASE ISSUE	1.0	
08/05/2010	OVERFLOWING	NO POWER AT STATION	1.0	
08/06/2010	OVERFLOWING	REPLACED PUMP	1.0	
08/06/2010	OVERFLOWING	REPLACED PUMP	3.0	YES
08/06/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD ON/OFF SWITCH	1.0	
08/06/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
08/06/2010	LIGHT/ALARM	REPLACED PUMP STUCK IN ALARM STAGE	1.0	
08/06/2010	LIGHT/ALARM	RESET PUMP IN ALARM STAGE	1.0	
08/07/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
08/09/2010	PUMP NOT WORKING	CLOGGED LINE ON MWD SIDE, CLEANED OUT	2.5	
08/09/2010	OVERFLOWING	REPLACED PUMP	3.0	YES
08/09/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
08/09/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
08/09/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
08/09/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD ON/OFF SWITCH	1.0	
08/09/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	2.0	YES
08/09/2010	LIGHT/ALARM	REPLACED PUMP DUE TO GREASE ISSUE	1.0	
08/09/2010	LIGHT/ALARM	UNDER PROJECT WARRANTY. CONTACTED THE CONTRACTOR.	1.0	
08/10/2010	OVERFLOWING	BREAKERS KNOCKED ON CUSTOMER'S SIDE	2.0	YES
08/10/2010	OVERFLOWING	REPLACED PUMP AND CABLE	5.0	YES
08/12/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
08/12/2010	OVERFLOWING	REPLACED PUMP DUE TO BAD STATOR	1.0	
08/13/2010	OVERFLOWING	REPLACED PUMP	4.0	YES
08/13/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
08/13/2010	LIGHT/ALARM	REPLACED PUMP STUCK IN ALARM STAGE	1.0	
08/15/2010	OVERFLOWING	REPLACED PUMP	3.0	YES
08/16/2010	OVERFLOWING	REPLACED PUMP DUE TO GREASE ISSUE	2.0	
08/17/2010	PUMP NOT WORKING	STATION CHECKED OKAY UPON ARRIVAL.	1.0	
08/18/2010	LIGHT/ALARM	REPLACED PUMP	2.5	YES
08/18/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/18/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
08/18/2010	LIGHT/ALARM	RESET PUMP IN ALARM STAGE	1.0	
08/19/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/20/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
08/21/2010	OVERFLOWING	BREAKERS KNOCKED ON CUSTOMER'S SIDE	2.0	YES
08/21/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/22/2010	LIGHT/ALARM	BREAKERS KNOCKED ON CUSTOMER'S SIDE	3.0	YES
08/23/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
08/23/2010	LIGHT/ALARM	STATION CHECKED OKAY UPON ARRIVAL.	0.5	
08/24/2010	OVERFLOWING	REPLACED PUMP	1.0	
08/25/2010	OVERFLOWING	REPLACED PUMP AND CABLE	1.0	
08/25/2010	LIGHT/ALARM	REPLACED PUMP STUCK IN ALARM STAGE	1.0	
08/26/2010	LIGHT/ALARM	REPLACED PUMP STUCK IN ALARM STAGE	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
08/27/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
08/27/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
08/27/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
08/27/2010	OVERFLOWING	REPLACED PUMP & EQD END	1.0	
08/27/2010	PUMP NOT WORKING	REPLACED PUMP DUE TO BAD STATOR	1.0	
08/27/2010	LIGHT/ALARM	REPLACED PUMP DUE TO GREASE ISSUE	1.0	
08/27/2010	LIGHT/ALARM	RESET PUMP IN ALARM STAGE	2.0	YES
08/27/2010	LIGHT/ALARM	RESET PUMP IN ALARM STAGE	2.0	YES
08/30/2010	STATION BACKING UP	CUSTOMER HAS DAMAGED STATION AND MUST PAY FOR DAMAGES BEFORE RECONNECTION.	1.0	
08/30/2010	OVERFLOWING	NO POWER AT STATION	1.0	
08/30/2010	ODOR	REPLACED PUMP	1.0	
08/30/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
08/30/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
08/30/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/30/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
08/30/2010	PUMP NOT WORKING	UNDER PROJECT WARRANTY. CONTACTED THE CONTRACTOR.	1.0	
08/31/2010	OVERFLOWING	NO POWER AT STATION	1.0	
08/31/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
08/31/2010	OVERFLOWING	REPLACED PUMP DUE TO BAD STATOR	1.0	
09/01/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
09/01/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
09/03/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
09/03/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
09/03/2010	LIGHT/ALARM	REPLACED PUMP STUCK IN ALARM STAGE	2.5	YES
09/03/2010	LIGHT/ALARM	RESET PUMP	1.0	
09/07/2010	OVERFLOWING	REPLACED PUMP DUE TO BAD STATOR	1.0	
09/07/2010	OVERFLOWING	REPLACED PUMP DUE TO BAD STATOR	1.0	
09/08/2010	LIGHT/ALARM	NO POWER AT STATION	1.5	YES
09/08/2010	OVERFLOWING	REPLACED PUMP	1.0	
09/08/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
09/09/2010	OVERFLOWING	NO POWER AT STATION	1.0	
09/09/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
09/10/2010	ODOR	REPLACED PUMP	1.0	
09/10/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
09/13/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
09/13/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
09/13/2010	LIGHT/ALARM	REPLACED PUMP DUE TO GREASE ISSUE	1.0	
09/14/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
09/14/2010	PUMP NOT WORKING	STATION CHECKED OKAY UPON ARRIVAL.	1.0	
09/15/2010	OVERFLOWING	CLOGGED LINE ON MWD SIDE, CLEANED OUT	7.0	
09/15/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
09/15/2010	LIGHT/ALARM	STATION CHECKED OKAY UPON ARRIVAL.	1.0	
09/16/2010	OVERFLOWING	REPLACED PUMP	1.0	
09/16/2010	OVERFLOWING	REPLACED PUMP	3.0	YES
09/17/2010	OVERFLOWING	REPLACED PUMP DUE TO BAD STATOR	1.0	
09/17/2010	OVERFLOWING	REPLACED PUMP DUE TO BAD STATOR	1.0	
09/17/2010	LIGHT/ALARM	REPLACED PUMP DUE TO GREASE ISSUE	1.0	
09/20/2010	LIGHT/ALARM	REPLACED PUMP DUE TO GREASE ISSUE	3.0	YES
09/20/2010	PUMP NOT WORKING	STATION CHECKED OKAY UPON ARRIVAL.	1.0	
09/21/2010	OVERFLOWING	NO POWER AT STATION	3.0	YES
09/21/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
09/24/2010	LIGHT/ALARM	RESET PUMP	1.0	
09/25/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/25/2010	OVERFLOWING	REPLACED PUMP AND CABLE	3.0	YES
09/28/2010	LIGHT/ALARM	REPLACED PUMP AND CABLE	5.0	YES
09/29/2010	LIGHT/ALARM	NO POWER AT STATION	1.0	
09/29/2010	LIGHT/ALARM	NO POWER AT STATION	0.5	
09/30/2010	PUMP NOT WORKING	REPLACED PUMP DUE TO BREAKERS BEING TRIPPED	1.0	
09/30/2010	LIGHT/ALARM	REPLACED PUMP DUE TO GREASE ISSUE	1.0	
10/01/2010	OVERFLOWING	REPLACED PUMP	2.0	YES
10/01/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
10/01/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
10/04/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
10/04/2010	LIGHT/ALARM	REPLACED PUMP	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
10/04/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
10/05/2010	OVERFLOWING	REPLACED PUMP AND CABLE	1.0	
10/05/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
10/05/2010	ODOR	UNDER PROJECT WARRANTY. CONTACTED THE CONTRACTOR.	1.0	
10/06/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
10/06/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
10/06/2010	LIGHT/ALARM	REPLACED PUMP DUE TO GREASE ISSUE	1.0	
10/08/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
10/12/2010	ODOR	REPLACED PUMP	1.0	
10/12/2010	LIGHT/ALARM	REPLACED PUMP AND LEAKING PIG TAIL	1.0	
10/13/2010	OVERFLOWING	REPLACED PUMP AND CABLE	1.0	
10/14/2010	LIGHT/ALARM	REPLACED PUMP	4.0	YES
10/15/2010	LIGHT/ALARM	REPLACED PUMP	2.5	YES
10/15/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
10/15/2010	LIGHT/ALARM	REPLACED PUMP STUCK IN ALARM STAGE	3.5	YES
10/15/2010	LIGHT/ALARM	REPLACED PUMP. CONTRACTOR LEFT OFF A PRESSURE CONNECT. BILLED CONTRACTOR	3.0	YES
10/16/2010	OVERFLOWING	NO POWER AT STATION	4.0	YES
10/18/2010	OVERFLOWING	BREAKERS KNOCKED ON CUSTOMER'S SIDE	0.5	
10/18/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
10/18/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
10/18/2010	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
10/18/2010	OVERFLOWING	REPLACED PUMP DUE TO GREASE ISSUE	1.0	
10/19/2010	OVERFLOWING	REPLACED PUMP AND CABLE	1.0	
10/21/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
10/22/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
10/22/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
10/23/2010	OVERFLOWING	REPLACED PUMP	5.0	YES
10/25/2010	OVERFLOWING	REPLACED PUMP	1.0	
10/25/2010	LIGHT/ALARM	REPLACED PUMP	2.0	YES
10/25/2010	STATION BACKING UP	REPLACED PUMP & CONTROL BOARD	2.0	
10/25/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	2.0	YES
10/26/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
10/26/2010	OVERFLOWING	REPLACED PUMP DUE TO BAD STATOR	1.0	
10/27/2010	OVERFLOWING	REPLACED PUMP	1.0	
10/27/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
10/28/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
10/28/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
10/28/2010	OVERFLOWING	REPLACED PUMP STUCK IN ALARM STAGE	1.0	
10/29/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	2.0	YES
10/29/2010	LIGHT/ALARM	REPLACED PUMP STUCK IN ALARM STAGE	1.0	
10/30/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
10/30/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
11/01/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
11/02/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
11/02/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
11/02/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
11/03/2010	LIGHT/ALARM	REPLACED PUMP	5.0	YES
11/04/2010	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
11/04/2010	ODOR	REPLACED PUMP DUE TO BAD STATOR	1.0	
11/04/2010	PUMP NOT WORKING	REPLACED PUMP DUE TO GREASE ISSUE	1.0	
11/05/2010	LIGHT/ALARM	REPLACED PUMP	4.0	YES
11/06/2010	LIGHT/ALARM	NO POWER AT STATION	3.0	YES
11/07/2010	LIGHT/ALARM	REPLACED PUMP	4.0	YES
11/08/2010	ODOR	REPLACED PUMP	1.0	
11/08/2010	LIGHT/ALARM	REPLACED PUMP	3.0	
11/08/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
11/09/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
11/09/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
11/09/2010	LIGHT/ALARM	REPLACED PUMP AND CABLE	2.0	
11/10/2010	LIGHT/ALARM	REPLACED PUMP STUCK IN ALARM STAGE	1.0	
11/11/2010	LIGHT/ALARM	REPLACED PUMP	4.0	YES
11/14/2010	OVERFLOWING	REPLACED BAD BREAKER ON MWD SIDE	3.0	YES
11/15/2010	LIGHT/ALARM	NO POWER AT STATION	1.0	
11/15/2010	OVERFLOWING	REPLACED PUMP	1.5	

## EMERGENCY 2010

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
11/16/2010	COMMODOES NOT FLUSHING PROPERLY	CUSTOMER'S 4" LINE BLOCKED	1.0	
11/16/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
11/16/2010	LIGHT/ALARM	REPLACED PUMP AND CABLE	2.0	
11/16/2010	OVERFLOWING	REPLACED PUMP DUE TO BAD ON/OFF SWITCH	1.0	
11/18/2010	OVERFLOWING	NO POWER AT STATION	1.0	
11/18/2010	OVERFLOWING	REPLACED PUMP	1.5	
11/18/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
11/19/2010	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	2.0	
11/20/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/22/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
11/23/2010	ODOR	REPLACED PUMP	1.0	
11/23/2010	LIGHT/ALARM	REPLACED PUMP	3.5	YES
11/23/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
11/23/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
11/23/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/23/2010	PUMP NOT WORKING	REPLACED PUMP DUE TO BAD STATOR	1.0	
11/24/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
11/24/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
11/24/2010	LIGHT/ALARM	REPLACED PUMP AND CABLE	1.0	
11/25/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/26/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/27/2010	LIGHT/ALARM	REPAIRED PRESSURE CONNECT	1.0	
11/27/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/27/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/30/2010	OVERFLOWING	REPLACED PUMP	1.0	
12/03/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
12/03/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
12/03/2010	OVERFLOWING	REPLACED PUMP AND CABLE	1.5	
12/03/2010	OVERFLOWING	REPLACED PUMP DUE TO BAD ON/OFF SWITCH	1.0	
12/06/2010	OVERFLOWING	REPLACED PUMP	2.0	
12/06/2010	OVERFLOWING	REPLACED PUMP	3.0	YES
12/06/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
12/07/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
12/07/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
12/07/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
12/07/2010	OVERFLOWING	REPLACED PUMP, REPAIRED CABLE, VALVE & REPLACED CONTROL BOARD	1.5	
12/08/2010	STATION BACKING UP	CUSTOMER'S 4" LINE BLOCKED	0.5	
12/08/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
12/09/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
12/10/2010	OVERFLOWING	REPLACED PUMP	1.0	
12/10/2010	OVERFLOWING	REPLACED PUMP	1.5	
12/10/2010	LIGHT/ALARM	REPLACED PUMP	1.5	
12/10/2010	PUMP NOT WORKING	STATION CHECKED OKAY UPON ARRIVAL.	1.0	
12/12/2010	LIGHT/ALARM	REPLACED PUMP	3.0	YES
12/13/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
12/13/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
12/14/2010	LIGHT/ALARM	REPLACED PUMP	1.5	
12/14/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
12/15/2010	OVERFLOWING	REPLACED PUMP	1.0	
12/15/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
12/15/2010	LIGHT/ALARM	REPLACED PUMP STUCK IN ALARM STAGE	1.0	
12/16/2010	LIGHT/ALARM	REPLACED PUMP STUCK IN ALARM STAGE	3.0	YES
12/17/2010	LIGHT/ALARM	NO POWER AT STATION	1.0	
12/17/2010	STATION BACKING UP	REPLACED PUMP & EQD END	1.0	
12/18/2010	LIGHT/ALARM	REPLACED PUMP STUCK IN ALARM STAGE	3.0	YES
12/20/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
12/21/2010	OVERFLOWING	REPLACED PUMP	2.0	
12/21/2010	LIGHT/ALARM	REPLACED PUMP	4.0	YES
12/23/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
12/28/2010	OVERFLOWING	REPLACED PUMP	1.0	
12/28/2010	LIGHT/ALARM	REPLACED PUMP	2.0	
12/29/2010	COMMODOES NOT FLUSHING PROPERLY	CUSTOMER'S 4" LINE BLOCKED	1.0	
12/29/2010	LIGHT/ALARM	REPLACED PUMP	1.0	
12/30/2010	OVERFLOWING	REPLACED PUMP	1.0	
12/30/2010	LIGHT/ALARM	REPLACED PUMP	1.0	

## EMERGENCY 2011

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/01/2011	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
01/03/2011	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
01/04/2011	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
01/04/2011	PUMP RUNNING CONSTANTLY	REPLACED PUMP	1.0	
01/06/2011	OVERFLOWING	REPAIRED SERVICE LINE LEAK OUTSIDE OF BARREL	1.5	
01/06/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
01/06/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
01/11/2011	LIGHT/ALARM	CLEANED CHECK VALVE	2.0	YES
01/11/2011	STATION BACKING UP	REPLACED PUMP	3.0	YES
01/14/2011	OVERFLOWING	REPLACED PUMP	3.0	YES
01/16/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
01/17/2011	LIGHT/ALARM	REPLACED PUMP	2.0	YES
01/18/2011	LIGHT/ALARM	REPLACED PUMP	2.0	
01/19/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
01/19/2011	OVERFLOWING	REPLACED PUMP	1.5	
01/20/2011	OVERFLOWING	REPLACED PUMP	1.0	
01/21/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
01/23/2011	LIGHT/ALARM	REPLACED PUMP & CABLE	5.0	YES
01/25/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
01/25/2011	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
01/26/2011	OVERFLOWING	REPAIRED BLOCKED LINE ON MWD SIDE	0.5	
01/27/2011	OVERFLOWING	REPLACED PUMP	3.0	YES
01/27/2011	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
01/28/2011	LIGHT/ALARM	REPLACED PUMP	2.5	YES
01/29/2011	BREAKER BOX MAKING NOISE	POWER ISSUE ON CUSTOMER'S SIDE	3.0	YES
01/29/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
01/31/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
01/31/2011	LIGHT/ALARM	REPLACED PUMP	2.0	
01/31/2011	OVERFLOWING	REPLACED PUMP	1.0	
02/01/2011	LIGHT/ALARM	REPLACED PUMP DUE TO GREASE PROBLEM	1.0	
02/04/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
02/04/2011	OVERFLOWING	REPLACED PUMP	1.0	
02/04/2011	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	0.5	
02/07/2011	OVERFLOWING	REPLACED PUMP	2.5	
02/08/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
02/11/2011	LIGHT/ALARM	BREAKER ISSUE	1.0	
02/11/2011	LIGHT/ALARM	REPLACED PUMP & SLIDER VALVE	1.0	
02/12/2011	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	5.0	YES
02/14/2011	OVERFLOWING	BREAKER ISSUE	4.0	YES
02/14/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
02/14/2011	OVERFLOWING	REPLACED PUMP	1.0	
02/14/2011	OVERFLOWING	REPLACED PUMP & CABLE	2.0	
02/14/2011	OVERFLOWING	REPLACED PUMP & CABLE	2.0	
02/14/2011	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
02/15/2011	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
02/15/2011	OVERFLOWING	REPLACED PUMP	1.0	
02/15/2011	OVERFLOWING	REPLACED PUMP	1.0	
02/15/2011	PUMP NOT WORKING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	0.5	
02/16/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
02/17/2011	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
02/17/2011	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
02/18/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
02/22/2011	OVERFLOWING	REPLACED PUMP	1.0	
02/24/2011	ODOR	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	0.5	
02/25/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
02/25/2011	OVERFLOWING	REPLACED PUMP & CABLE	2.0	YES
02/25/2011	OVERFLOWING	REPLACED PUMP & CABLE	2.0	
02/28/2011	LIGHT/ALARM	BREAKER ISSUE	1.0	
02/28/2011	PUMP NOT WORKING	REPLACED PUMP	2.0	

## EMERGENCY 2011

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
02/28/2011	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
02/28/2011	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
03/01/2011	PUMP NOT WORKING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
03/03/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
03/04/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
03/04/2011	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
03/05/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/07/2011	PUMP NOT WORKING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
03/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
03/07/2011	LIGHT/ALARM	REPLACED PUMP	1.5	
03/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
03/08/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
03/09/2011	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	2.0	
03/10/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/12/2011	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	3.0	YES
03/14/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
03/15/2011	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	0.5	
03/17/2011	OVERFLOWING	REPLACED PUMP	1.5	
03/18/2011	OVERFLOWING	REPLACED PUMP	1.0	
03/18/2011	OVERFLOWING	REPLACED PUMP	1.0	
03/18/2011	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
03/21/2011	STATION BACKING UP	POWER ISSUE ON CUSTOMER'S SIDE	3.0	YES
03/21/2011	STATION BACKING UP	REPLACED PUMP DUE TO GREASE PROBLEM	1.0	
03/21/2011	STATION BACKING UP	REPLACED PUMP, CONTROL BOARD & CABLE	2.0	
03/21/2011	OVERFLOWING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
03/21/2011	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
03/22/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
03/22/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
03/22/2011	LIGHT/ALARM	REPLACED PUMP	2.0	
03/22/2011	OVERFLOWING	REPLACED PUMP	1.0	
03/22/2011	OVERFLOWING	REPLACED PUMP	1.0	
03/23/2011	OVERFLOWING	REPLACED PUMP	2.0	
03/23/2011	OVERFLOWING	REPLACED PUMP	2.0	
03/23/2011	PUMP RUNNING CONSTANTLY	REPLACED PUMP	1.0	
03/23/2011	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
03/24/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
03/28/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
03/28/2011	PUMP NOT WORKING	REPLACED PUMP	1.0	
03/28/2011	ODOR	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
03/29/2011	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
03/30/2011	PUMP NOT WORKING	REPLACED PUMP	1.0	
03/31/2011	OVERFLOWING	REPLACED PUMP	1.0	
04/01/2011	LIGHT/ALARM	REPLACED PUMP	2.5	
04/04/2011	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
04/04/2011	PUMP NOT WORKING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
04/04/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
04/04/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
04/04/2011	OVERFLOWING	REPLACED PUMP	1.0	
04/04/2011	OVERFLOWING	REPLACED PUMP	1.0	
04/04/2011	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
04/06/2011	ODOR	REPLACED PUMP	1.0	
04/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
04/07/2011	PUMP NOT WORKING	REPLACED PUMP	5.5	YES
04/08/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
04/11/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
04/11/2011	LIGHT/ALARM	REPLACED PUMP	1.5	
04/13/2011	OVERFLOWING	REPLACED PUMP	2.0	YES
04/13/2011	LIGHT/ALARM	REPLACED PUMP DUE TO GREASE PROBLEM	2.0	



## EMERGENCY 2011

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
04/14/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
04/15/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
04/15/2011	OVERFLOWING	REPLACED PUMP	1.0	
04/18/2011	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
04/18/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
04/18/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
04/18/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
04/19/2011	BLOCKED LINE	REPAIRED BLOCKED LINE ON MWD SIDE	5.0	
04/19/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
04/19/2011	OVERFLOWING	REPLACED PUMP	1.0	
04/20/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
04/20/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
04/20/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/20/2011	LIGHT/ALARM	REPLACED PUMP	1.5	YES
04/21/2011	LIGHT/ALARM	REPLACED PUMP	2.5	YES
04/21/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/21/2011	ODOR	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
04/22/2011	LIGHT/ALARM	REPLACED PUMP	1.5	YES
04/22/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/26/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
04/26/2011	STATION BACKING UP	SEWER LINE BLOCKED ON CUSTOMER'S SIDE	1.0	
04/27/2011	LIGHT/ALARM	REPLACED PUMP	1.5	
04/28/2011	PUMP RUNNING CONSTANTLY	REPLACED PUMP	1.0	
04/28/2011	STATION BACKING UP	REPLACED PUMP	1.0	
04/28/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
04/28/2011	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
04/29/2011	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
04/29/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
04/29/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/01/2011	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
05/02/2011	LIGHT/ALARM	REPLACED PUMP	1.5	
05/02/2011	OVERFLOWING	REPLACED PUMP	1.0	
05/02/2011	OVERFLOWING	REPLACED PUMP	3.0	
05/03/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/03/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/03/2011	PUMP RUNNING CONSTANTLY	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
05/04/2011	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
05/05/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/05/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/06/2011	OVERFLOWING	REPLACED PUMP	3.0	YES
05/06/2011	OVERFLOWING	REPLACED PUMP	1.5	
05/06/2011	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
05/06/2011	ODOR	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	4.0	YES
05/07/2011	OVERFLOWING	REPLACED PUMP, CONTROL BOARD & CABLE	3.0	YES
05/09/2011	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
05/09/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/10/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/10/2011	OVERFLOWING	REPLACED PUMP	1.0	
05/10/2011	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
05/11/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/12/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/13/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/13/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/16/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/17/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/18/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/18/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/18/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/19/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/20/2011	OVERFLOWING	REPLACED PUMP	1.0	
05/20/2011	OVERFLOWING	REPLACED PUMP	1.5	

## EMERGENCY 2011

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
05/20/2011	LIGHT/ALARM	REPLACED PUMP & CABLE	2.5	
05/20/2011	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	3.5	YES
05/20/2011	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
05/20/2011	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
05/23/2011	OVERFLOWING	BREAKER ISSUE	1.0	
05/23/2011	OVERFLOWING	REPLACED PUMP	1.0	
05/23/2011	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
05/23/2011	LIGHT/ALARM	REPLACED PUMP & VENT CAP	2.0	
05/24/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/24/2011	OVERFLOWING	REPLACED PUMP	1.0	
05/25/2011	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
05/25/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/25/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/26/2011	OVERFLOWING	REPLACED PUMP	1.0	
05/26/2011	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
05/26/2011	LIGHT/ALARM	REPLACED PUMP DUE TO ALARM STAGE	1.0	
05/26/2011	OVERFLOWING	REPLACED PUMP, CONTROL BOARD & CABLE	1.5	
05/26/2011	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
05/27/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/27/2011	ODOR	REPLACED PUMP	1.0	
05/27/2011	OVERFLOWING	REPLACED PUMP	4.0	YES
05/28/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/28/2011	LIGHT/ALARM	REPLACED PUMP, CONTROL BOARD & CABLE	3.5	YES
05/28/2011	LIGHT/ALARM	REPLACED PUMP, CONTROL BOARD & VENT CAP	3.0	YES
05/29/2011	LIGHT/ALARM	REPLACED PUMP, CABLE, CONTROL BOARD & VENT CAP	6.0	YES
05/30/2011	LIGHT/ALARM	REPLACED PUMP	5.0	YES
05/31/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
05/31/2011	OVERFLOWING	REPLACED PUMP	1.0	
05/31/2011	PUMP RUNNING CONSTANTLY	REPLACED PUMP	1.0	
05/31/2011	OVERFLOWING	REPLACED PUMP	1.0	
05/31/2011	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
06/01/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/01/2011	OVERFLOWING	REPLACED PUMP	1.0	
06/02/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/02/2011	PUMP NOT WORKING	REPLACED PUMP	3.0	YES
06/02/2011	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
06/03/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/03/2011	OVERFLOWING	REPLACED PUMP	1.0	
06/03/2011	OVERFLOWING	REPLACED PUMP	1.0	
06/03/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/03/2011	LIGHT/ALARM	REPLACED PUMP DUE TO GREASE PROBLEM	1.0	
06/06/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/06/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/06/2011	OVERFLOWING	REPLACED PUMP	1.0	
06/06/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/06/2011	LIGHT/ALARM	REPLACED PUMP, CONTROL BOARD & CABLE	1.0	
06/06/2011	COMMODE LOSING WATER	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
06/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/07/2011	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
06/07/2011	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
06/08/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/08/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/09/2011	LIGHT/ALARM	REPLACED PUMP	4.0	YES
06/09/2011	LIGHT/ALARM	REPLACED PUMP	2.0	YES
06/09/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/09/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/09/2011	OVERFLOWING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
06/09/2011	OVERFLOWING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	

## EMERGENCY 2011

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
06/09/2011	ODOR	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
06/13/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/13/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/14/2011	LIGHT/ALARM	INSTALLED PRESSURE CONNECT IN SERVICE LINE	1.0	
06/14/2011	OVERFLOWING	REPLACED PUMP	1.0	
06/14/2011	OVERFLOWING	REPLACED PUMP	1.0	
06/15/2011	OVERFLOWING	BREAKER ISSUE	1.0	
06/15/2011	OVERFLOWING	BREAKER ISSUE	1.0	
06/15/2011	LIGHT/ALARM	REPLACED PUMP DUE TO GREASE PROBLEM	1.0	
06/15/2011	LIGHT/ALARM	REPLACED PUMP DUE TO GREASE PROBLEM	1.0	
06/16/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/16/2011	PUMP RUNNING CONSTANTLY	REPLACED PUMP & EQD	1.0	
06/16/2011	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
06/17/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/18/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/18/2011	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	3.5	YES
06/19/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/20/2011	OVERFLOWING	REPLACED PUMP	1.0	
06/20/2011	LIGHT/ALARM	REPLACED PUMP	0.5	
06/20/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/20/2011	LIGHT/ALARM	REPLACED PUMP	1.5	
06/20/2011	OVERFLOWING	REPLACED PUMP & CABLE	1.5	
06/20/2011	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	0.5	
06/21/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/21/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/21/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/21/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/21/2011	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
06/22/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/22/2011	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
06/23/2011	PUMP NOT WORKING	REPLACED PUMP	1.0	
06/23/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/23/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/23/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/23/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/23/2011	SEWER LINE UNDER HOUSE CAME LOOSE	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
06/24/2011	OVERFLOWING	REPLACED PUMP	2.0	
06/24/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/24/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/24/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/25/2011	STATION BACKING UP	REPLACED PUMP	3.0	YES
06/25/2011	LIGHT/ALARM	REPLACED PUMP	5.0	YES
06/27/2011	ODOR	REPLACED PUMP	1.0	
06/27/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/27/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/27/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/27/2011	LIGHT/ALARM	REPLACED PUMP	4.0	YES
06/27/2011	OVERFLOWING	REPLACED PUMP & CABLE	3.0	YES
06/27/2011	OVERFLOWING	REPLACED PUMP & CABLE	2.0	
06/28/2011	OVERFLOWING	REPLACED PUMP	1.5	
06/28/2011	LIGHT/ALARM	REPLACED PUMP DUE TO ALARM STAGE	1.0	
06/28/2011	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.5	
06/29/2011	STATION BACKING UP	REPLACED PUMP	3.0	YES
06/29/2011	OVERFLOWING	REPLACED PUMP	1.0	
06/29/2011	OVERFLOWING	REPLACED PUMP	1.0	
06/29/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
06/30/2011	OVERFLOWING	REPLACED PUMP	1.0	
07/01/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/01/2011	ODOR	REPLACED PUMP & CONTROL BOARD	2.5	
07/01/2011	PUMP RUNNING CONSTANTLY	REPLACED PUMP	1.0	
07/03/2011	OVERFLOWING	BREAKER ISSUE	4.0	YES

## EMERGENCY 2011

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
07/03/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/05/2011	OVERFLOWING	REPLACED PUMP	1.0	
07/05/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/05/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/05/2011	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
07/06/2011	OVERFLOWING	REPLACED PUMP DUE TO GREASE PROBLEM	1.0	
07/06/2011	LIGHT/ALARM	REPLACED PUMP, CONTROL BOARD & CABLE	2.0	
07/06/2011	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	4.0	YES
07/06/2011	OVERFLOWING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
07/07/2011	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
07/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/07/2011	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
07/08/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/09/2011	LIGHT/ALARM	REPLACED PUMP	3.5	YES
07/10/2011	LIGHT/ALARM	REPLACED PUMP	2.5	YES
07/10/2011	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	3.0	YES
07/11/2011	OVERFLOWING	REPLACED PUMP	1.0	
07/11/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/11/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/11/2011	OVERFLOWING	REPLACED PUMP & CABLE	2.0	YES
07/11/2011	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
07/12/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/13/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/13/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/13/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/13/2011	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	3.0	YES
07/13/2011	OVERFLOWING	REPLACED PUMP & EQD	1.0	
07/14/2011	PUMP NOT WORKING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
07/15/2011	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
07/15/2011	PUMP NOT WORKING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	2.0	
07/16/2011	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	5.0	YES
07/18/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/19/2011	OVERFLOWING	REPLACED PUMP	1.0	
07/19/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/19/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/19/2011	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
07/20/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/20/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/20/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/21/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/21/2011	OVERFLOWING	REPLACED PUMP & CABLE	2.0	
07/22/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/22/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/22/2011	PUMP NOT WORKING	REPLACED PUMP & EQD	1.0	
07/22/2011	LIGHT/ALARM	REPLACED PUMP & VENT CAP	3.0	YES
07/25/2011	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
07/25/2011	LIGHT/ALARM	REPLACED PUMP	4.0	YES
07/26/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/27/2011	OVERFLOWING	REPLACED PUMP	1.0	
07/27/2011	OVERFLOWING	REPLACED PUMP	1.0	
07/27/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/27/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/27/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/27/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/27/2011	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	5.0	
07/27/2011	LIGHT/ALARM	REPLACED PUMP, CONTROL BOARD & CABLE	1.5	
07/28/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/28/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
07/28/2011	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
07/28/2011	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	2.0	
07/28/2011	PUMP RUNNING CONSTANTLY	REPLACED PUMP & CONTROL BOARD	1.0	
07/28/2011	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
07/29/2011	OVERFLOWING	REPLACED PUMP	3.3	YES
07/29/2011	CUSTOMER BUILDING NEW HOUSE ON PROPERTY	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
07/31/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/01/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/01/2011	OVERFLOWING	REPLACED PUMP	1.0	
08/01/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/02/2011	ODOR	REPLACED PUMP	1.0	
08/02/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/02/2011	OVERFLOWING	REPLACED PUMP	1.0	
08/02/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/02/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/02/2011	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
08/03/2011	ODOR	POWER ISSUE ON CUSTOMER'S SIDE	0.5	
08/03/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/03/2011	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
08/04/2011	PUMP NOT WORKING	REPLACED PUMP	1.0	
08/04/2011	PUMP NOT WORKING	REPLACED PUMP	1.0	
08/05/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/05/2011	OVERFLOWING	REPLACED PUMP	1.0	
08/06/2011	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	4.0	YES
08/06/2011	LIGHT/ALARM	REPLACED PUMP & CABLE	3.0	YES
08/08/2011	OVERFLOWING	BREAKER ISSUE	1.0	
08/08/2011	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
08/08/2011	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
08/08/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/08/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/08/2011	OVERFLOWING	REPLACED PUMP	1.0	
08/08/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/08/2011	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
08/09/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/10/2011	OVERFLOWING	REPLACED PUMP	1.0	
08/10/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/10/2011	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
08/11/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/11/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/11/2011	OVERFLOWING	REPLACED PUMP	1.0	
08/11/2011	OVERFLOWING	REPLACED PUMP	1.0	
08/11/2011	OVERFLOWING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
08/11/2011	PUMP NOT WORKING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
08/12/2011	LIGHT/ALARM	REPLACED PUMP	1.5	
08/12/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/12/2011	PUMP NOT WORKING	REPLACED PUMP	1.0	
08/12/2011	OVERFLOWING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.5	
08/14/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/15/2011	LIGHT/ALARM	REPLACED PUMP	1.5	
08/15/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/15/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/15/2011	PUMP NOT WORKING	REPLACED PUMP	1.0	
08/15/2011	OVERFLOWING	REPLACED PUMP	1.0	
08/15/2011	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
08/15/2011	LIGHT/ALARM	REPLACED PUMP DUE TO GREASE PROBLEM	1.0	
08/16/2011	LIGHT/ALARM	REPLACED PUMP	1.5	
08/16/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/16/2011	OVERFLOWING	REPLACED PUMP	1.0	
08/17/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/17/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/17/2011	OVERFLOWING	REPLACED PUMP	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
08/17/2011	OVERFLOWING	REPLACED PUMP	1.0	
08/17/2011	ODOR	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
08/18/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/18/2011	OVERFLOWING	REPLACED PUMP	1.0	
08/19/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/19/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/19/2011	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
08/22/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/22/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/22/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/22/2011	OVERFLOWING	REPLACED PUMP	1.0	
08/22/2011	OVERFLOWING	REPLACED PUMP	1.0	
08/22/2011	LIGHT/ALARM	REPLACED PUMP & CABLE	2.0	YES
08/23/2011	OVERFLOWING	REPLACED PUMP	1.0	
08/23/2011	OVERFLOWING	REPLACED PUMP	1.0	
08/23/2011	PUMP NOT WORKING	REPLACED PUMP & CABLE	1.0	
08/23/2011	COMMODE NOT TIED TO SYSTEM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
08/24/2011	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
08/24/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/24/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/24/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/24/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/25/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/25/2011	OVERFLOWING	REPLACED PUMP	1.0	
08/25/2011	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
08/26/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/26/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/26/2011	ODOR	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
08/28/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/28/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/29/2011	STATION BACKING UP	BREAKER ISSUE	1.0	
08/29/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/29/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/29/2011	OVERFLOWING	REPLACED PUMP	0.5	
08/29/2011	LIGHT/ALARM	REPLACED PUMP	1.5	
08/29/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/29/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/29/2011	OVERFLOWING	REPLACED PUMP	1.0	
08/30/2011	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
08/30/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
08/30/2011	LIGHT/ALARM	REPLACED PUMP	1.5	
08/31/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/01/2011	ODOR	REPLACED PUMP	1.0	
09/01/2011	PUMP RUNNING CONSTANTLY	REPLACED PUMP	1.0	
09/01/2011	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	5.0	YES
09/02/2011	STATION BACKING UP	REPLACED PUMP	1.0	
09/02/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/05/2011	LIGHT/ALARM	REPLACED PUMP	4.0	YES
09/05/2011	PUMP RUNNING CONSTANTLY	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	3.0	YES
09/06/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/06/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/06/2011	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
09/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/08/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/08/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/09/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/10/2011	OVERFLOWING	REPLACED PUMP	1.0	
09/10/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/10/2011	LIGHT/ALARM	REPLACED PUMP	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
09/10/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/10/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/10/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/12/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/13/2011	OVERFLOWING	REPLACED PUMP	1.0	
09/13/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/13/2011	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
09/14/2011	ODOR	REPLACED PUMP	1.0	
09/14/2011	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	2.0	
09/15/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/15/2011	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
09/16/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/16/2011	STATION BACKING UP	REPLACED PUMP & CABLE	1.5	
09/17/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/20/2011	OVERFLOWING	REPLACED PUMP & CABLE	2.0	YES
09/21/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/22/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/22/2011	ODOR	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
09/22/2011	PUMP NOT WORKING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
09/24/2011	LIGHT/ALARM	REPLACED PUMP	5.0	YES
09/24/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/25/2011	OVERFLOWING	REPLACED PUMP	4.0	YES
09/25/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/25/2011	LIGHT/ALARM	REPLACED PUMP	4.0	YES
09/26/2011	OVERFLOWING	REPLACED PUMP	3.0	YES
09/26/2011	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
09/26/2011	ODOR	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
09/27/2011	OVERFLOWING	REPLACED BROKEN PIG TAIL ON OUTSIDE OF BARREL	1.0	
09/27/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/27/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
09/29/2011	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	3.0	YES
10/01/2011	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	0.5	
10/01/2011	LIGHT/ALARM	REPLACED PUMP	2.0	YES
10/02/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
10/03/2011	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	2.0	
10/03/2011	OVERFLOWING	REPLACED PUMP	1.0	
10/03/2011	LIGHT/ALARM	REPLACED PUMP	2.0	
10/03/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/03/2011	LIGHT/ALARM	REPLACED PUMP	2.0	YES
10/03/2011	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	2.0	YES
10/04/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/04/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/04/2011	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
10/04/2011	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
10/04/2011	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
10/05/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/05/2011	LIGHT/ALARM	REPLACED PUMP	5.0	YES
10/05/2011	OVERFLOWING	REPLACED PUMP, CONTROL BOARD & CABLE	2.0	
10/06/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/10/2011	ODOR	REPLACED PUMP	2.0	
10/10/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/10/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/11/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/11/2011	ODOR	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
10/12/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/13/2011	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	3.0	YES
10/13/2011	OVERFLOWING	REPLACED PUMP	1.0	

## EMERGENCY 2011

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
10/13/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/13/2011	OVERFLOWING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	3.0	YES
10/15/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
10/17/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/17/2011	OVERFLOWING	REPLACED PUMP	1.0	
10/17/2011	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
10/17/2011	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
10/17/2011	ODOR	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
10/18/2011	OVERFLOWING	REPLACED PUMP	1.0	
10/18/2011	OVERFLOWING	REPLACED PUMP	3.0	YES
10/18/2011	LIGHT/ALARM	REPLACED PUMP, CABLE & EQD	1.5	
10/19/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/20/2011	LIGHT/ALARM	REPLACED PUMP	1.5	
10/20/2011	ODOR	REPLACED PUMP	1.5	
10/20/2011	OVERFLOWING	REPLACED PUMP	1.0	
10/21/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/21/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/21/2011	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
10/21/2011	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
10/24/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/24/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/24/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/24/2011	OVERFLOWING	REPLACED PUMP	1.0	
10/24/2011	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
10/25/2011	OVERFLOWING	REPLACED PUMP	1.0	
10/25/2011	OVERFLOWING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
10/26/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/26/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/26/2011	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
10/27/2011	OVERFLOWING	REPLACED PUMP	1.0	
10/27/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/27/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/27/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/31/2011	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
10/31/2011	PUMP NOT WORKING	REPLACED PUMP	1.0	
10/31/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
10/31/2011	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
11/01/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
11/01/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
11/01/2011	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
11/02/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/03/2011	PUMP NOT WORKING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
11/04/2011	PUMP NOT WORKING	REPLACED PUMP	1.0	
11/04/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
11/05/2011	LIGHT/ALARM	REPLACED PUMP	5.0	YES
11/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
11/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
11/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
11/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
11/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
11/08/2011	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
11/08/2011	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
11/08/2011	PUMP NOT WORKING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	



## EMERGENCY 2011

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
11/09/2011	OVERFLOWING	REPLACED PUMP	2.0	YES
11/09/2011	OVERFLOWING	REPLACED PUMP	1.0	
11/09/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/09/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
11/10/2011	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
11/10/2011	PUMP NOT WORKING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
11/12/2011	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	0.5	
11/12/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
11/15/2011	OVERFLOWING	REPLACED PUMP	1.0	
11/15/2011	LIGHT/ALARM	SEAL FAILURE, RESET LIGHT	0.5	
11/16/2011	LIGHT/ALARM	REPLACED PUMP	2.0	YES
11/17/2011	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
11/17/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
11/17/2011	LIGHT/ALARM	REPLACED PUMP DUE TO ALARM STAGE	1.0	
11/18/2011	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
11/18/2011	OVERFLOWING	REPLACED PUMP	1.0	
11/18/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
11/19/2011	OVERFLOWING	REPLACED PUMP	3.0	YES
11/21/2011	OVERFLOWING	REPLACED PUMP	1.0	
11/21/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
11/22/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
11/22/2011	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
11/22/2011	OVERFLOWING	REPLACED PUMP, CONTROL BOARD & CABLE	1.0	
11/23/2011	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	3.0	YES
11/28/2011	PUMP NOT WORKING	REPLACED MALE & FEMALE PLUG ENDS ON MOTOR	1.0	
11/28/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
11/28/2011	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
11/29/2011	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
11/29/2011	OVERFLOWING	REPLACED PUMP	1.0	
11/30/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
12/02/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
12/06/2011	LIGHT/ALARM	REPLACED PUMP DUE TO ALARM STAGE	1.0	
12/07/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
12/07/2011	LIGHT/ALARM	REPLACED PUMP, CONTROL BOARD & CABLE	1.5	
12/08/2011	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
12/13/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
12/14/2011	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
12/14/2011	OVERFLOWING	REPLACED PUMP, CABLE, BREAKER & CONTROL BOARD	2.0	
12/15/2011	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	1.0	
12/16/2011	OVERFLOWING	REPLACED PUMP	1.0	
12/16/2011	OVERFLOWING	REPLACED PUMP	1.0	
12/16/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
12/16/2011	LIGHT/ALARM	REPLACED PUMP	3.0	YES
12/17/2011	LIGHT/ALARM	REPLACED PUMP	4.0	YES
12/19/2011	PUMP NOT WORKING	REPLACED PUMP	1.0	
12/19/2011	OVERFLOWING	REPLACED PUMP	1.0	
12/19/2011	OVERFLOWING	REPLACED PUMP	1.0	
12/20/2011	LIGHT/ALARM	REPLACED PUMP	4.0	YES
12/20/2011	OVERFLOWING	REPLACED PUMP & CABLE	2.0	
12/20/2011	LIGHT/ALARM	REPLACED PUMP, CABLE & VENT CAP	1.0	
12/21/2011	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
12/21/2011	LIGHT/ALARM	REPLACED PUMP, CABLE & EQD	1.0	
12/26/2011	OVERFLOWING	BREAKER ISSUE	3.0	YES
12/28/2011	LIGHT/ALARM	REPLACED PUMP	1.0	
12/29/2011	LIGHT/ALARM	REPLACED PUMP	1.0	

## EMERGENCY 2012

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/03/2012	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	0.5	
01/03/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
01/03/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
01/03/2012	LIGHT/ALARM	REPLACE PUMP DUE TO STATOR	1.0	
01/04/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
01/05/2012	OVERFLOWING	REPLACE PUMP	1.0	
01/06/2012	STATION BACKING UP	CLOGGED LINE ON CUSTOMER'S SIDE	1.0	
01/06/2012	LIGHT/ALARM	REPLACE PUMP	4.0	YES
01/06/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
01/06/2012	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
01/07/2012	OVERFLOWING	REPLACE PUMP	4.0	YES
01/10/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
01/10/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	3.0	YES
01/11/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
01/12/2012	LIGHT/ALARM	REPLACED PUMP & CABLE	1.5	
01/13/2012	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
01/14/2012	LIGHT/ALARM	RESET BEAKERS	1.0	
01/16/2012	OVERFLOWING	REPLACE PUMP	1.0	
01/16/2012	PUMP RUNNING CONTINUOUSLY	REPLACE PUMP	5.0	YES
01/16/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
01/16/2012	LIGHT/ALARM	REPLACE PUMP	2.0	YES
01/18/2012	OVERFLOWING	NO PROBLEM FOUND	1.0	
01/19/2012	OVERFLOWING	REPLACE PUMP	1.0	
01/19/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
01/19/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
01/22/2012	OVERFLOWING	NO PROBLEM FOUND	2.0	YES
01/22/2012	OVERFLOWING	REPLACE PUMP	3.0	YES
01/23/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
01/23/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
01/23/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
01/24/2012	CLOGGED LINE	REPAIRED BLOCKED LINE	4.0	
01/24/2012	OVERFLOWING	REPLACE PUMP	1.0	
01/25/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
01/26/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
01/27/2012	OVERFLOWING	REPLACE PUMP	1.0	
01/27/2012	OVERFLOWING	REPLACE PUMP	2.0	
01/27/2012	LIGHT/ALARM	REPLACE PUMP	2.0	YES
01/28/2012	OVERFLOWING	REPLACE PUMP	2.0	YES
01/28/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
01/28/2012	LIGHT/ALARM	REPLACE PUMP	2.0	YES
01/28/2012	LIGHT/ALARM	REPLACE PUMP	4.0	YES
01/30/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
02/01/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
02/03/2012	OVERFLOWING	REPLACE PUMP	1.0	
02/04/2012	LIGHT/ALARM	RESET BEAKERS	3.0	YES
02/04/2012	LIGHT/ALARM	RESET BEAKERS	4.0	YES
02/07/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
02/08/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
02/08/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
02/08/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
02/08/2012	LIGHT/ALARM	REPLACED PUMP CABLE AND EQD	2.0	
02/09/2012	OVERFLOWING	REPAIRED BROKEN PIG TAIL	2.0	
02/09/2012	OVERFLOWING	REPLACE PUMP	1.0	
02/09/2012	OVERFLOWING	REPLACE PUMP	2.0	YES
02/09/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
02/10/2012	OVERFLOWING	REPLACE PUMP	1.0	
02/13/2012	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
02/13/2012	OVERFLOWING	REPLACE PUMP	1.0	
02/14/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
02/15/2012	ODOR	NO PROBLEM FOUND	1.0	
02/15/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
02/15/2012	STATION BACKING UP	REPLACED PUMP & CABLE	2.0	
02/20/2012	LIGHT/ALARM	REPLACE PUMP	2.0	YES
02/20/2012	LIGHT/ALARM	REPLACE PUMP	4.0	YES
02/21/2012	LIGHT/ALARM	REPLACE CONTROL BOARD	1.0	
02/21/2012	LIGHT/ALARM	REPLACE PUMP	1.0	

## EMERGENCY 2012

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
02/22/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
02/23/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
02/24/2012	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
02/25/2012	OVERFLOWING	REPLACE PUMP	2.0	YES
02/25/2012	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/27/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
02/27/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
02/28/2012	OVERFLOWING	REPLACE PUMP	2.0	
02/28/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
02/29/2012	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
02/29/2012	PUMP NOT WORKING	REPLACED PUMP & CABLE	1.5	
03/02/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
03/03/2012	LIGHT/ALARM	REPLACE PUMP	1.5	YES
03/03/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
03/04/2012	LIGHT/ALARM	BREAKER CHANGED	3.0	YES
03/04/2012	OVERFLOWING	NO PROBLEM FOUND	3.0	YES
03/05/2012	LIGHT/ALARM	BREAKER CHANGED	1.0	
03/05/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
03/06/2012	STATION BACKING UP	CLOGGED LINE ON CUSTOMER'S SIDE	1.0	
03/07/2012	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
03/09/2012	STATION BACKING UP	CLOGGED LINE ON CUSTOMER'S SIDE	1.0	
03/09/2012	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
03/09/2012	OVERFLOWING	REPLACE PUMP	2.0	YES
03/10/2012	LIGHT/ALARM	REPLACE PUMP	2.0	YES
03/11/2012	OVERFLOWING	REPLACE PUMP	3.0	YES
03/12/2012	CLOGGED LINE	REPAIRED BLOCKED LINE	3.0	
03/13/2012	OVERFLOWING	REPLACE PUMP	1.0	
03/13/2012	OVERFLOWING	REPLACED CABLE	1.5	
03/13/2012	OVERFLOWING	REPLACED PUMP & CABLE	1.5	
03/14/2012	OVERFLOWING	REPLACE PUMP	1.0	
03/16/2012	ODOR	NO PROBLEM FOUND	1.0	
03/16/2012	LIGHT/ALARM	NO PROBLEM FOUND	1.0	YES
03/17/2012	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.0	YES
03/17/2012	LIGHT/ALARM	REPLACE PUMP	2.0	YES
03/17/2012	LIGHT/ALARM	REPLACE PUMP	2.0	YES
03/18/2012	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.5	YES
03/19/2012	LIGHT/ALARM	BREAKER CHANGED	1.0	
03/19/2012	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/20/2012	OVERFLOWING	REPLACE PUMP	1.0	
03/20/2012	OVERFLOWING	REPLACE PUMP	4.0	YES
03/21/2012	OVERFLOWING	REPLACED PUMP & VENT CAP	3.0	YES
03/22/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
03/22/2012	LIGHT/ALARM	REPLACED PUMP & CABLE	3.0	YES
03/22/2012	LIGHT/ALARM	REPLACED PUMP & CABLE	1.5	
03/22/2012	STATION BACKING UP	RESET BEAKERS	0.5	
03/23/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
03/23/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
03/23/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
03/25/2012	LIGHT/ALARM	REPLACE PUMP	4.0	YES
03/26/2012	OVERFLOWING	REPLACE PUMP	1.0	
03/26/2012	OVERFLOWING	REPLACE PUMP	1.0	
03/26/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
03/28/2012	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.0	
03/28/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
03/28/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
03/28/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
03/29/2012	CHECK FOR ILLEGAL	REPLACED PUMP	1.0	
03/30/2012	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.0	
03/30/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
04/02/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
04/03/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
04/04/2012	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.0	
04/04/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.5	
04/06/2012	OVERFLOWING	REPLACE PUMP	1.0	
04/06/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
04/07/2012	OVERFLOWING	BREAKER CHANGED	1.0	

## EMERGENCY 2012

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
04/09/2012	LIGHT/ALARM	REPLACE PUMP	1.0	YES
04/09/2012	LIGHT/ALARM	REPLACE PUMP	1.5	
04/10/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
04/10/2012	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
04/11/2012	OVERFLOWING	REPLACE PUMP	1.5	
04/11/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
04/12/2012	OVERFLOWING	REPLACE PUMP	1.0	
04/13/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
04/13/2012	LIGHT/ALARM	REPLACED PUMP & CABLE	3.0	YES
04/16/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
04/16/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
04/17/2012	OVERFLOWING	REPLACE PUMP	1.0	
04/17/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
04/17/2012	LIGHT/ALARM	RESET BEAKERS	1.0	
04/18/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
04/19/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
04/19/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
04/19/2012	LIGHT/ALARM	REPLACE PUMP DUE TO STATOR	1.0	
04/19/2012	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
04/20/2012	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
04/20/2012	OVERFLOWING	REPAIRED BROKEN PIG TAIL	1.5	
04/21/2012	LIGHT/ALARM	REPLACE PUMP	1.5	YES
04/21/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
04/21/2012	LIGHT/ALARM	REPLACE PUMP	4.0	YES
04/21/2012	LIGHT/ALARM	REPLACE PUMP	1.5	YES
04/23/2012	ODOR	REPLACE PUMP	1.0	
04/23/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
04/23/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
04/24/2012	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
04/24/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
04/24/2012	LIGHT/ALARM	REPLACE PUMP DUE TO STATOR	1.0	
04/25/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
04/26/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
04/26/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
04/26/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
04/27/2012	LIGHT/ALARM	BREAKER CHANGED	3.0	YES
04/27/2012	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
04/28/2012	OVERFLOWING	NO PROBLEM FOUND	4.0	YES
04/28/2012	LIGHT/ALARM	REPLACE PUMP	4.0	YES
04/28/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
04/29/2012	LIGHT/ALARM	REPLACE PUMP	2.5	YES
04/29/2012	LIGHT/ALARM	REPLACE PUMP	2.5	YES
04/30/2012	OVERFLOWING	CLOGGED LINE ON CUSTOMER'S SIDE	2.0	
04/30/2012	LIGHT/ALARM	REPLACE PUMP	1.5	YES
04/30/2012	OVERFLOWING	REPLACED PUMP, UNCLOGGED LINE	2.0	YES
05/01/2012	ODOR	NO PROBLEM FOUND	1.0	
05/01/2012	LIGHT/ALARM	REPLACED PUMP & CABLE	3.0	YES
05/01/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	2.0	YES
05/01/2012	LIGHT/ALARM	REPLACED PUMP, CABLE & VENT CAP	2.0	YES
05/02/2012	ODOR	NO PROBLEM FOUND	1.0	
05/02/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/03/2012	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	0.5	
05/03/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/03/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	3.0	YES
05/03/2012	OVERFLOWING	RESET BEAKERS	1.0	
05/04/2012	OVERFLOWING	REPLACE PUMP	1.0	
05/04/2012	ODOR	REPLACE PUMP	1.0	
05/04/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/04/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	2.0	YES
05/05/2012	OVERFLOWING	REPLACE PUMP	3.0	YES
05/06/2012	LIGHT/ALARM	REPLACE PUMP	4.0	YES
05/06/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	2.0	YES
05/07/2012	LEAK AT STATION	NO PROBLEM FOUND	1.0	
05/07/2012	LIGHT/ALARM	NO PROBLEM FOUND	0.5	
05/07/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/07/2012	LIGHT/ALARM	REPLACE PUMP	1.0	

## EMERGENCY 2012

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
05/07/2012	OVERFLOWING	REPLACED PUMP & VENT CAP	1.0	
05/08/2012	ODOR	NO PROBLEM FOUND	1.0	
05/08/2012	OVERFLOWING	REPLACE PUMP	1.0	
05/08/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/09/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/09/2012	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
05/09/2012	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
05/10/2012	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.0	
05/10/2012	LIGHT/ALARM	REPLACE PUMP	4.0	YES
05/12/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
05/12/2012	LIGHT/ALARM	REPLACE PUMP	4.0	YES
05/12/2012	OVERFLOWING	REPLACED PUMP & CABLE	3.0	YES
05/14/2012	OVERFLOWING	REPLACE PUMP	1.0	
05/14/2012	LIGHT/ALARM	REPLACE PUMP	4.0	YES
05/14/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/16/2012	OVERFLOWING	REPLACE PUMP	1.0	
05/16/2012	PUMP NOT WORKING	REPLACED PUMP & VENT CAP	1.0	
05/17/2012	ODOR	NO PROBLEM FOUND	1.0	
05/17/2012	OVERFLOWING	REPLACE PUMP	1.0	
05/17/2012	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
05/18/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/18/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.5	
05/19/2012	STATION BACKING UP	CUSTOMER DISCONNECTED	0.5	
05/19/2012	LIGHT/ALARM	REPLACE PUMP	2.0	YES
05/19/2012	LIGHT/ALARM	REPLACE PUMP	2.0	YES
05/19/2012	OVERFLOWING	RESET BEAKERS	1.0	
05/20/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/20/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	2.0	YES
05/21/2012	OVERFLOWING	REPLACE PUMP	3.0	YES
05/21/2012	LIGHT/ALARM	REPLACE PUMP	2.0	
05/22/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/23/2012	STATION BACKING UP	REPLACE PUMP	1.0	
05/24/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
05/25/2012	ODOR	NO PROBLEM FOUND	1.0	
05/25/2012	LIGHT/ALARM	REPLACE PUMP	4.0	YES
05/25/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
05/25/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
05/26/2012	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	3.0	YES
05/29/2012	OVERFLOWING	REPLACE PUMP	4.0	YES
05/29/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/29/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/29/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/29/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/29/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/30/2012	OVERFLOWING	REPLACE PUMP	1.5	
05/30/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/31/2012	OVERFLOWING	NO PROBLEM FOUND	1.0	
05/31/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/31/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
05/31/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
05/31/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
06/01/2012	STATION BACKING UP	NO PROBLEM FOUND	0.5	
06/01/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
06/02/2012	LIGHT/ALARM	REPLACE PUMP	4.0	YES
06/04/2012	OVERFLOWING	REPLACE PUMP	1.0	
06/04/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
06/04/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
06/05/2012	OVERFLOWING	REPLACE PUMP	4.0	YES
06/05/2012	OVERFLOWING	REPLACE PUMP	1.0	
06/05/2012	OVERFLOWING	REPLACE PUMP	1.0	
06/05/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
06/06/2012	OVERFLOWING	REPLACE PUMP	1.0	
06/06/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
06/08/2012	OVERFLOWING	REPLACE PUMP	4.5	YES
06/08/2012	OVERFLOWING	REPLACE PUMP	1.0	
06/08/2012	LIGHT/ALARM	REPLACE PUMP	1.0	YES

## EMERGENCY 2012

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
06/09/2012	OVERFLOWING	REPLACE PUMP	1.0	
06/09/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
06/10/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
06/10/2012	LIGHT/ALARM	REPLACE PUMP	1.0	YES
06/11/2012	OVERFLOWING	REPLACE PUMP	1.0	
06/13/2012	OVERFLOWING	REPLACE PUMP	1.0	
06/13/2012	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
06/14/2012	LIGHT/ALARM	REPLACE PUMP	2.0	YES
06/15/2012	OVERFLOWING	REPLACE PUMP	1.0	
06/15/2012	LIGHT/ALARM	REPLACE PUMP	1.5	
06/16/2012	LIGHT/ALARM	REPLACE PUMP	2.0	YES
06/18/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
06/18/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
06/18/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
06/18/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	3.0	YES
06/19/2012	OVERFLOWING	REPLACED PUMP & VENT CAP	1.0	
06/20/2012	ODOR	NO PROBLEM FOUND	1.0	
06/21/2012	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.0	
06/22/2012	OVERFLOWING	REPLACE PUMP	1.0	
06/22/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
06/25/2012	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.0	
06/25/2012	OVERFLOWING	REPLACE PUMP	1.0	
06/25/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
06/25/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
06/26/2012	LIGHT/ALARM	REPLACE PUMP	4.0	YES
06/26/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
06/26/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
06/27/2012	ODOR	CLOGGED LINE ON CUSTOMER'S SIDE	0.5	
06/27/2012	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
06/27/2012	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
06/28/2012	STATION BACKING UP	NO PROBLEM FOUND	1.0	
06/28/2012	OVERFLOWING	REPLACE PUMP	1.0	
06/28/2012	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	YES
06/29/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/02/2012	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
07/02/2012	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
07/02/2012	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
07/02/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/02/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/02/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/03/2012	ODOR	NO PROBLEM FOUND	0.5	
07/03/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/03/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/04/2012	OVERFLOWING	REPLACE PUMP	2.0	YES
07/04/2012	LIGHT/ALARM	REPLACE PUMP	2.0	YES
07/04/2012	LIGHT/ALARM	REPLACE PUMP	2.0	YES
07/05/2012	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	0.5	
07/05/2012	OVERFLOWING	REPLACE PUMP	3.0	YES
07/05/2012	OVERFLOWING	REPLACE PUMP	1.0	
07/05/2012	OVERFLOWING	REPLACE PUMP	1.0	
07/05/2012	OVERFLOWING	REPLACE PUMP	1.0	
07/05/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/06/2012	LIGHT/ALARM	CLOGGED LINE ON CUSTOMER'S SIDE	1.0	
07/06/2012	OVERFLOWING	REPAIRED BROKEN PIG TAIL	1.0	
07/06/2012	LIGHT/ALARM	REPLACE PUMP	3.0	
07/06/2012	LIGHT/ALARM	REPLACE PUMP	2.0	
07/06/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/06/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/06/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/06/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/06/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/06/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/07/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
07/07/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/08/2012	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
07/08/2012	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
07/08/2012	OVERFLOWING	REPLACE PUMP	3.0	YES

## EMERGENCY 2012

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
07/09/2012	STATION BACKING UP	NO PROBLEM FOUND	1.0	
07/09/2012	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
07/09/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/09/2012	LIGHT/ALARM	REPLACE PUMP DUE TO STATOR	1.0	
07/09/2012	LIGHT/ALARM	REPLACE PUMP DUE TO STATOR	1.0	
07/09/2012	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
07/09/2012	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
07/10/2012	ODOR	NO PROBLEM FOUND	1.0	
07/10/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/11/2012	LIGHT/ALARM	NO PROBLEM FOUND	0.5	
07/11/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/11/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/11/2012	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
07/11/2012	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	3.0	YES
07/12/2012	OVERFLOWING	REPLACE PUMP	1.0	
07/12/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/12/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/13/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/13/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/13/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/14/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/14/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
07/14/2012	LIGHT/ALARM	REPLACE PUMP	2.0	YES
07/14/2012	OVERFLOWING	REPLACED PUMP & VENT CAP	2.0	YES
07/16/2012	OVERFLOWING	REPLACE PUMP	1.0	
07/16/2012	OVERFLOWING	REPLACE PUMP	1.5	
07/16/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/16/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/16/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/17/2012	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
07/17/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/17/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/17/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
07/17/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.5	YES
07/17/2012	LIGHT/ALARM	RESET BEAKERS	1.0	
07/18/2012	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
07/18/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
07/18/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	2.0	YES
07/19/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/19/2012	LIGHT/ALARM	REPLACE PUMP	2.0	
07/19/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/19/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	3.0	YES
07/19/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.5	
07/20/2012	OVERFLOWING	REPLACE PUMP	4.0	YES
07/20/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
07/20/2012	LIGHT/ALARM	REPLACED PUMP & CABLE	2.0	
07/20/2012	LIGHT/ALARM	REPLACED PUMP, CABLE & VENT CAP	1.0	
07/20/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
07/20/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
07/21/2012	OVERFLOWING	CUSTOMER DISCONNECTED	0.5	
07/21/2012	ODOR	REPLACE PUMP	1.0	
07/21/2012	LIGHT/ALARM	REPLACE PUMP	5.0	YES
07/23/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/23/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/23/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/23/2012	OVERFLOWING	REPLACED PUMP & VENT CAP	1.0	
07/23/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
07/24/2012	OVERFLOWING	REPLACE PUMP	2.0	
07/24/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
07/25/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/25/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/25/2012	STATION BACKING UP	REPLACED PUMP, CABLE, CONTROL BOARD & VENT CAP	1.5	
07/25/2012	CUSTOMER CALL	REPLACED VENT CAP & CONTROL BOARD	0.5	
07/26/2012	LIGHT/ALARM	NO PROBLEM FOUND	0.5	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
07/26/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	3.0	
07/27/2012	PUMP NOT WORKING	NO POWER ON CUSTOMER'S SIDE	1.0	
07/27/2012	LIGHT/ALARM	REPLACED PUMP DUE TO ALARM STAGE	0.8	
07/28/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
07/28/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
07/29/2012	LIGHT/ALARM	REPLACE PUMP	4.0	YES
07/29/2012	LIGHT/ALARM	REPLACE PUMP	2.0	YES
07/29/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	3.5	YES
07/30/2012	OVERFLOWING	REPLACE PUMP	1.0	
07/30/2012	OVERFLOWING	REPLACED PUMP & VENT CAP	1.5	YES
07/30/2012	OVERFLOWING	REPLACED PUMP & VENT CAP	1.0	
07/30/2012	LIGHT/ALARM	REPLACED PUMP DUE TO ALARM STAGE	1.0	
07/30/2012	LIGHT/ALARM	REPLACED PUMP, CONTROL BOARD & CABLE	1.5	
07/31/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/31/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
07/31/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	3.0	YES
07/31/2012	OVERFLOWING	REPLACED PUMP & VENT CAP	3.0	YES
08/01/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
08/01/2012	OVERFLOWING	REPLACED PUMP & VENT CAP	1.0	
08/01/2012	OVERFLOWING	REPLACED PUMP & VENT CAP	1.5	YES
08/02/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
08/03/2012	OVERFLOWING	REPLACED PUMP & VENT CAP	1.0	
08/04/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	4.0	YES
08/04/2012	OVERFLOWING	RESET BEAKERS	3.0	YES
08/05/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
08/05/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	2.0	YES
08/05/2012	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	3.0	YES
08/06/2012	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
08/06/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/06/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/06/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	2.0	
08/06/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
08/07/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
08/08/2012	OVERFLOWING	REPLACE PUMP	4.0	YES
08/08/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/08/2012	OVERFLOWING	REPLACED PUMP & VENT CAP	1.0	
08/08/2012	LIGHT/ALARM	RESET BEAKERS	1.0	
08/09/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/09/2012	LIGHT/ALARM	REPLACED PUMP DUE TO ALARM STAGE	1.0	
08/09/2012	STATION BACKING UP	REPLACED PUMPS DUE TO GREASE PROBLEM	2.0	
08/10/2012	LIGHT/ALARM	REPLACE PUMP	2.0	
08/12/2012	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	5.0	YES
08/13/2012	OVERFLOWING	CUSTOMER COVERED STATION/SENT LETTER	1.0	
08/13/2012	OVERFLOWING	REPLACE PUMP	1.0	
08/13/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
08/13/2012	LIGHT/ALARM	REPLACED PUMP DUE TO ALARM STAGE	1.0	
08/14/2012	OVERFLOWING	REPLACED PUMP & CABLE	3.0	
08/14/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
08/15/2012	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
08/15/2012	LIGHT/ALARM	REPLACED PUMP, CONTROL BOARD & VENT CAP	1.0	
08/16/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	4.0	YES
08/16/2012	LIGHT/ALARM	REPLACED PUMP DUE TO ALARM STAGE	1.0	
08/16/2012	OVERFLOWING	REPLACED PUMPS DUE TO RAGS/CLOTH IN STATION	2.0	
08/17/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/17/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/17/2012	LIGHT/ALARM	REPLACED PUMP DUE TO ALARM STAGE	1.0	
08/18/2012	OVERFLOWING	REPLACE PUMP	4.0	YES
08/20/2012	LIGHT/ALARM	REPLACE CONTROL BOARD	1.0	
08/20/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/20/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE & VENT CAP	1.0	
08/21/2012	LIGHT/ALARM	REPLACE CONTROL BOARD	3.0	YES
08/21/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/21/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/21/2012	LIGHT/ALARM	REPLACED PUMP DUE TO ALARM STAGE	1.0	



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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
08/21/2012	ODOR	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
08/22/2012	OVERFLOWING	REPLACE PUMP	1.0	
08/22/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/22/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
08/22/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
08/22/2012	LIGHT/ALARM	RESET BEAKERS	3.0	YES
08/23/2012	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
08/23/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/23/2012	OVERFLOWING	REPLACED PUMP DUE TO ALARM STAGE	1.0	
08/24/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
08/25/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	3.0	YES
08/27/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/27/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
08/27/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	4.0	
08/28/2012	ODOR	NO PROBLEM FOUND	1.0	
08/28/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/28/2012	ODOR	REPLACED PUMP & VENT CAP	1.0	
08/29/2012	STATION BACKING UP	NO PROBLEM FOUND	1.0	
08/29/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/29/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/29/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
08/29/2012	LIGHT/ALARM	REPLACED PUMP DUE TO ALARM STAGE	1.0	
08/29/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
08/29/2012	ODOR	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
08/30/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/30/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/30/2012	LIGHT/ALARM	REPLACE PUMP	2.0	YES
08/30/2012	ODOR	REPLACED PUMP, CABLE & VENT CAP	1.5	
08/30/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
08/30/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
08/30/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
08/31/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
08/31/2012	LIGHT/ALARM	REPLACED PUMP & CABLE	4.0	YES
08/31/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
09/01/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
09/03/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
09/04/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/04/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
09/04/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
09/05/2012	CUSTOMER CALL	NO PROBLEM FOUND	1.0	
09/05/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/05/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/05/2012	LIGHT/ALARM	REPLACE PUMP DUE TO STATOR	1.5	
09/06/2012	STATION BACKING UP	NO PROBLEM FOUND	3.0	YES
09/06/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/07/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
09/07/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/07/2012	LIGHT/ALARM	REPLACED PUMP CABLE AND EQD	1.0	
09/08/2012	STATION BACKING UP	RESET BEAKERS	1.0	
09/09/2012	LIGHT/ALARM	REPLACED PUMP, CABLE & VENT CAP	2.0	YES
09/10/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/10/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/10/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/10/2012	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
09/10/2012	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	3.0	YES
09/10/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
09/11/2012	OVERFLOWING	REPLACE PUMP	1.0	
09/11/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/11/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/11/2012	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
09/12/2012	ODOR	NO PROBLEM FOUND	1.0	
09/12/2012	OVERFLOWING	REPLACE PUMP	3.0	YES
09/12/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/12/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/12/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/12/2012	LIGHT/ALARM	REPLACE PUMP DUE TO STATOR	1.0	

## EMERGENCY 2012

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
09/14/2012	OVERFLOWING	REPLACE PUMP	1.0	
09/15/2012	LIGHT/ALARM	NO PROBLEM FOUND	3.0	YES
09/16/2012	LIGHT/ALARM	RESET BEAKERS	1.0	
09/17/2012	OVERFLOWING	REPLACE PUMP	2.0	
09/17/2012	OVERFLOWING	REPLACE PUMP	1.0	
09/17/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/17/2012	OVERFLOWING	REPLACED PUMP & VENT CAP	1.0	
09/17/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
09/17/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
09/18/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/18/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/18/2012	LIGHT/ALARM	REPLACE PUMP	4.0	YES
09/18/2012	PUMP RUNNING CONTINUOUSLY	REPLACED PUMP & CONTROL BOARD	1.0	
09/19/2012	STATION BACKING UP	NO PROBLEM FOUND	3.0	YES
09/20/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/21/2012	PUMP NOT WORKING	REPLACE PUMP	3.5	YES
09/22/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
09/24/2012	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.5	
09/24/2012	LIGHT/ALARM	NO PROBLEM FOUND	0.5	
09/24/2012	OVERFLOWING	REPLACE PUMP	1.0	
09/24/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/24/2012	OVERFLOWING	REPLACED PUMP & CABLE	1.5	
09/24/2012	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
09/24/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.5	YES
09/24/2012	OVERFLOWING	REPLACED PUMP DUE TO ALARM STAGE	1.0	
09/25/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/25/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
09/25/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
09/25/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
09/26/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
09/26/2012	OVERFLOWING	REPLACED PUMP & VENT CAP	2.0	YES
09/26/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	2.0	YES
09/27/2012	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	1.5	
09/28/2012	OVERFLOWING	REPLACE PUMP	1.0	
10/01/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
10/03/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
10/03/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
10/04/2012	OVERFLOWING	REPLACE PUMP	1.0	
10/04/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
10/06/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
10/08/2012	PUMP RUNNING CONTINUOUSLY	REPLACE PUMP	1.0	
10/08/2012	OVERFLOWING	REPLACED PUMP & CABLE	2.0	
10/08/2012	PUMP MAKING NOISE	REPLACED PUMP & CABLE	2.0	
10/08/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
10/08/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
10/09/2012	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
10/09/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
10/10/2012	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	3.0	YES
10/10/2012	OVERFLOWING	REPLACE PUMP	1.0	
10/10/2012	OVERFLOWING	REPLACE PUMP	1.0	
10/11/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
10/12/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
10/13/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
10/14/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
10/15/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
10/15/2012	LIGHT/ALARM	REPLACED PUMP & CABLE	2.0	
10/16/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
10/16/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
10/16/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
10/17/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
10/17/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
10/19/2012	OVERFLOWING	CUSTOMER DISCONNECTED	0.5	
10/19/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
10/19/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
10/20/2012	LIGHT/ALARM	REPLACE PUMP	2.0	
10/20/2012	LIGHT/ALARM	REPLACE PUMP	2.0	

## EMERGENCY 2012

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
10/20/2012	LIGHT/ALARM	REPLACE PUMP	3.0	
10/20/2012	LIGHT/ALARM	REPLACE PUMP	2.0	
10/21/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
10/22/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
10/22/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
10/22/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
10/22/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
10/23/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	4.0	YES
10/24/2012	OVERFLOWING	REPLACE PUMP	2.0	YES
10/24/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
10/25/2012	STATION BACKING UP	CUSTOMER DISCONNECTED	1.0	
10/25/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
10/25/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
10/26/2012	OVERFLOWING	REPLACE PUMP	1.0	
10/26/2012	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
10/27/2012	LIGHT/ALARM	RESET BEAKERS	3.0	YES
10/30/2012	LIGHT/ALARM	REPLACE PUMP	1.0	YES
10/31/2012	OVERFLOWING	REPLACE PUMP	1.0	
10/31/2012	OVERFLOWING	REPLACED PUMP & VENT CAP	1.0	
11/01/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
11/03/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	3.0	YES
11/05/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
11/07/2012	PUMP NOT WORKING	NO PROBLEM FOUND	1.0	
11/07/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
11/09/2012	CUSTOMER CALL	NO PROBLEM FOUND	1.0	
11/09/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
11/13/2012	STATION BACKING UP	NO PROBLEM FOUND	1.0	
11/13/2012	OVERFLOWING	REPLACE PUMP	1.0	
11/13/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
11/14/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
11/14/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
11/15/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
11/15/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
11/16/2012	OVERFLOWING	REPLACE PUMP	1.0	
11/16/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
11/17/2012	ODOR	NO PROBLEM FOUND	4.0	YES
11/17/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	3.0	YES
11/18/2012	STATION BACKING UP	NO PROBLEM FOUND	3.0	YES
11/19/2012	STATION BACKING UP	NO PROBLEM FOUND	1.0	
11/19/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
11/19/2012	LIGHT/ALARM	RESET BEAKERS	1.0	
11/20/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
11/20/2012	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
11/21/2012	OVERFLOWING	REPLACE PUMP	1.0	
11/21/2012	OVERFLOWING	REPLACE PUMP	2.0	
11/26/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
11/26/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
11/27/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
11/28/2012	LIGHT/ALARM	REPLACE PUMP	3.0	YES
11/30/2012	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
12/03/2012	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
12/05/2012	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
12/05/2012	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
12/05/2012	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE & VENT CAP	1.0	
12/06/2012	STATION BACKING UP	NO PROBLEM FOUND	1.0	
12/06/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
12/10/2012	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.0	
12/10/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
12/11/2012	OVERFLOWING	CUSTOMER DISCONNECTED	1.0	
12/11/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
12/12/2012	OVERFLOWING	REPLACE PUMP	1.0	
12/12/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
12/13/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
12/16/2012	LIGHT/ALARM	REPLACED PUMP & CABLE	5.0	YES
12/17/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	

## EMERGENCY 2012

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
12/17/2012	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
12/19/2012	LIGHT/ALARM	REPLACED PUMP & BLADDER	1.0	
12/21/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
12/24/2012	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	4.0	YES
12/26/2012	LIGHT/ALARM	CUSTOMER DISCONNECTED	0.5	
12/26/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
12/27/2012	OVERFLOWING	REPAIRED BROKEN PIG TAIL	2.0	
12/27/2012	OVERFLOWING	REPLACED PUMP, SLIDER VALVE, HOSE & CABLE	1.5	
12/28/2012	LIGHT/ALARM	REPLACE PUMP	2.5	YES
12/28/2012	LIGHT/ALARM	REPLACED PUMP, CABLE, CONTROL BOARD	1.0	
12/30/2012	LIGHT/ALARM	REPLACE PUMP	1.5	
12/31/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
12/31/2012	LIGHT/ALARM	REPLACE PUMP	1.0	
12/31/2012	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
12/31/2012	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	

## EMERGENCY 2013

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/01/2013	OVERFLOWING	REPLACED PUMP	3.0	YES
01/02/2013	OVERFLOWING	BREAKER ISSUE ON CUSTOMER'S SIDE	0.5	
01/02/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
01/02/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
01/02/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
01/02/2013	STATION BACKING UP	REPLACED PUMP	1.0	
01/07/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
01/07/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
01/08/2013	OVERFLOWING	REPLACED PUMP	1.0	
01/09/2013	OVERFLOWING	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
01/09/2013	OVERFLOWING	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
01/10/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
01/12/2013	LIGHT/ALARM	REPLACED PUMP	2.0	YES
01/12/2013	OVERFLOWING	REPLACED PUMP	4.0	YES
01/15/2013	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
01/16/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
01/16/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
01/16/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
01/16/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
01/17/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
01/17/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
01/18/2013	OVERFLOWING	REPLACED PUMP & DISCHARGE HOSE	1.0	
01/19/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
01/20/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
01/21/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
01/21/2013	OVERFLOWING	REPLACED PUMP	1.0	
01/21/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
01/23/2013	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
01/24/2013	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
01/24/2013	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
01/24/2013	LIGHT/ALARM	REPLACED PUMP	2.0	YES
01/25/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
01/28/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
01/28/2013	OVERFLOWING	REPLACED PUMP & VENT CAP	1.0	
01/29/2013	OVERFLOWING	REPLACED PUMP	1.0	
01/29/2013	OVERFLOWING	REPLACED PUMP, CONTROL BOARD & CABLE	2.0	
01/30/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
01/30/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
01/31/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
02/01/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
02/02/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
02/02/2013	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	2.0	YES
02/03/2013	LIGHT/ALARM	REPLACED PUMP	5.0	YES
02/04/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
02/04/2013	LIGHT/ALARM	REPLACED PUMP	1.5	
02/04/2013	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
02/05/2013	LIGHT/ALARM	REPLACED CONTROL BOARD	0.5	
02/05/2013	OVERFLOWING	REPLACED PUMP	1.0	
02/06/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
02/06/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
02/06/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
02/06/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
02/07/2013	OVERFLOWING	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
02/07/2013	OVERFLOWING	REPLACED PUMP	1.0	
02/08/2013	ODOR	NO PROBLEM FOUND	0.5	
02/09/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
02/09/2013	LIGHT/ALARM	REPLACED PUMP & CABLE	4.0	YES
02/10/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
02/11/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
02/11/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
02/14/2013	LIGHT/ALARM	BLOCKED LINE ON CUSTOMER'S SIDE	3.0	
02/15/2013	ODOR	NO PROBLEM FOUND	0.5	
02/19/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
02/20/2013	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
02/25/2013	OVERFLOWING	REPLACED BROKEN PIG TAIL	2.0	

## EMERGENCY 2013

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
02/27/2013	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
02/27/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
02/28/2013	PUMP RUNNING CONTINUOUSLY	REPLACED PUMP	1.0	
03/02/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/02/2013	LIGHT/ALARM	REPLACED PUMP	1.5	YES
03/04/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
03/04/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
03/04/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
03/04/2013	STATION BACKING UP	REPLACED PUMP	1.0	
03/06/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
03/08/2013	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
03/09/2013	OVERFLOWING	REPLACED PUMP	3.0	YES
03/11/2013	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
03/12/2013	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
03/13/2013	STATION BACKING UP	REPLACED PUMP	1.0	
03/13/2013	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
03/14/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
03/15/2013	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
03/15/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
03/15/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
03/16/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/16/2013	OVERFLOWING	REPLACED PUMP	3.0	YES
03/17/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
03/18/2013	LIGHT/ALARM	REPLACED BROKEN PIG TAIL	1.0	
03/18/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
03/18/2013	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
03/19/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
03/19/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
03/20/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
03/20/2013	LIGHT/ALARM	REPLACED PUMP	1.5	
03/20/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
03/21/2013	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
03/25/2013	LIGHT/ALARM	REPLACED PUMP, CONTROL BOARD & CABLE	1.5	
03/26/2013	OVERFLOWING	BREAKER ISSUE ON CUSTOMER'S SIDE	3.0	YES
03/30/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/30/2013	LIGHT/ALARM	REPLACED PUMP	2.5	YES
03/30/2013	LIGHT/ALARM	REPLACED PUMP	1.5	YES
04/01/2013	LIGHT/ALARM	REPLACED PUMP	2.0	
04/02/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
04/02/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
04/02/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
04/03/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
04/04/2013	STATION BACKING UP	REPLACED PUMP	1.0	
04/05/2013	PUMP RUNNING CONTINUOUSLY	REPLACED PUMP	1.0	
04/08/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
04/08/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
04/08/2013	OVERFLOWING	REPLACED PUMP	1.0	
04/08/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
04/09/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
04/10/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
04/10/2013	OVERFLOWING	REPLACED PUMP	1.5	
04/10/2013	OVERFLOWING	REPLACED PUMP	3.0	YES
04/11/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
04/11/2013	LIGHT/ALARM	REPLACED PUMP, CONTROL BOARD & CABLE	3.0	YES
04/12/2013	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
04/13/2013	LIGHT/ALARM	REPLACED PUMP	2.0	YES
04/13/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
04/15/2013	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
04/15/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
04/16/2013	STATION BACKING UP	NO PROBLEM FOUND	1.0	
04/16/2013	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
04/16/2013	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.5	
04/16/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
04/16/2013	OVERFLOWING	REPLACED PUMP & VENT CAP	1.0	
04/17/2013	STATION BACKING UP	BLOCKED LINE ON CUSTOMER'S SIDE	0.5	
04/17/2013	LIGHT/ALARM	REPLACED PUMP & CABLE	3.0	YES

## EMERGENCY 2013

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
04/17/2013	OVERFLOWING	REPLACED PUMP & CABLE	2.0	
04/18/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
04/19/2013	STATION BACKING UP	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
04/20/2013	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	0.5	
04/20/2013	STATION BACKING UP	REPLACED PUMP	2.0	YES
04/22/2013	OVERFLOWING	BREAKER ISSUE ON CUSTOMER'S SIDE	0.5	
04/22/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
04/23/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
04/23/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	3.0	YES
04/24/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
04/25/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
04/25/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
04/25/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
04/26/2013	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
04/27/2013	PUMP RUNNING CONTINUOUSLY	REPLACED PUMP	4.0	YES
04/28/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/30/2013	LIGHT/ALARM	REPLACED DISCONNECT BOX	1.0	
05/02/2013	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
05/02/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/03/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/03/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/03/2013	LIGHT/ALARM	REPLACED PUMP & CABLE	1.5	
05/04/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/07/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/07/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/08/2013	LIGHT/ALARM	NO PROBLEM FOUND	3.0	YES
05/08/2013	PUMP RUNNING CONTINUOUSLY	REPLACED PUMP	1.0	
05/10/2013	STATION BACKING UP	NO PROBLEM FOUND	1.0	
05/10/2013	OVERFLOWING	REPLACED PUMP	1.0	
05/15/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/15/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/15/2013	OVERFLOWING	REPLACED PUMP	1.0	
05/16/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/17/2013	LIGHT/ALARM	NO PROBLEM FOUND	0.5	
05/17/2013	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	0.5	
05/17/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/17/2013	OVERFLOWING	REPLACED PUMP	1.0	
05/19/2013	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	3.0	YES
05/20/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/20/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/20/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/20/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
05/21/2013	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
05/22/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/22/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/22/2013	OVERFLOWING	REPLACED PUMP	1.0	
05/22/2013	OVERFLOWING	REPLACED PUMP	1.5	
05/22/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	5.0	YES
05/23/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/23/2013	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
05/24/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
05/25/2013	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
05/25/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
05/26/2013	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	3.0	YES
05/28/2013	OVERFLOWING	REPAIRED SEWER LINE & REPLACED PUMP	2.0	
05/28/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/28/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/28/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
05/28/2013	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
05/29/2013	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
05/30/2013	LIGHT/ALARM	NO PROBLEM FOUND	0.5	
05/30/2013	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	0.5	
05/30/2013	OVERFLOWING	REPLACED PUMP	1.0	
05/31/2013	LIGHT/ALARM	REPLACED PUMP	2.0	
05/31/2013	LIGHT/ALARM	REPLACED PUMP	2.0	YES
05/31/2013	OVERFLOWING	REPLACED PUMP	1.0	

## EMERGENCY 2013

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
05/31/2013	OVERFLOWING	REPLACED PUMP & VENT CAP	1.5	YES
06/02/2013	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	3.0	YES
06/03/2013	PUMP NOT WORKING	BLOCKED LINE ON CUSTOMER'S SIDE	1.0	
06/03/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/06/2013	OVERFLOWING	REPLACED PUMP	1.0	
06/07/2013	PUMP NOT WORKING	NO PROBLEM FOUND	1.0	
06/07/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
06/07/2013	OVERFLOWING	REPLACED PUMP	1.0	
06/09/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/09/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/10/2013	OVERFLOWING	REPLACED PUMP	1.0	
06/10/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
06/10/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
06/10/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
06/10/2013	OVERFLOWING	REPLACED PUMP	1.0	
06/10/2013	PUMP RUNNING CONTINUOUSLY	REPLACED PUMP	1.0	
06/10/2013	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
06/11/2013	LIGHT/ALARM	REPLACED PUMP	1.5	
06/11/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
06/12/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
06/13/2013	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
06/13/2013	OVERFLOWING	REPLACED PUMP	1.0	
06/13/2013	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
06/13/2013	LIGHT/ALARM	REPLACED PUMP, CONTROL BOARD & CABLE	1.0	
06/14/2013	OVERFLOWING	REPLACED CONTROL BOARD	1.0	
06/16/2013	LIGHT/ALARM	REPLACED PUMP	3.0	
06/16/2013	OVERFLOWING	REPLACED PUMP	3.0	YES
06/16/2013	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	3.0	YES
06/17/2013	OVERFLOWING	NO PROBLEM FOUND	2.0	YES
06/17/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
06/17/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
06/17/2013	LIGHT/ALARM	REPLACED PUMP	2.0	YES
06/17/2013	LIGHT/ALARM	REPLACED PUMP	1.5	
06/17/2013	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
06/18/2013	OVERFLOWING	REPLACED PUMP	3.0	YES
06/18/2013	LIGHT/ALARM	REPLACED PUMP, CONTROL BOARD & CABLE	1.5	
06/19/2013	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
06/19/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
06/19/2013	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
06/19/2013	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
06/20/2013	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
06/20/2013	OVERFLOWING	REPLACED PUMP, CONTROL BOARD & CABLE	2.0	
06/22/2013	STATION BACKING UP	NO PROBLEM FOUND	2.0	YES
06/22/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
06/22/2013	OVERFLOWING	REPLACED PUMP	2.0	YES
06/22/2013	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
06/23/2013	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	2.0	YES
06/23/2013	LIGHT/ALARM	REPLACED PUMP	2.0	YES
06/24/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
06/24/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
06/24/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
06/24/2013	OVERFLOWING	REPLACED PUMP	1.0	
06/24/2013	PUMP NOT WORKING	REPLACED PUMP	1.0	
06/24/2013	LIGHT/ALARM	REPLACED PUMP	0.5	
06/25/2013	OVERFLOWING	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
06/25/2013	OVERFLOWING	REPLACED PUMP	4.0	YES
06/25/2013	OVERFLOWING	REPLACED PUMP	1.0	
06/25/2013	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
06/26/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
06/26/2013	OVERFLOWING	REPLACED PUMP	1.0	
06/27/2013	OVERFLOWING	BREAKER ISSUE ON CUSTOMER'S SIDE	0.5	
06/27/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
06/28/2013	STATION BACKING UP	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
06/28/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/28/2013	OVERFLOWING	REPLACED PUMP	1.0	
06/29/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES



## EMERGENCY 2013

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
06/29/2013	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	4.0	YES
06/29/2013	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	3.0	YES
06/30/2013	LIGHT/ALARM	REPLACED PUMP	2.0	YES
06/30/2013	OVERFLOWING	REPLACED PUMP	2.0	YES
07/01/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/01/2013	OVERFLOWING	REPLACED PUMP	1.0	
07/02/2013	ODOR	REPLACED PUMP & CABLE	2.0	
07/03/2013	OVERFLOWING	REPLACED PUMP	1.0	
07/03/2013	OVERFLOWING	REPLACED PUMP	1.0	
07/04/2013	OVERFLOWING	REPLACED PUMP	3.0	YES
07/05/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/05/2013	OVERFLOWING	REPLACED PUMP	5.0	YES
07/05/2013	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
07/05/2013	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
07/08/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/08/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/08/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/08/2013	LIGHT/ALARM	REPLACED PUMP & CABLE	2.0	
07/09/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/09/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/09/2013	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
07/10/2013	ODOR	NO PROBLEM FOUND	1.0	
07/10/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/11/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/11/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/11/2013	OVERFLOWING	REPLACED PUMP	3.0	YES
07/11/2013	STATION BACKING UP	REPLACED PUMP, CONTROL BOARD, SLIDER VALVE & HOSE	2.0	
07/12/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/12/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/12/2013	OVERFLOWING	REPLACED PUMP	3.0	YES
07/13/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/13/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/15/2013	OVERFLOWING	BREAKER ISSUE ON CUSTOMER'S SIDE	4.0	YES
07/15/2013	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
07/15/2013	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
07/15/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/15/2013	OVERFLOWING	REPLACED PUMP	1.0	
07/15/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
07/16/2013	LIGHT/ALARM	NO PROBLEM FOUND	3.0	YES
07/16/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/16/2013	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
07/17/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
07/17/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/18/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/19/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
07/19/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/19/2013	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
07/20/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/21/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/22/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/23/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/23/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/24/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/24/2013	OVERFLOWING	REPLACED PUMP	2.0	YES
07/25/2013	OVERFLOWING	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
07/25/2013	ODOR	NO PROBLEM FOUND	0.5	
07/25/2013	LIGHT/ALARM	REPLACED PUMP	2.0	
07/25/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/25/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/25/2013	OVERFLOWING	REPLACED PUMP & VENT CAP	1.0	
07/26/2013	ODOR	NO PROBLEM FOUND	1.0	
07/26/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	3.0	YES
07/29/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/29/2013	LIGHT/ALARM	REPLACED PUMP	1.0	

## EMERGENCY 2013

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
07/29/2013	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
07/30/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/30/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
07/31/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
08/01/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
08/01/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/01/2013	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
08/03/2013	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	2.0	YES
08/05/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/05/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/05/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/06/2013	LIGHT/ALARM	NO PROBLEM FOUND	0.5	
08/06/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/06/2013	PUMP RUNNING CONTINUOUSLY	REPLACED PUMP	1.0	
08/06/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	4.0	YES
08/06/2013	OVERFLOWING	REPLACED PUMP & VENT CAP	1.0	
08/07/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/08/2013	LIGHT/ALARM	NO PROBLEM FOUND	0.5	
08/08/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/08/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/08/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/08/2013	OVERFLOWING	REPLACED PUMP	1.0	
08/08/2013	ODOR	REPLACED PUMP	1.0	
08/09/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/10/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/12/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/12/2013	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
08/12/2013	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
08/13/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/13/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/13/2013	OVERFLOWING	REPLACED PUMP, CONTROL BOARD & CABLE	1.5	
08/14/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/15/2013	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
08/15/2013	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
08/15/2013	ODOR	NO PROBLEM FOUND	1.0	
08/15/2013	LIGHT/ALARM	REPLACED PUMP	1.5	
08/15/2013	OVERFLOWING	REPLACED PUMP	1.0	
08/15/2013	OVERFLOWING	REPLACED PUMP	1.0	
08/16/2013	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
08/16/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/16/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/16/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/16/2013	OVERFLOWING	REPLACED PUMP	1.0	
08/17/2013	LIGHT/ALARM	REPLACED PUMP	2.0	YES
08/17/2013	LIGHT/ALARM	REPLACED PUMP & CABLE	2.0	YES
08/18/2013	LIGHT/ALARM	REPLACED PUMP	2.0	YES
08/19/2013	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
08/19/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/19/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/19/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/19/2013	OVERFLOWING	REPLACED PUMP	1.0	
08/19/2013	OVERFLOWING	REPLACED PUMP	1.0	
08/19/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
08/20/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/21/2013	LIGHT/ALARM	NO PROBLEM FOUND	3.0	YES
08/22/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/22/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/23/2013	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	0.5	
08/23/2013	OVERFLOWING	NO PROBLEM FOUND	1.0	
08/23/2013	OVERFLOWING	NO PROBLEM FOUND	0.5	
08/23/2013	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
08/23/2013	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
08/23/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/23/2013	LIGHT/ALARM	REPLACED PUMP, CONTROL BOARD & CABLE	1.0	
08/24/2013	LIGHT/ALARM	NO PROBLEM FOUND	2.0	YES
08/26/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/26/2013	LIGHT/ALARM	REPLACED PUMP	2.0	

## EMERGENCY 2013

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
08/26/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
08/26/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
08/27/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/27/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/28/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/28/2013	OVERFLOWING	REPLACED PUMP	3.0	YES
08/29/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/30/2013	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
08/30/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/30/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
08/30/2013	OVERFLOWING	REPLACED PUMP & VENT CAP	1.0	
08/31/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
08/31/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
09/02/2013	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	4.0	YES
09/03/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/03/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/03/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/03/2013	PUMP RUNNING CONTINUOUSLY	REPLACED PUMP	1.0	
09/04/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/05/2013	OVERFLOWING	REPLACED BREAKER, CONTROL BOARD, CABLE & PUMP	2.5	
09/05/2013	OVERFLOWING	REPLACED PUMP	1.0	
09/06/2013	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
09/06/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/06/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/06/2013	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
09/06/2013	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
09/09/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/09/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/09/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/09/2013	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
09/10/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/10/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/10/2013	LIGHT/ALARM	RESET STATION	1.5	
09/11/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/12/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/12/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/12/2013	ODOR	REPLACED PUMP	1.0	
09/13/2013	LIGHT/ALARM	REPLACED PUMP	2.5	YES
09/13/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/13/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/13/2013	OVERFLOWING	REPLACED PUMP	2.5	YES
09/14/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/14/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
09/15/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/16/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/16/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/16/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/16/2013	OVERFLOWING	REPLACED PUMP	3.0	YES
09/17/2013	OVERFLOWING	NO PROBLEM FOUND	1.0	
09/17/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/17/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/17/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/17/2013	OVERFLOWING	REPLACED PUMP	1.0	
09/18/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/18/2013	OVERFLOWING	REPLACED PUMP	1.0	
09/19/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/19/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/19/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/20/2013	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
09/21/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/22/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/23/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/23/2013	OVERFLOWING	REPLACED PUMP	1.0	
09/24/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/25/2013	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	

## EMERGENCY 2013

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
09/26/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/27/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/27/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/27/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/27/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/27/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/29/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
09/29/2013	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	3.0	YES
09/30/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/30/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/30/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/30/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
09/30/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/01/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/01/2013	OVERFLOWING	REPLACED PUMP	1.0	
10/02/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/03/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/03/2013	OVERFLOWING	REPLACED PUMP	1.0	
10/04/2013	OVERFLOWING	REPLACED PUMP	1.0	
10/04/2013	OVERFLOWING	REPLACED PUMP	1.0	
10/07/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/07/2013	PUMP RUNNING CONTINUOUSLY	REPLACED PUMP, CONTROL BOARD & CABLE	2.0	
10/08/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/09/2013	LIGHT/ALARM	NO PROBLEM FOUND	0.5	
10/09/2013	STATION BACKING UP	NO PROBLEM FOUND	3.0	YES
10/09/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/09/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/10/2013	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
10/10/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/10/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/10/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/10/2013	OVERFLOWING	REPLACED PUMP	1.0	
10/11/2013	OVERFLOWING	REPLACED CABLE	1.0	
10/12/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
10/12/2013	OVERFLOWING	REPLACED PUMP	2.0	YES
10/13/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
10/14/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/14/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/14/2013	OVERFLOWING	REPLACED PUMP	1.0	
10/15/2013	LIGHT/ALARM	REPLACED PUMP	2.0	
10/15/2013	OVERFLOWING	REPLACED PUMP	3.0	YES
10/16/2013	STATION BACKING UP	NO PROBLEM FOUND	3.0	YES
10/18/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/18/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/19/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
10/20/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
10/21/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/21/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
10/21/2013	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
10/21/2013	PUMP MAKING NOISE	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
10/22/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/22/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/22/2013	PUMP RUNNING CONTINUOUSLY	REPLACED PUMP	3.0	YES
10/22/2013	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
10/24/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/24/2013	OVERFLOWING	REPLACED PUMP	1.0	
10/25/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/28/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/28/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/28/2013	OVERFLOWING	REPLACED PUMP	1.0	
10/29/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/30/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/30/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
10/30/2013	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
11/01/2013	OVERFLOWING	BREAKER ISSUE ON CUSTOMER'S SIDE	0.5	
11/01/2013	LIGHT/ALARM	REPLACED PUMP	1.0	

## EMERGENCY 2013

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
11/01/2013	OVERFLOWING	REPLACED PUMP	1.0	
11/01/2013	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.5	
11/01/2013	STATION BACKING UP	REPLACED PUMP & CONTROL BOARD	1.0	
11/04/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/04/2013	STATION BACKING UP	REPLACED PUMP	1.0	
11/06/2013	STATION BACKING UP	BLOCKED LINE ON CUSTOMER'S SIDE	1.0	
11/06/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/06/2013	PUMP RUNNING CONTINUOUSLY	REPLACED PUMP	3.0	YES
11/07/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/11/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
11/12/2013	LIGHT/ALARM	REPLACED PUMP	1.5	
11/12/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/12/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/13/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/13/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
11/13/2013	OVERFLOWING	REPLACED PUMP	1.0	
11/14/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/14/2013	PUMP RUNNING CONTINUOUSLY	REPLACED PUMP	1.0	
11/15/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/18/2013	OVERFLOWING	NO PROBLEM FOUND	0.5	
11/18/2013	OVERFLOWING	REPLACED PUMP	1.0	
11/19/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/20/2013	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
11/21/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
11/22/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/22/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/22/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/22/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/23/2013	LIGHT/ALARM	REPLACED PUMP	5.0	YES
11/24/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/25/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/25/2013	LIGHT/ALARM	REPLACED PUMP	2.0	
11/25/2013	ODOR	REPLACED PUMP	4.0	YES
11/26/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/27/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/27/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/27/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
11/29/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
12/01/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
12/02/2013	OVERFLOWING	BREAKER ISSUE ON CUSTOMER'S SIDE	0.5	
12/02/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
12/02/2013	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
12/02/2013	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
12/03/2013	STATION BACKING UP	NO PROBLEM FOUND	1.0	
12/03/2013	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
12/04/2013	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
12/04/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
12/04/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
12/05/2013	OVERFLOWING	NO PROBLEM FOUND	1.0	
12/06/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
12/07/2013	LIGHT/ALARM	REPLACED PUMP & CABLE	3.0	YES
12/09/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
12/09/2013	STATION BACKING UP	RESET STATION	1.0	
12/10/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
12/10/2013	OVERFLOWING	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
12/10/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
12/12/2013	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	2.0	
12/12/2013	LIGHT/ALARM	REPLACED PUMP	4.0	YES
12/13/2013	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
12/14/2013	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	3.0	YES
12/15/2013	STATION BACKING UP	NO PROBLEM FOUND	3.0	YES
12/16/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
12/18/2013	STATION BACKING UP	BLOCKED LINE ON CUSTOMER'S SIDE	2.0	
12/18/2013	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
12/18/2013	STATION BACKING UP	NO PROBLEM FOUND	1.0	
12/18/2013	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	3.0	YES

## EMERGENCY 2013

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
12/19/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
12/19/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
12/19/2013	LIGHT/ALARM	REPLACED PUMP & CABLE	2.0	
12/20/2013	OVERFLOWING	REPLACED PUMP	3.0	YES
12/20/2013	OVERFLOWING	REPLACED PUMP	1.0	
12/20/2013	ODOR	REPLACED PUMP	1.0	
12/21/2013	LIGHT/ALARM	POWER ISSUE ON CUSTOMER'S SIDE	3.0	YES
12/23/2013	LIGHT/ALARM	REPLACED PUMP	3.0	YES
12/24/2013	OVERFLOWING	REPLACED PUMP	3.0	YES
12/24/2013	OVERFLOWING	REPLACED PUMP	4.0	YES
12/26/2013	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
12/26/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
12/30/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
12/30/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
12/31/2013	STATION BACKING UP	NO PROBLEM FOUND	1.0	
12/31/2013	LIGHT/ALARM	REPLACED PUMP	1.0	
6/11/813	PUMP RUNNING CONTINUOUSLY	REPLACED PUMP	1.0	
9/12/813	LIGHT/ALARM	REPLACED PUMP	1.0	

## EMERGENCY 2014

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/02/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
01/02/2014	PUMP NOT WORKING	REPLACED PUMP	1.0	
01/04/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
01/05/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
01/07/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
01/08/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
01/08/2014	OVERFLOWING	REPLACED PUMP & CABLE	2.0	
01/09/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
01/09/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
01/09/2014	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/09/2014	PUMP NOT WORKING	REPLACED PUMP THAT WAS FROZEN	1.0	
01/10/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
01/11/2014	OVERFLOWING	REPLACED PUMP	3.0	YES
01/13/2014	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	0.5	
01/13/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
01/13/2014	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
01/14/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
01/14/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
01/14/2014	OVERFLOWING	REPLACED PUMP, CABLE & CONTROL BOARD	3.0	YES
01/14/2014	OVERFLOWING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
01/16/2014	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/16/2014	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	0.5	
01/17/2014	STATION BACKING UP	INSTALLED PUMP	1.0	
01/17/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
01/17/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
01/17/2014	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
01/20/2014	OVERFLOWING	REPLACED PUMP	1.0	
01/20/2014	STATION BACKING UP	REPLACED PUMP & CABLE	1.0	
01/20/2014	LIGHT/ALARM	REPLACED PUMP DUE TO EXCESSIVE BABY WIPES IN STATION.	1.5	
01/20/2014	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
01/22/2014	OVERFLOWING	REPLACED PUMP	1.0	
01/23/2014	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	3.0	YES
01/24/2014	LIGHT/ALARM	REPLACED EQD END	1.0	
01/24/2014	LIGHT/ALARM	REPLACED PUMP	4.0	YES
01/24/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	2.0	
01/25/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
01/27/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
01/27/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
01/27/2014	LIGHT/ALARM	RESET BREAKERS	1.0	
01/28/2014	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.0	
01/28/2014	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	0.5	
01/28/2014	LIGHT/ALARM	REPLACED PUMP & 20' OF FROZEN SERVICE LINE	2.0	
01/29/2014	LIGHT/ALARM	REPLACED PUMP & FROZEN SERVICE LINE IN CREEK	4.0	
01/30/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
01/30/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
01/31/2014	OVERFLOWING	REPLACED CABLE & CONTROL BOX	2.0	YES
01/31/2014	LIGHT/ALARM	REPLACED PUMP	1.5	
01/31/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
02/02/2014	OVERFLOWING	REPLACED PUMP & FROZEN SERVICE LINE UNDER ROAD	4.0	YES
02/03/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
02/03/2014	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
02/04/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
02/04/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
02/04/2014	LIGHT/ALARM	REPLACED PUMP, HIGH AMPED DUE TO BLOCKED LINE. REPAIRED BLOCKAGE.	1.0	
02/05/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
02/06/2014	LIGHT/ALARM	REPLACED PUMP	1.0	

## EMERGENCY 2014

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
02/06/2014	OVERFLOWING	REPLACED PUMP	1.0	
02/06/2014	LIGHT/ALARM	RESET BREAKERS	1.0	
02/08/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
02/10/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
02/12/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
02/12/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
02/12/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
02/12/2014	OVERFLOWING	REPLACED PUMP	1.0	
02/14/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
02/16/2014	LIGHT/ALARM	REPLACED PUMP	4.0	YES
02/17/2014	LIGHT/ALARM	REPLACED PUMP	4.0	YES
02/17/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
02/19/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
02/19/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
02/19/2014	OVERFLOWING	REPLACED PUMP	1.0	
02/20/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
02/20/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
02/22/2014	LIGHT/ALARM	REPLACED PUMP	2.0	YES
02/24/2014	LIGHT/ALARM	REPLACED PUMP, BREAKERS & CABLE	1.0	
02/26/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
02/26/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
02/27/2014	PUMP NOT WORKING	REPLACED PUMP	1.0	
03/01/2014	LIGHT/ALARM	REPLACED PUMP	4.0	YES
03/01/2014	OVERFLOWING	REPLACED PUMP	4.0	YES
03/03/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/03/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/04/2014	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.0	
03/05/2014	PUMP NOT WORKING	NO POWER ON CUSTOMER'S SIDE	1.0	
03/05/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/06/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/06/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/10/2014	LIGHT/ALARM	REPLACED PUMP	1.5	
03/10/2014	OVERFLOWING	REPLACED PUMP	1.5	
03/10/2014	LIGHT/ALARM	REPLACED PUMP, HIGH AMPED DUE TO BLOCKED LINE. REPAIRED BLOCKAGE.	4.5	
03/11/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/11/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/12/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/14/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/16/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/17/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/17/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/19/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/19/2014	OVERFLOWING	REPLACED PUMP	1.0	
03/20/2014	OVERFLOWING	REPLACED PUMP	1.0	
03/21/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/21/2014	OVERFLOWING	REPLACED PUMP	3.0	YES
03/21/2014	OVERFLOWING	REPLACED PUMP	1.0	
03/23/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/24/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/24/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/24/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/25/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/25/2014	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	1.5	
03/26/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/27/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
03/28/2014	OVERFLOWING	REPLACED PUMP	4.0	YES
03/28/2014	OVERFLOWING	REPLACED PUMP	1.0	
03/30/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	3.0	YES
03/31/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
04/02/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
04/02/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/03/2014	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.5	
04/04/2014	LIGHT/ALARM	REPLACED PUMP	1.5	
04/05/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/07/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES



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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
04/07/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
04/07/2014	LIGHT/ALARM	REPLACED PUMP	0.5	
04/09/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/09/2014	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
04/10/2014	LIGHT/ALARM	REPLACED PUMP	2.0	
04/10/2014	OVERFLOWING	REPLACED PUMP	1.0	
04/10/2014	OVERFLOWING	REPLACED PUMP, CABLE & CONTROL BOARD	0.5	
04/11/2014	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
04/14/2014	LIGHT/ALARM	REPLACED PUMP	5.0	YES
04/14/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
04/14/2014	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
04/15/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
04/15/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
04/17/2014	OVERFLOWING	REPLACED PUMP & CABLE	3.5	YES
04/17/2014	OVERFLOWING	REPLACED PUMP & EQD	1.0	
04/18/2014	OVERFLOWING	REPLACED PUMP	3.0	YES
04/19/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/21/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
04/23/2014	OVERFLOWING	REPLACED PUMP & BLADDER	1.0	
04/23/2014	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.5	
04/24/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
04/26/2014	LIGHT/ALARM	REPLACED PUMP & EQD	1.5	
04/26/2014	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	3.0	YES
04/28/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
04/29/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
04/30/2014	LIGHT/ALARM	REPLACED PUMP	5.0	YES
05/01/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
05/02/2014	PUMP NOT WORKING	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
05/02/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
05/03/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/06/2014	OVERFLOWING	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
05/06/2014	LIGHT/ALARM	REPLACED PUMP	1.5	
05/06/2014	LIGHT/ALARM	REPLACED PUMP	4.0	YES
05/06/2014	OVERFLOWING	REPLACED PUMP	1.0	
05/07/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
05/07/2014	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
05/08/2014	OVERFLOWING	REPAIRED PRESSURE CONNECT	1.0	
05/08/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
05/09/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
05/09/2014	STATION RUNNING CONTINUOUSLY	REPLACED PUMP	1.0	
05/09/2014	COMMODES SLOW TO FLUSH	STATION CHECKED OKAY. BLOCKAGE ON CUSTOMER'S SIDE	1.0	
05/10/2014	LIGHT/ALARM	REPLACED PUMP IN ALARM STAGE	3.0	YES
05/12/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
05/12/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/13/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
05/13/2014	OVERFLOWING	REPLACED PUMP, CABLE END & CONTROL BOARD	1.5	
05/14/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
05/14/2014	STATION BACKING UP	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
05/16/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/16/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
05/16/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
05/16/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
05/16/2014	OVERFLOWING	REPLACED PUMP	1.0	
05/16/2014	PUMP NOT WORKING	REPLACED PUMP & CONTROL BOARD	2.0	
05/17/2014	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	3.0	YES
05/19/2014	LIGHT/ALARM	REPLACED EQD END	1.0	
05/19/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/19/2014	LIGHT/ALARM	REPLACED PUMP	2.0	
05/19/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
05/19/2014	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
05/20/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
05/21/2014	LIGHT/ALARM	REPLACED PUMP	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
05/22/2014	LIGHT/ALARM	REPLACED PUMP	2.0	YES
05/23/2014	LIGHT/ALARM	REPLACED PUMP	1.5	
05/24/2014	LIGHT/ALARM	REPLACED PUMP	2.0	YES
05/24/2014	LIGHT/ALARM	REPLACED PUMP	2.0	YES
05/24/2014	LIGHT/ALARM	REPLACED PUMP	4.0	YES
05/24/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	2.0	YES
05/26/2014	OVERFLOWING	INSTALLED PUMP	3.0	YES
05/27/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
05/28/2014	OVERFLOWING	REPLACED PUMP	1.0	
05/29/2014	PUMP NOT WORKING	REPLACED PUMP	1.0	
05/30/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
05/30/2014	OVERFLOWING	REPLACED PUMP	2.5	YES
05/30/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
05/30/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
06/01/2014	OVERFLOWING	REPLACED PUMP	3.0	YES
06/01/2014	OVERFLOWING	REPLACED PUMP, CONTROL BOARD & EQD	4.0	YES
06/02/2014	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.0	
06/02/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/02/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/02/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
06/03/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/03/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/03/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/03/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/03/2014	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
06/04/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/04/2014	LIGHT/ALARM	REPLACED PUMP IN ALARM STAGE	3.0	YES
06/05/2014	LIGHT/ALARM	REPLACED PUMP	2.0	YES
06/06/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
06/09/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/09/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/09/2014	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
06/09/2014	OVERFLOWING	REPLACED PUMP DUE TO GREASE, BABY WIPES, FEMININE HYGINE PRODUCTS.	2.0	
06/09/2014	LIGHT/ALARM	RESET BREAKERS	3.0	YES
06/10/2014	LIGHT/ALARM	REPLACED PUMP	2.0	
06/11/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/11/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/11/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/11/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/12/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/13/2014	LIGHT/ALARM	REPLACED PUMP DUE TO BAD STATOR	3.0	YES
06/16/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/16/2014	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
06/16/2014	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
06/16/2014	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
06/17/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/17/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/17/2014	OVERFLOWING	REPLACED PUMP	1.0	
06/18/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/19/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/19/2014	STATION MAKING NOISE	REPLACED PUMP	1.0	
06/19/2014	OVERFLOWING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
06/20/2014	LIGHT/ALARM	REPLACED PUMP	2.0	
06/20/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/20/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
06/20/2014	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
06/20/2014	LIGHT/ALARM	REPLACED PUMP, CABLE & CONTROL BOARD	2.0	
06/21/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/21/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/21/2014	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	2.0	YES
06/23/2014	OVERFLOWING	LINE BLOCKED, USED JETTER TO REMOVE BLOCKAGE	2.0	
06/23/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/23/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/23/2014	LIGHT/ALARM	REPLACED PUMP	1.0	

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06/24/2014	LIGHT/ALARM	REPLACED PUMP IN ALARM STAGE	1.0	
06/24/2014	LIGHT/ALARM	RESET BREAKERS	4.0	YES
06/25/2014	COMMODES SLOW TO FLUSH	REPLACED PUMP	1.0	
06/26/2014	LIGHT/ALARM	REPLACED PUMP	2.0	
06/26/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/26/2014	STATION BACKING UP	REPLACED PUMP, SLIDER VALVE & HOSE	3.0	YES
06/27/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/27/2014	OVERFLOWING	REPLACED PUMP	2.0	YES
06/30/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/30/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/30/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
06/30/2014	PUMP NOT WORKING	REPLACED PUMP	4.0	YES
06/30/2014	OVERFLOWING	REPLACED PUMP	1.0	
06/30/2014	STATION BACKING UP	REPLACED PUMP & CABLE	1.0	
07/01/2014	LIGHT/ALARM	CONTROL BOX HAS 110V NOT 220V CUSTOMER'S SIDE	1.0	
07/01/2014	COMMODES SLOW TO FLUSH	REPLACED CONTROL BOARD	4.0	YES
07/01/2014	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.5	
07/02/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/03/2014	LIGHT/ALARM	CONTROL BOX HAS 110V NOT 220V CUSTOMER'S SIDE	2.5	YES
07/03/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/04/2014	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
07/05/2014	LIGHT/ALARM	REPLACED PUMP, CABLE, EQD	4.5	YES
07/06/2014	LIGHT/ALARM	REPLACED PUMP	4.0	YES
07/07/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/07/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/07/2014	OVERFLOWING	REPLACED PUMP & EQD	1.5	
07/09/2014	OVERFLOWING	REPLACED PUMP	1.0	
07/10/2014	LIGHT/ALARM	REPLACED PUMP	1.5	
07/10/2014	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	3.0	YES
07/11/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/12/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/14/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/14/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/14/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/14/2014	COMMODES SLOW TO FLUSH	STATION CHECKED OKAY. BLOCKAGE ON CUSTOMER'S SIDE	1.0	
07/14/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/14/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/15/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/15/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/15/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/16/2014	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	4.0	YES
07/16/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/16/2014	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.5	
07/17/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/17/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/17/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/17/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/17/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
07/21/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/21/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/21/2014	OVERFLOWING	REPLACED PUMP	1.5	
07/21/2014	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
07/21/2014	PUMP NOT WORKING	REPLACED PUMP & EQD, REPAIRED SEWER LEAK	2 DAYS (LEAK REPAIR)	
07/21/2014	OVERFLOWING	REPLACED PUMP, CABLE & CONTROL BOARD	2.0	
07/22/2014	OVERFLOWING	REPLACED PUMP	1.0	
07/23/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/23/2014	PUMP NOT WORKING	REPLACED PUMP	1.0	
07/24/2014	STATION MAKING NOISE	REPLACED PUMP	1.0	
07/25/2014	LIGHT/ALARM	REPLACED PUMP	6.0	YES
07/25/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
07/28/2014	LIGHT/ALARM	REPLACED PUMP, CABLE & CONTROL BOARD	2.0	
07/28/2014	LIGHT/ALARM	REPLACED PUMP, CABLE & CONTROL BOARD	1.0	

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07/29/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/29/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	2.0	
07/29/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
07/29/2014	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/30/2014	LIGHT/ALARM	REPLACED PUMP	2.0	
07/30/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
07/30/2014	LIGHT/ALARM	REPLACED PUMP	4.0	YES
07/30/2014	OVERFLOWING	REPLACED PUMP	1.0	
07/30/2014	OVERFLOWING	REPLACED PUMP	1.0	
07/30/2014	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	2.0	
08/02/2014	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	3.0	YES
08/02/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/03/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/04/2014	STATION BACKING UP	INSTALLED PUMP	2.0	
08/04/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/04/2014	OVERFLOWING	REPLACED PUMP	1.0	
08/05/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/05/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
08/05/2014	OVERFLOWING	REPLACED PUMP DUE TO GREASE ISSUE IN STATION.1		
08/06/2014	LIGHT/ALARM	REPLACED PUMP	2.0	YES
08/06/2014	LIGHT/ALARM	REPLACED PUMP, CABLE & CONTROL BOARD	3.0	YES
08/07/2014	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.0	
08/07/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/08/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/08/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/09/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/09/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/10/2014	OVERFLOWING	REPAIRED PRESSURE CONNECT	1.0	
08/10/2014	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
08/11/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/11/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/11/2014	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
08/12/2014	LIGHT/ALARM	REPLACED PUMP	2.0	
08/12/2014	LIGHT/ALARM	REPLACED PUMP, CABLE & CONTROL BOARD	1.0	
08/12/2014	PUMP NOT WORKING	REPLACED PUMP, CUSTOMER REPAIRED A FUSE ON THEIR SIDE, & MWD REMOVED 4 BAGS OF GREASE FROM STATION.	2.0	
08/13/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/14/2014	STATION BACKING UP	CLEANED OUT LINES	3.0	
08/14/2014	OVERFLOWING	REPAIRED PIG TAIL	2.0	
08/14/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/14/2014	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/15/2014	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
08/15/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/15/2014	OVERFLOWING	REPLACED PUMP	4.0	YES
08/16/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/18/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/18/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/18/2014	OVERFLOWING	REPLACED PUMP	4.0	YES
08/19/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/19/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/20/2014	OVERFLOWING	REPLACED PUMP	1.0	
08/21/2014	LIGHT/ALARM	REPLACED PUMP	4.0	YES
08/21/2014	LIGHT/ALARM	REPLACED PUMP	1.5	
08/22/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/22/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/22/2014	OVERFLOWING	REPLACED PUMP	1.0	
08/25/2014	LIGHT/ALARM	CLEANOUT WAS FULL, USED JETTER TO REMOVE BLOCKAGE	2.0	
08/25/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/25/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/25/2014	OVERFLOWING	REPLACED PUMP	1.0	
08/26/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/27/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/27/2014	PUMP NOT WORKING	REPLACED PUMP	4.0	YES

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
08/27/2014	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/27/2014	LIGHT/ALARM	REPLACED PUMP, CABLE & CONTROL BOARD	3.0	YES
08/27/2014	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
08/28/2014	STATION BACKING UP	LINE BLOCKED, USED JETTER TO REMOVE BLOCKAGE	2.0	
08/28/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/28/2014	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
08/29/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/29/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/29/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
08/30/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/30/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/30/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/01/2014	OVERFLOWING	REPLACED PUMP	3.0	YES
09/02/2014	OVERFLOWING	REPLACED PUMP	1.0	
09/02/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
09/03/2014	OVERFLOWING	REPLACED PUMP & EQD	3.0	YES
09/04/2014	OVERFLOWING	INSTALLED PUMP	1.0	
09/04/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/04/2014	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
09/05/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
09/05/2014	LIGHT/ALARM	REPLACED PUMP	4.0	YES
09/06/2014	LIGHT/ALARM	REPLACED CONTROL BOARD	2.0	YES
09/06/2014	LIGHT/ALARM	REPLACED PUMP	2.0	YES
09/06/2014	LIGHT/ALARM	REPLACED PUMP	4.0	YES
09/06/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/07/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/08/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
09/08/2014	LIGHT/ALARM	REPLACED PUMP	4.0	YES
09/08/2014	LIGHT/ALARM	REPLACED PUMP	4.0	YES
09/08/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
09/09/2014	LIGHT/ALARM	NO POWER	1.0	
09/09/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
09/09/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/10/2014	STATION BACKING UP	NO POWER ON CUSTOMER'S SIDE	1.0	
09/10/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
09/10/2014	OVERFLOWING	REPLACED PUMP	1.0	
09/11/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
09/11/2014	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
09/12/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
09/12/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
09/13/2014	LIGHT/ALARM	CONTROL BOX HAS 110V NOT 220V CUSTOMER'S SIDE	0.5	
09/13/2014	LIGHT/ALARM	REPLACED PUMP	2.5	YES
09/16/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
09/17/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
09/17/2014	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
09/18/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/18/2014	OVERFLOWING	REPLACED PUMP	1.0	
09/18/2014	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
09/18/2014	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
09/22/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
09/22/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
09/22/2014	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
09/23/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
09/24/2014	CLOGGED LINE	LINE BLOCKED, USED JETTER TO REMOVE BLOCKAGE	2.5	
09/24/2014	OVERFLOWING	REPLACED CONTROL BOARD	1.0	
09/24/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
09/24/2014	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.5	
09/24/2014	PUMP NOT WORKING	REPLACED PUMP & VENT CAP	2.0	
09/26/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
09/26/2014	OVERFLOWING	REPLACED PUMP	1.0	
09/27/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/29/2014	OVERFLOWING	REPLACED PUMP	1.0	

## EMERGENCY 2014

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
09/30/2014	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
10/01/2014	OVERFLOWING	REPLACED PUMP & EQD	2.0	
10/02/2014	LIGHT/ALARM	REPLACED PUMP	4.0	YES
10/02/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/02/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/02/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/06/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/06/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/07/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/08/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/08/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/08/2014	OVERFLOWING	REPLACED PUMP & EQD	1.0	
10/08/2014	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
10/09/2014	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	2.0	
10/09/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/09/2014	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/10/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/10/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/10/2014	PUMP NOT WORKING	REPLACED PUMP	1.0	
10/10/2014	ODOR	REPLACED PUMP & CABLE	1.0	
10/13/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/13/2014	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
10/14/2014	LIGHT/ALARM	REPAIRED LOOSE WIRE	1.0	
10/14/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/14/2014	OVERFLOWING	REPLACED PUMP & CABLE	2.0	
10/15/2014	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	2.0	
10/16/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/16/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/17/2014	LIGHT/ALARM	REPLACED PUMP	4.0	YES
10/17/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/18/2014	LIGHT/ALARM	REPLACED PUMP	5.0	YES
10/19/2014	LIGHT/ALARM	REPLACED PUMP	2.0	YES
10/19/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	4.0	YES
10/20/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	1.5	
10/20/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	1.5	
10/21/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/21/2014	OVERFLOWING	REPLACED PUMP & CABLE	2.0	
10/21/2014	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
10/22/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/22/2014	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
10/23/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/25/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
10/27/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/27/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/27/2014	COMMUNES SLOW TO FLUSH	STATION CHECKED OKAY. BLOCKAGE ON CUSTOMER'S SIDE	0.5	
10/28/2014	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
10/28/2014	OVERFLOWING	REPLACED PUMP	2.0	
10/29/2014	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
10/29/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/30/2014	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
10/30/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
10/31/2014	LIGHT/ALARM	BLOCKED LINE, TURNED VALVE ON AT DISCONNECT	1.5	
10/31/2014	LIGHT/ALARM	REPLACED PUMP	2.0	
11/01/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/03/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
11/03/2014	OVERFLOWING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	0.5	
11/04/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
11/04/2014	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
11/04/2014	LIGHT/ALARM	REPLACED PUMP, CABLE & CONTROL BOARD	2.0	YES
11/05/2014	LIGHT/ALARM	REPLACED PUMP	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
11/05/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
11/06/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
11/06/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
11/06/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
11/06/2014	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
11/07/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
11/07/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
11/07/2014	OVERFLOWING	REPLACED PUMP	1.0	
11/07/2014	OVERFLOWING	REPLACED PUMP & EQD	2.0	
11/07/2014	LIGHT/ALARM	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
11/07/2014	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
11/09/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/10/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
11/10/2014	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	3.0	YES
11/12/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
11/12/2014	OVERFLOWING	REPLACED PUMP	1.0	
11/14/2014	LIGHT/ALARM	REPLACED PUMP	1.5	
11/15/2014	LIGHT/ALARM	REPLACED PUMP	4.5	YES
11/17/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
11/17/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
11/17/2014	LIGHT/ALARM	REPLACED PUMP, HIGH AMPED DUE TO BLOCKED LINE. REPAIRED BLOCKAGE.	1.0	
11/19/2014	OVERFLOWING	REPLACED PUMP	1.5	
11/21/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
11/23/2014	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	4.0	YES
11/24/2014	OVERFLOWING	LINE BLOCKED, USED JETTER TO REMOVE BLOCKAGE	2.0	
11/24/2014	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	3.0	
11/24/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
11/25/2014	LIGHT/ALARM	REPLACED PUMP	1.5	
11/25/2014	OVERFLOWING	REPLACED PUMP	1.0	
11/25/2014	PUMP NOT WORKING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	0.5	
11/27/2014	LIGHT/ALARM	REPLACED PUMP	2.0	YES
11/27/2014	OVERFLOWING	REPLACED PUMP, CABLE & CONTROL BOARD	4.0	YES
11/30/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
12/01/2014	CLOGGED LINE	LINE BLOCKED, USED JETTER TO REMOVE BLOCKAGE	2.5	
12/01/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
12/01/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
12/01/2014	PUMP NOT WORKING	REPLACED PUMP & CABLE	1.0	
12/01/2014	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
12/01/2014	PUMP NOT WORKING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
12/01/2014	OVERFLOWING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
12/02/2014	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
12/02/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
12/04/2014	STATION BACKING UP	STATION CHECKED OKAY. PROBLEM ON CUSTOMER'S SIDE	1.0	
12/05/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
12/06/2014	LIGHT/ALARM	REPLACED PUMP	4.0	YES
12/06/2014	LIGHT/ALARM	REPLACED PUMP	4.5	YES
12/09/2014	LIGHT/ALARM	INSTALLED PUMP	1.0	
12/09/2014	LIGHT/ALARM	REPLACED PUMP	1.5	
12/09/2014	OVERFLOWING	REPLACED PUMP & EQD	1.0	
12/10/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
12/11/2014	OVERFLOWING	REPLACED PUMP & CABLE	2.0	
12/12/2014	CLOGGED LINE	LINE BLOCKED, USED JETTER TO REMOVE BLOCKAGE	2.5	
12/12/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
12/14/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
12/15/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
12/15/2014	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
12/16/2014	OVERFLOWING	REPLACED PUMP & EQD	2.0	
12/17/2014	LIGHT/ALARM	REPLACED PUMP	1.0	

**EMERGENCY 2014**

<b>DATE</b>	<b>COMPLAINT</b>	<b>RESOLUTION</b>	<b>COMPLETION TIME (HOURS)</b>	<b>AFTER HOURS</b>
12/19/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
12/22/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
12/22/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
12/22/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
12/23/2014	STATION MAKING NOISE	STATION CHECKED OKAY.	1.0	
12/26/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
12/26/2014	LIGHT/ALARM	REPLACED PUMP	3.0	YES
12/26/2014	LIGHT/ALARM	REPLACED PUMP	2.0	YES
12/26/2014	OVERFLOWING	REPLACED PUMP & EQD	2.0	YES
12/26/2014	OVERFLOWING	RESET BREAKERS	2.0	YES
12/29/2014	LIGHT/ALARM	REPLACED PUMP	1.0	
12/31/2014	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	



## EMERGENCY 2015

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/02/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
01/02/2015	OVERFLOWING	REPLACED PUMP	1.0	
01/06/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
01/06/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
01/06/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
01/06/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
01/07/2015	OVERFLOWING	REPLACED PUMP	1.0	
01/08/2015	GMF	REPLACED PUMP	1.0	
01/08/2015	OVERFLOWING	REPLACED PUMP, CONTROL BOARD & VENT CAP	1.0	
01/09/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
01/09/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
01/10/2015	LIGHT/ALARM	REPLACED PUMP	4.5	YES
01/12/2015	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
01/13/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
01/13/2015	GMF	REPLACED PUMP	1.0	
01/14/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
01/14/2015	LIGHT/ALARM	REPLACED PUMP	3.0	
01/14/2015	LIGHT/ALARM	REPLACED PUMP	1.5	
01/15/2015	SEWER BACKING UP	CLOGGED LINE ON CUSTOMER'S SIDE	1.0	
01/15/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
01/16/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
01/17/2015	LIGHT/ALARM	REPLACED PUMP, CABLE & CONTROL BOARD	3.0	YES
01/19/2015	OVERFLOWING	CLOGGED LINE ON CUSTOMER'S SIDE	1.0	
01/19/2015	OVERFLOWING	REPLACED PUMP	1.0	
01/20/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
01/20/2015	PUMP NOT WORKING	REPLACED PUMP	1.0	
01/20/2015	SEWER BACKING UP	REPLACED PUMP	1.0	
01/20/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
01/21/2015	LIGHT/ALARM	REPLACED PUMP	2.0	
01/21/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
01/21/2015	SEWER BACKING UP	REPLACED PUMP	1.0	
01/21/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
01/21/2015	PUMP NOT WORKING	STATION CHECKED OKAY. PROBLEM ON CUSTOMER' SIDE.	1.0	
01/22/2015	OVERFLOWING	ISSUE ON THE CUSTOMER'S SIDE	1.0	
01/22/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
01/24/2015	OVERFLOWING	REPLACED PUMP	4.0	YES
01/26/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
01/30/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
01/30/2015	GRINDER NOT WORKING	REPLACED PUMP, CONTROL BOARD & CABLE ENDS	2.5	YES
02/02/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
02/03/2015	OVERFLOWING	REPLACED PUMP	3.0	YES
02/04/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
02/06/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
02/06/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
02/09/2015	OVERFLOWING	POWER ISSUE ON CUSTOMER'S SIDE	1.0	
02/09/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
02/10/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
02/10/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
02/11/2015	LIGHT/ALARM	ISSUE ON THE CUSTOMER'S SIDE	1.0	
02/11/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
02/12/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
02/12/2015	LIGHT/ALARM	RESET BREAKERS	1.0	
02/13/2015	LIGHT/ALARM	REPLACED PUMP & CABLE	2.0	
02/15/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
02/16/2015	LIGHT/ALARM	REPLACED PUMP	2.0	
02/19/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
02/20/2015	LIGHT/ALARM	FROZEN SERVICE LINE/THAWED LINE	1.0	
02/20/2015	OVERFLOWING	NO POWER ON THE CUSTOMER'S SIDE	1.0	
02/22/2015	LIGHT/ALARM	GROUND WATER DUE TO SNOW AND RAIN	2.0	
02/23/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
02/24/2015	LIGHT/ALARM	REPLACED PUMP	2.0	
02/24/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
02/26/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
02/26/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	2.0	
02/27/2015	LIGHT/ALARM	ISSUE ON THE CUSTOMER'S SIDE	1.0	

## EMERGENCY 2015

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
02/28/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/01/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
03/03/2015	OVERFLOWING	ISSUE ON THE CUSTOMER'S SIDE	1.0	
03/03/2015	SEWER BACKING UP	ISSUE ON THE CUSTOMER'S SIDE	1.0	
03/04/2015	LIGHT/ALARM	LIGHT ON DUE TO RAIN. STATION WORKING PROPERLY	1.0	
03/04/2015	LIGHT/ALARM	LIGHT ON DUE TO RAIN. STATION WORKING PROPERLY	1.0	
03/04/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	2.0	
03/07/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
03/09/2015	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.0	
03/09/2015	OVERFLOWING	REPLACED 4 PUMPS	3.0	
03/09/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/09/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/09/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/10/2015	OVERFLOWING	REPLACED PUMP	3.0	YES
03/11/2015	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	4.0	YES
03/13/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
03/14/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/16/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/16/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/16/2015	OVERFLOWING	REPLACED PUMP, EQD END, REPAIRED SLIDER VALVE	2.0	
03/17/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/17/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/18/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/18/2015	OVERFLOWING	REPLACED PUMP & CABLE	0.5	
03/18/2015	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
03/19/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/19/2015	LIGHT/ALARM	REPLACED PUMP & CABLE END	2.0	
03/20/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/20/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/20/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/21/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/23/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/24/2015	LIGHT/ALARM	REPLACE CABLE	1.0	
03/24/2015	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
03/25/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/26/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/26/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	1.0	
03/27/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/27/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/28/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
03/30/2015	LIGHT/ALARM	RESET BREAKERS	1.0	
03/31/2015	LIGHT/ALARM	REPLACED PUMP	0.5	
03/31/2015	LIGHT/ALARM	REPLACED PUMP & VENT CAP	0.5	
04/01/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/02/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
04/03/2015	LIGHT/ALARM	REPLACED PUMP, CABLE, CONTROL BOARD. CLEANED STATION DUE TO BABY WIPES.	4.0	
04/04/2015	LIGHT/ALARM	LIGHT ON DUE TO RAIN. STATION WORKING PROPERLY	4.0	YES
04/06/2015	LIGHT/ALARM	REPLACED PUMP	3.0	
04/06/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
04/06/2015	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
04/06/2015	LIGHT/ALARM	REPLACED PUMP. POWER ISSUE ON CUSTOMER'S SIDE	1.0	
04/07/2015	OVERFLOWING	REPLACED PUMP	1.0	
04/08/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
04/09/2015	LIGHT/ALARM	ALARM ON DUE TO STORM. STATION WORKING PROPERLY.	1.0	
04/09/2015	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	0.5	
04/09/2015	LIGHT/ALARM	REPLACED PUMP DUE TO GREASE ISSUE	1.0	
04/10/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
04/11/2015	CUSTOMER ISSUE	NO POWER ON CUSTOMER'S SIDE	3.0	YES
04/13/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
04/13/2015	OVERFLOWING	REPLACED PUMP	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
04/14/2015	OVERFLOWING	REPLACED PUMP	4.0	YES
04/14/2015	OVERFLOWING	SLIP ON CUSTOMER'S PROPERTY CAUSED DAMAGE TO STATION. CUSTOMER REPAIRING HIS SIDE. REPLACED PUMP & CABLE END	2.0	
04/14/2015	OVERFLOWING	STATION WORKING PROPERLY. RAIN WATER OVERTAKING STATION AND PUMP CANT KEEP UP.	1.0	
04/15/2015	LIGHT/ALARM	LIGHT ON DUE TO RAIN. STATION WORKING PROPERLY	1.0	
04/16/2015	BREAKER ISSUE	RESET BREAKERS DUE TO STORM	1.0	
04/17/2015	LIGHT/ALARM	BREAKER ISSUE DUE TO STORM	3.0	YES
04/17/2015	OVERFLOWING	BREAKER ISSUE ON THE CUSTOMER'S SIDE	1.0	
04/17/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
04/18/2015	OVERFLOWING	REPLACED PUMP	4.0	YES
04/18/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/18/2015	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	3.0	YES
04/18/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
04/20/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
04/20/2015	SEWER BACKING UP	REPLACED PUMP, REPAIRED LEAK ON STATION, REPLACED SLIDER VALVE & HOSE	2.0	
04/21/2015	LIGHT/ALARM	REPLACED PUMP AND VENT CAP	3.0	YES
04/22/2015	OVERFLOWING	REPLACED PUMP	1.0	
04/23/2015	OVERFLOWING	REPLACED PUMP	1.0	
04/23/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
04/23/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
04/24/2015	OVERFLOWING	BREAKER ISSUE ON THE CUSTOMER'S SIDE	1.0	
04/24/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
04/24/2015	LIGHT/ALARM	REPLACED PUMP, BOARD, CABLE	2.0	YES
04/25/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	2.0	
04/26/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
04/28/2015	BREAKER ISSUE	WEAK BREAKER ON CUSTOMER'S SIDE	1.0	
05/01/2015	OVERFLOWING	REPLACED PUMP	3.0	YES
05/02/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
05/02/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/04/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/04/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/04/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/04/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/04/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/05/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/05/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/06/2015	SEWER BACKING UP	REPLACED 4 PUMPS & MOTOR CONTROL	2.0	
05/08/2015	OVERFLOWING	REPLACED PUMP	1.5	
05/09/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
05/11/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/11/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/11/2015	OVERFLOWING	STATION CHECKED OUT OKAY	1.0	
05/12/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/12/2015	SEWER BACKING UP	REPLACED PUMP	1.0	
05/12/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/12/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/13/2015	OVERFLOWING	REPLACED PUMP	1.0	
05/13/2015	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
05/15/2015	LIGHT/ALARM	NOT ENOUGH POWER ON THE CUSTOMER'S SIDE. 110 INSTEAD OF 220	1.0	
05/15/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
05/15/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/15/2015	STATION NOT WORKING	REPLACED PUMP, CLEANED STATION WHICH WAS FULL OF BABY WIPES	1.0	
05/16/2015	GMF	REPLACED PUMP	1.0	
05/16/2015	LIGHT/ALARM	REPLACED PUMP	5.0	YES
05/16/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/17/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/17/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/18/2015	LIGHT/ALARM	STATION CHECKED OUT OKAY	1.0	
05/19/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/21/2015	LIGHT/ALARM	REPLACED PUMP	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
05/21/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/21/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/22/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/22/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/23/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	2.0	YES
05/23/2015	OVERFLOWING	REPLACED PUMP, REPAIRED SLIDER VALVE, REPLACED CONTROL BOARD & CABLE	5.0	YES
05/26/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/26/2015	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
05/28/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/28/2015	OVERFLOWING	REPLACED PUMP	1.0	
05/28/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/28/2015	OVERFLOWING	REPLACED PUMP	1.0	
05/29/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
05/29/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
06/01/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
06/01/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
06/01/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
06/03/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
06/03/2015	OVERFLOWING	REPLACED PUMP, CABLE, SLIDER VALVE & HOSE	1.0	
06/05/2015	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
06/05/2015	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
06/05/2015	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
06/06/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
06/07/2015	OVERFLOWING	REPLACED PUMP	4.0	YES
06/07/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/08/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
06/08/2015	LIGHT/ALARM	REPLACED PUMP	0.5	
06/09/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/09/2015	LIGHT/ALARM	REPLACED PUMP	2.0	
06/09/2015	OVERFLOWING	REPLACED PUMP & EQD END	2.0	
06/09/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	1.0	
06/09/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	2.0	
06/10/2015	LIGHT/ALARM	REPLACED PUMP	1.5	
06/10/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	1.5	
06/10/2015	LIGHT/ALARM	REPLACED PUMP & VENT CAP	2.0	
06/11/2015	LIGHT/ALARM	REPLACED PUMP, VENT CAP, SLIDER VALVE & HOSE	2.0	
06/13/2015	LIGHT/ALARM	REPLACED PUMP & VENT CAP	4.0	YES
06/13/2015	LIGHT/ALARM	REPLACED PUMP. EQD END, SLIDER VALVE & HOSE	2.0	
06/15/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
06/15/2015	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
06/16/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
06/17/2015	CUSTOMER ISSUE	NO POWER ON CUSTOMER'S SIDE	1.0	
06/17/2015	OVERFLOWING	REPLACED 2 PUMPS. SLIDER VALVE & HOSES. HAD TO CLEAN STATIONS.	3.0	
06/17/2015	LIGHT/ALARM	REPLACED PUMP	1.5	
06/18/2015	OVERFLOWING	REPLACED PUMP	1.5	
06/19/2015	LIGHT/ALARM	REPLACED PUMP	1.5	
06/19/2015	LIGHT/ALARM	REPLACED PUMP	1.5	
06/19/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	1.0	
06/20/2015	OVERFLOW	NO POWER ON THE CUSTOMER'S SIDE	3.5	YES
06/20/2015	LIGHT/ALARM	REPLACED CABLE AND CONTROL BOARD	3.0	YES
06/20/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	3.0	YES
06/22/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
06/22/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/22/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
06/22/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	1.0	
06/24/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
06/24/2015	LIGHT/ALARM	REPLACED PUMP & CABLE	1.5	
06/24/2015	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
06/24/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	2.0	
06/25/2015	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
06/25/2015	LIGHT/ALARM	REPLACED PUMP THAT WAS IN ALARM STAGE	3.0	YES
06/26/2015	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
06/26/2015	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/27/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
06/28/2015	LIGHT/ALARM	REPLACED PUMP	0.5	
06/29/2015	OVERFLOWING	NO POWER ON THE CUSTOMER'S SIDE	1.0	
06/29/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
06/29/2015	OVERFLOWING	REPLACED PUMP	1.0	
06/29/2015	LIGHT/ALARM	REPLACED PUMP DUE TO DAMAGE BY BABY WIPES	2.0	
06/29/2015	LIGHT/ALARM	REPLACED PUMP, CHECKED FOR FLOW RESTRICTION	1.0	
06/29/2015	LIGHT/ALARM	REPLACED PUMP, CONTROL BOARD & CABLE	2.5	YES
06/29/2015	GMF	STATION CHECKED OUT OKAY	1.0	
06/30/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
06/30/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
06/30/2015	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
07/01/2015	OVERFLOWING	REPLACED PUMP	1.0	
07/01/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
07/02/2015	ODOR	REPLACED PUMP & CABLE END	1.0	
07/02/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
07/02/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
07/03/2015	OVERFLOWING	ISSUE ON THE CUSTOMER'S SIDE	3.0	YES
07/03/2015	OVERFLOWING	REPLACED PUMP & EQD	2.0	YES
07/04/2015	LIGHT/ALARM	ISSUE ON THE CUSTOMER'S SIDE	1.0	
07/04/2015	LIGHT/ALARM	REPLACE PUMP & CABLE END	3.0	YES
07/06/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
07/06/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
07/06/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
07/07/2015	LIGHT/ALARM	REPLACE PUMP	1.0	
07/07/2015	GMF	REPLACED PUMP & EQD END	1.5	
07/08/2015	LIGHT/ALARM	REPLACED PUMP	1.5	
07/08/2015	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/09/2015	LIGHT/ALARM	REPLACED PUMP	5.0	YES
07/10/2015	ODOR	REPLACED PUMP & CABLE	1.5	
07/11/2015	LIGHT/ALARM	REPLACED PUMP	2.0	YES
07/11/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/11/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/13/2015	LIGHT/ALARM	NO POWER ON THE CUSTOMER'S SIDE DUE TO STORM	1.0	
07/13/2015	LIGHT/ALARM	REPLACED CONTROL BOARD	1.0	
07/13/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
07/13/2015	OVERFLOWING	REPLACED PUMP & CABLE DUE TO STORM	2.0	
07/13/2015	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/13/2015	BREAKER ISSUE - POWER BEEN OUT DUE TO STORM	REPLACED PUMP, CONTROL BOARD & EQD	2.0	
07/13/2015	LIGHT/ALARM	STATION CHECKED OUT OKAY. LIGHT/ALARM DUE TO STORM	1.0	
07/13/2015	GMF	REPLACED PUMP, BOARD & CABLE	1.5	
07/14/2015	LIGHT/ALARM	NO POWER ON THE CUSTOMER'S SIDE DUE TO STORM	1.0	
07/14/2015	LIGHT/ALARM	NO POWER ON THE CUSTOMER'S SIDE DUE TO STORM	1.0	
07/14/2015	PUMP NOT WORKING - POWER BEEN OFF DUE TO STORM	REPLACED PUMP	1.0	
07/14/2015	PUMP RUNNING CONSTANTLY	REPLACED PUMP	1.0	
07/14/2015	LIGHT/ALARM	REPLACED PUMP, BOARD, CABLES	2.0	
07/14/2015	GMF	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
07/15/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
07/15/2015	LIGHT/ALARM	REPLACED PUMP	2.0	
07/15/2015	OVERFLOWING - POWER BEEN OFF DUE TO STORM	REPLACED PUMP	1.0	
07/15/2015	LIGHT/ALARM	REPLACED PUMP	1.5	
07/15/2015	GMF	REPLACED PUMP & CABLE	1.0	
07/15/2015	PUMP NOT WORKING - POWER BEEN OFF DUE TO STORM	REPLACED PUMP & CABLE	2.0	
07/15/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	1.0	
07/15/2015	GMF	REPLACED PUMP, CONTROL BOARD & CABLE	1.0	
07/15/2015	LIGHT/ALARM	REPLACED PUMP, REPAIRED SLIDER VALVE	2.0	
07/15/2015	LIGHT/ALARM	REPLACED PUMP, BOARD & CABLE	2.0	YES
07/16/2015	POWER OFF DUE TO STORM	REPLACED PUMP & CABLE	2.5	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
07/16/2015	GMF	REPLACED PUMP & EQD	1.5	
07/16/2015	LIGHT/ALARM	REPLACED PUMP, CLEANED STATION WHICH WAS FULL OF WIPES AND FEMALE PRODUCTS	2.0	
07/16/2015	GMF	REPLACED PUMP, CONTROL BOARD & EQD	2.0	
07/16/2015	GMF	REPLACED PUMP, CABLE & BOARD. POWER HAD BEEN OUT DUE TO STORM.	2.5	
07/17/2015	OVERFLOWING	NO POWER ON THE CUSTOMER'S SIDE	1.0	
07/17/2015	LIGHT/ALARM	REPLACED PUMP	2.5	YES
07/17/2015	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
07/17/2015	GMF	REPLACED PUMP & CLEANED OUT STATION DUE TO WIPES, FEMALE PRODUCTS, CONDOMS & NEEDLES IN STATION	2.0	
07/17/2015	STATION IS FULL	REPLACED PUMP & CONTROL BOARD	1.0	
07/17/2015	OVERFLOWING	REPLACED PUMP & EQD END	2.0	
07/17/2015	LIGHT/ALARM	REPLACED PUMP, CABLE & BOARD	4.0	YES
07/17/2015	LIGHT/ALARM	REPLACED PUMP, VENT CAP	1.0	
07/18/2015	OVERFLOWING	REPLACED PUMP	2.0	YES
07/19/2015	OVERFLOWING	NO POWER ON THE CUSTOMER'S SIDE	1.0	
07/20/2015	SEWER BACKING UP	NO POWER ON THE CUSTOMER'S SIDE	1.0	
07/20/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
07/20/2015	LIGHT/ALARM	REPLACED PUMP	1.5	
07/20/2015	ODOR	REPLACED PUMP, EQD END	1.0	
07/21/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	2.0	
07/22/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	2.0	
07/22/2015	GMF	REPLACED PUMP, EQD END, SLIDER VALVE & HOSE	2.0	
07/22/2015	LIGHT/ALARM	REPLACED PUMP, EQD END, SLIDER VALVE & HOSE. CLEARED BLOCKED LINE	1.0	
07/23/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
07/23/2015	OVERFLOWING	REPLACED PUMP & EQD END	2.0	
07/23/2015	POWER ISSUE ON CUSTOMER'S SIDE	REPLACED PUMP, CONTROL BOARD & EQD	1.5	
07/23/2015	LIGHT/ALARM	REPLACED PUMP, REPAIRED EQD END	1.0	
07/23/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
07/24/2015	OVERFLOWING	REPLACED PUMP	1.0	
07/24/2015	GMF	REPLACED PUMP	1.0	
07/24/2015	GMF	REPLACED PUMP	1.0	
07/24/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
07/25/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/27/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
07/27/2015	OVERFLOWING	REPLACED PUMP, CONTROL BOARD & EQD	2.0	
07/28/2015	PUMP ISSUES	REPLACED PUMP, EQD & CONTROL BOARD	1.5	
07/29/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
07/29/2015	LIGHT/ALARM	REPLACED PUMP & EQD	1.5	
07/29/2015	OVERFLOWING	RESET STATION	4.0	YES
07/30/2015	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	0.5	
07/30/2015	LIGHT/ALARM	NO POWER ON THE CUSTOMER'S SIDE	1.0	
07/30/2015	PUMP NOT WORKING	REPLACED PUMP	4.0	YES
07/30/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
07/30/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
07/30/2015	LIGHT/ALARM	REPLACED PUMP, EQD END & HOUSING	2.0	
07/30/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
07/31/2015	GMF	REPLACED PUMP & CABLE	2.0	
07/31/2015	BREAKER ISSUE	RESET BREAKERS. STATION WORKING PROPERLY	1.0	
08/01/2015	PUMP ISSUES	REPLACED PUMP, CABLE, EQD & EQD HOUSING	1.5	
08/01/2015	GMF	REPLACED PUMP, EQD, EQD HOUSING, SLIDER VALVE & HOSE	4.0	YES
08/01/2015	LIGHT/ALARM	STATION CHECKED OUT OKAY	4.0	YES
08/03/2015	GMF	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
08/04/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
08/04/2015	GMF	REPLACED PUMP & EQD	2.0	
08/07/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
08/07/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/07/2015	OVERFLOWING	REPLACED PUMP	2.0	
08/07/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
08/07/2015	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	YES
08/07/2015	LIGHT/ALARM	REPLACED PUMP, CABLE & CONTROL BOARD	2.5	
08/07/2015	LIGHT/ALARM	STATION CHECKED OUT OKAY	5.5	YES

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
08/09/2015	OVERFLOWING	REPLACED PUMP	5.0	YES
08/10/2015	OVERFLOWING	REPLACED PUMP	1.0	
08/10/2015	GMF	REPLACED PUMP	1.0	
08/10/2015	LIGHT/ALARM	REPLACES CONTROL BOARD	1.0	
08/11/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
08/11/2015	GMF	REPLACED PUMP	1.0	
08/12/2015	GMF	REPLACED PUMP	2.0	
08/12/2015	GMF	REPLACED PUMP	1.0	
08/13/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
08/13/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
08/14/2015	LIGHT/ALARM	REPLACED PUMP/ALARM STAGE	2.0	
08/15/2015	OVERFLOWING	RESET BREAKER. STATION WORKING PROPERLY	3.0	YES
08/16/2015	OVERFLOWING	STATION WORKING PROPERLY. DISCHARGE HOSE HAD CUSTOMER'S 4" LINE BLOCKED.	3.0	YES
08/17/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
08/17/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
08/17/2015	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/17/2015	OVERFLOWING	REPLACED PUMP, EQD & CABLE	1.0	
08/19/2015	LIGHT/ALARM	REPAIRED VALVE IN THE BARRELL	1.0	
08/19/2015	OVERFLOWING	REPLACED CONTROL BOARD	1.0	
08/19/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
08/19/2015	OVERFLOWING	REPLACED PUMP	1.0	
08/19/2015	ODOR & CANT FLUSH TOILETS	REPLACED PUMP & EQD	4.0	YES
08/20/2015	LIGHT/ALARM	REPLACED PUMP	1.5	
08/20/2015	GMF	REPLACED PUMP	1.0	
08/20/2015	LIGHT/ALARM	REPLACED PUMP & VENT CAP	4.0	YES
08/21/2015	LIGHT/ALARM	REPLACED PUMP	2.0	
08/22/2015	PUMP NOT WORKING	REPLACED PUMP & CABLE	2.0	YES
08/22/2015	LIGHT/ALARM	REPLACED PUMP & VENT CAP	4.0	YES
08/23/2015	LIGHT/ALARM	REPLACED PUMP, EQD & VENT CAP	2.0	YES
08/24/2015	SEWER BACKING UP	NO POWER ON CUSTOMER'S SIDE	1.0	
08/24/2015	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	3.0	
08/24/2015	OVERFLOWING	REPLACED PUMP	3.0	YES
08/24/2015	GMF	REPLACED PUMP	1.0	
08/25/2015	GMF	REPLACED PUMP	1.0	
08/26/2015	OVERFLOWING	REPLACED PUMP	1.0	
08/26/2015	LIGHT/ALARM	REPLACED PUMP	2.0	
08/27/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
08/27/2015	OVERFLOWING	REPLACED PUMP	2.0	
08/28/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/28/2015	LIGHT/ALARM	REPLACED PUMP	1.5	
08/29/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
08/29/2015	LIGHT/ALARM	REPLACED PUMP	2.0	YES
08/29/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
08/29/2015	LIGHT/ALARM	REPLACED PUMP	2.0	YES
08/29/2015	LIGHT/ALARM	REPLACED PUMP	2.0	YES
08/31/2015	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	3.0	YES
08/31/2015	OVERFLOWING	REPLACED PUMP	1.0	
08/31/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
08/31/2015	OVERFLOWING	REPLACED PUMP & CABLE	2.0	
09/01/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/01/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/01/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
09/02/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/02/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/04/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/04/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/05/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/05/2015	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	3.0	YES
09/08/2015	OVERFLOWING	POSSIBLE LEAK. NOTHING FOUND ON MWD SIDE. POSSIBLE 4" LINE BROKEN ON CUSTOMER'S SIDE.	1.0	
09/08/2015	LIGHT/ALARM	REPLACED PUMP	2.0	
09/08/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/08/2015	OVERFLOWING	REPLACED PUMP & EQD	1.5	
09/08/2015	LIGHT/ALARM	STATION CHECKED OUT OKAY	1.0	

## EMERGENCY 2015

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
09/09/2015	OVERFLOWING	NO ONE LIVING IN HOUSE SINCE MAY, 2014. DISCONNECTED STATION & INSTALLED 4" PLUG.	0.5	
09/09/2015	LIGHT/ALARM	REPLACED PUMP	2.0	YES
09/09/2015	GMF	REPLACED PUMP	1.0	
09/09/2015	GMF	REPLACED PUMP	1.0	
09/09/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/09/2015	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
09/09/2015	LIGHT/ALARM	REPLACED SLIDER HOSE	1.0	
09/09/2015	LIGHT/ALARM	REPLACED SLIDER VALVE	1.5	
09/10/2015	GMF	REPLACED PUMP	3.0	YES
09/11/2015	OVERFLOWING	BREAKERS WERE OFF IN CONTROL BOX. RESET BREAKERS.	1.0	
09/11/2015	GMF	REPLACED PUMP	4.0	YES
09/11/2015	LIGHT/ALARM	REPLACED PUMP	0.5	
09/11/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/14/2015	SEWER BACKING UP	NO POWER ON CUSTOMER'S SIDE	0.5	
09/14/2015	GMF	REPLACE PUMP & CONTROL BOARD	1.5	
09/14/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/14/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/14/2015	ODOR	REPLACED PUMP	1.0	
09/14/2015	LIGHT/ALARM	REPLACED PUMP	1.5	
09/14/2015	LIGHT/ALARM	REPLACED PUMP & CABLE	2.0	
09/14/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	1.0	
09/15/2015	LIGHT/ALARM	REPLACED PUMP	0.5	
09/15/2015	OVERFLOWING	REPLACED PUMP	1.0	
09/16/2015	OVERFLOWING	REPLACED PUMP & EQD	2.0	
09/17/2015	OVERFLOWING	REPLACED PUMP	4.0	YES
09/17/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/17/2015	LIGHT/ALARM	REPLACED PUMP	1.5	
09/17/2015	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
09/18/2015	BREAKER ISSUE	REPLACED BREAKERS	3.0	YES
09/18/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
09/18/2015	ODOR/ALARM	REPLACED PUMP	1.0	
09/18/2015	LIGHT/ALARM	REPLACED PUMP, REBURIED CABLE	1.0	
09/19/2015	GMF	REPLACED PUMP	4.0	YES
09/19/2015	GMF	REPLACED PUMP & CABLE END	2.0	
09/19/2015	GMF	REPLACED PUMP & CABLE END	2.0	
09/20/2015	GMF	REPLACED PUMP & CABLE END	2.0	YES
09/20/2015	GMF	REPLACED PUMP AND VENT CAP	4.0	YES
09/21/2015	OVERFLOWING	REPLACED EQD	1.0	
09/21/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/21/2015	OVERFLOWING	REPLACED PUMP	1.0	
09/21/2015	GMF	REPLACED PUMP, CABLE END & CONTROL BOARD	3.0	YES
09/22/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/22/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/22/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/23/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/23/2015	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
09/23/2015	LIGHT/ALARM	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	2.0	
09/24/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/24/2015	OVERFLOWING	REPLACED PUMP, CABLE & EQD	3.0	YES
09/25/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/25/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	2.0	
09/26/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
09/26/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/27/2015	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	3.0	YES
09/28/2015	OVERFLOWING	REPLACED PUMP	1.0	
09/28/2015	OVERFLOWING	REPLACED PUMP & CABLE END	2.0	
09/29/2015	LIGHT/ALARM	REPLACED PUMP & CABLE END	2.0	
09/29/2015	LIGHT/ALARM	REPLACED PUMP, CABLE END AND CONTROL BOX	2.0	
09/30/2015	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.5	
10/02/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
10/02/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.5	
10/05/2015	LIGHT/ALARM	REPLACED PUMP	2.0	
10/05/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
10/07/2015	LIGHT/ALARM	REPLACED PUMP	1.0	



## EMERGENCY 2015

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
10/07/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
10/07/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
10/07/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
10/10/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
10/10/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
10/12/2015	LIGHT/ALARM	REPLACED PUMP, CABLE, SLIDER VALVE & HOSE	2.0	
10/12/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	2.0	
10/13/2015	LIGHT/ALARM	NO ONE LIVING IN HOUSE. SILENCED ALARM	0.5	
10/14/2015	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
10/14/2015	LIGHT/ALARM	REPLACED PUMP	2.0	
10/14/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
10/14/2015	LIGHT/ALARM	REPLACED PUMP & CABLE END	3.0	YES
10/15/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
10/16/2015	LIGHT/ALARM	REPLACE PUMP	1.0	
10/16/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
10/17/2015	PUMP RUNNING CONSTANTLY	REPLACED PUMP	4.0	YES
10/18/2015	OVERFLOWING	STATION WORKING PROPERLY. ISSUE ON CUSTOMER'S SIDE.	3.0	YES
10/19/2015	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	2.0	
10/21/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
10/21/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
10/21/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
10/21/2015	PUMP NOT WORKING PROPERLY	REPLACED PUMP & CABLE	3.0	
10/21/2015	OVERFLOWING	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	1.5	
10/23/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
10/23/2015	LIGHT/ALARM	REPLACED PUMP DUE TO GREASE AND BABY WIPES IN STATION	1.5	
10/24/2015	LIGHT/ALARM	REPLACED CONTROL BOARD & CABLE	3.0	YES
10/26/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
10/27/2015	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
10/28/2015	OVERFLOWING	REPLACED PUMP	1.0	
10/29/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
10/29/2015	GRINDER MAKING NOISES	REPLACED PUMP	1.0	
10/30/2015	LIGHT/ALARM	REPLACED PUMP, CABLE, EQD & HOUSING	3.0	YES
11/02/2015	LIGHT/ALARM	REPLACED PUMP	2.0	
11/02/2015	LIGHT/ALARM	REPLACED PUMP	2.0	
11/03/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
11/03/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
11/04/2015	OVERFLOWING	REPLACE PUMP	2.0	
11/04/2015	PUMP NOT WORKING	REPLACED PUMP	2.0	
11/04/2015	LIGHT/ALARM	REPLACED PUMP, CHANGED HOUSING ON SUPPLY SIDE	1.5	
11/05/2015	LIGHT/ALARM	REPLACE PUMP	1.5	
11/05/2015	LIGHT/ALARM	REPLACED PUMP, DUG UP & OPENEND BLOCKED LINE	2.0	
11/05/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	2.0	
11/05/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	2.0	
11/06/2015	OVERFLOWING	REPLACED PUMP	2.0	
11/08/2015	LIGHT/ALARM	REPLACED PUMP, CABLE & BOARD	2.0	
11/09/2015	BREAKER ISSUE	CHANGED PUMP, SLIDER VALVE & HOSE	2.0	
11/10/2015	PUMP RUNNING CONSTANTLY	REPLACED PUMP	1.0	
11/10/2015	OVERFLOWING	REPLACED PUMP & EQD	2.0	
11/12/2015	OVERFLOWING	BREAKERS WERE OFF. STATION WORKING PROPERLY	1.0	
11/12/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/12/2015	LIGHT/ALARM	REPLACED PUMP	2.0	
11/13/2015	LIGHT/ALARM	REPLACED PUMP, EQD & HOUSING	3.0	
11/14/2015	LIGHT/ALARM	REPLACED PUMP, EQD & HOUSING	2.0	YES
11/14/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE, HOSE, EQD & HOUSING	3.0	YES
11/15/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/15/2015	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/16/2015	LIGHT/ALARM	CLEANED PUMP & EQD	3.5	
11/16/2015	OVERFLOWING	REPLACED PUMP & EQD	2.0	
11/17/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
11/17/2015	LIGHT/ALARM	REPLACED PUMP & EQD	1.5	

## EMERGENCY 2015

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
11/18/2015	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
11/19/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
11/19/2015	GMF	REPLACED PUMP & CABLE	2.0	
11/20/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
11/20/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
11/20/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE, HOSE & CABLE	2.0	YES
11/21/2015	OVERFLOWING	REPLACED PUMP	3.0	YES
11/23/2015	OVERFLOWING	JETTED SEWER LINES TO CLEAR CLOG. LINES NOW FLOWING PROPERLY.	2.0	
11/24/2015	LIGHT/ALARM	REPLACED PUMP	2.0	
11/24/2015	LIGHT/ALARM	REPLACED PUMP, CONVERTED FROM GATOR TO EXTREME	1.0	
11/24/2015	ODOR	RESET BREAKERS	1.0	
11/25/2015	LIGHT/ALARM	REPLACED PUMP	2.0	
11/27/2015	SEWER BACKING UP	REPLACED PUMP	3.0	
11/27/2015	OVERFLOWING	REPLACED PUMP	3.0	
11/27/2015	LIGHT/ALARM	REPLACED PUMP, EQD & HOUSING	2.5	
11/27/2015	LIGHT/ALARM	REPLACED PUMP, EQD & HOUSING	3.0	YES
11/28/2015	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	
11/30/2015	GMF	REPLACED PUMP	2.0	
11/30/2015	GMF	REPLACED PUMP	1.0	
11/30/2015	GMF	REPLACED PUMP	2.0	
11/30/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	5.0	YES
11/30/2015	LIGHT/ALARM	REPLACED PUMP, EQD & HOUSING	1.0	
12/02/2015	LIGHT/ALARM	REPLACED PUMP	3.0	
12/02/2015	LIGHT/ALARM	REPLACED PUMP	4.0	YES
12/03/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
12/03/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
12/03/2015	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
12/04/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	3.0	YES
12/05/2015	OVERFLOWING	REPLACED PUMP	3.0	YES
12/05/2015	GRINDER MALFUNCTION (GMF)	REPLACED PUMP & EQD END	5.0	YES
12/06/2015	OVERFLOWING	BREAKERS WERE OFF. STATION WORKING PROPERLY	3.0	YES
12/07/2015	LIGHT/ALARM	REPLACED PUMP	2.0	
12/07/2015	OVERFLOWING	REPLACED PUMP	1.0	
12/07/2015	LIGHT/ALARM	REPLACED PUMP, SHORTENED CABLE	4.0	
12/08/2015	STATION NOT WORKING	NO POWER ON THE CUSTOMER'S SIDE	1.0	
12/08/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
12/08/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
12/08/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
12/08/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	1.5	
12/08/2015	OVERFLOWING/LIGHT ON FOR OVER 3 MONTHS PER NEIGHBOR	REPLACED PUMP, CABLE & BOARD	3.0	
12/09/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
12/09/2015	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
12/09/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	2.0	
12/09/2015	OVERFLOWING & RECENT WASHOUT FILLED STN WITH SAND	REPLACED PUMP & EQD END	2.0	
12/10/2015	STATION NOT WORKING	BREAKERS WERE OFF. STATION WORKING PROPERLY	1.0	
12/11/2015	LIGHT/ALARM	REPLACED PUMP	1.5	
12/11/2015	LIGHT/ALARM	REPLACED PUMP	1.5	
12/12/2015	OVERFLOWING	BREAKERS WERE TRIPPED. TURNED THEM OFF AND BACK ON AND STATION PUMPED DOWN OKAY AND WORKING PROPERLY	1.0	
12/12/2015	LIGHT/ALARM	REPLACED PUMP	2.0	YES
12/12/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
12/12/2015	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
12/14/2015	STATION IS FULL	NO POWER ON THE CUSTOMER'S SIDE	1.0	
12/14/2015	GMF	REPLACED PUMP	1.0	
12/14/2015	GMF	REPLACED PUMP	2.0	
12/14/2015	OVERFLOWING & VENT CAP RUSTED	REPLACED PUMP & VENT CAP	1.0	
12/16/2015	LIGHT/ALARM	REPLACED PUMP	5.0	YES
12/16/2015	GMF	REPLACED PUMP	2.0	
12/16/2015	GMF	STATION CHECKED OUT OKAY	1.0	

## EMERGENCY 2015

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
12/18/2015	LIGHT/ALARM	REPLACED EQD & CONTROL BOARD	1.0	
12/18/2015	PUMP RUNNING CONSTANTLY	REPLACED PUMP	1.0	
12/19/2015	ODOR	STATION CHECKED OUT OKAY	3.0	YES
12/20/2015	GMF	REPLACED PUMP	3.0	
12/21/2015	GMF	REPLACED PUMP	1.0	
12/22/2015	GRINDER MALFUNCTION (GMF)	REPLACED PUMP	1.0	
12/22/2015	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
12/22/2015	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
12/23/2015	GMF	REPLACED PUMP	2.0	
12/23/2015	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
12/25/2015	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	2.0	
12/26/2015	LIGHT/ALARM	REPLACED PUMP	2.0	YES
12/26/2015	LIGHT/ALARM	REPLACED PUMP	3.0	
12/26/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
12/28/2015	LIGHT/ALARM	REPLACED BULB IN CONTROL BOX	1.0	
12/28/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
12/28/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
12/28/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
12/28/2015	PUMP RUNNING CONSTANTLY	REPLACED PUMP & EQD	1.0	
12/28/2015	ODOR	STATION CHECKED OUT OKAY	1.0	
12/29/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	1.0	
12/29/2015	LIGHT/ALARM	REPLACED PUMP & EQD END	1.0	
12/30/2015	LIGHT/ALARM	REPLACED PUMP	1.0	
12/31/2015	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	

## EMERGENCY 2016

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/01/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
01/01/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	2.0	YES
01/01/2016	LIGHT/ALARM	REPLACED PUMP, CABLE, BOARD & BREAKER	2.0	
01/04/2016	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
01/05/2016	LIGHT/ALARM	CHECKED OKAY	0.3	
01/05/2016	OVERFLOWING	REPLACED PUMP	1.0	
01/05/2016	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
01/06/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
01/06/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
01/07/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
01/07/2016	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	1.5	
01/08/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
01/11/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
01/12/2016	LIGHT/ALARM	REPLACED PUMP	1.5	
01/12/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
01/13/2016	OVERFLOWING	REPLACED PUMP	2.0	
01/14/2016	CLOGGED LINE	JETTED SEWER LINE FOR BOE AND BILLED THEM	4.0	
01/15/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
01/16/2016	LIGHT/ALARM	REPLACED PUMP, CABLE & CONTROL BOARD	3.0	YES
01/18/2016	LIGHT/ALARM	REPLACED PUMP	2.0	
01/19/2016	OVERFLOWING	REPLACED PUMP	2.0	
01/20/2016	OVERFLOWING	CHANGED EQD END	2.0	
01/21/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
01/27/2016	OVERFLOWING	REPLACED PUMP	2.0	
01/28/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
01/28/2016	LIGHT/ALARM	REPLACED PUMP	2.0	
01/29/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	3.0	YES
01/29/2016	BREAKER ISSUE	RESET BREAKER	3.0	YES
01/30/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
02/01/2016	OVERFLOWING	REPLACED PUMP & EQD & REPAIRED LEAK	4.0	
02/02/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
02/03/2016	LIGHT/ALARM	CHECKED OKAY	4.0	YES
02/03/2016	STATION BACKING UP	RESET BREAKER	1.0	
02/05/2016	LIGHT/ALARM	REPLACED PUMP & BOARD	1.5	
02/08/2016	LIGHT/ALARM	REPLACED PUMP	2.0	
02/10/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
02/10/2016	LIGHT/ALARM	REPLACED PUMP	2.0	
02/10/2016	LIGHT/ALARM	REPLACED PUMP	2.0	
02/11/2016	LIGHT/ALARM	REPLACED PUMP	2.0	
02/11/2016	OVERFLOWING	REPLACED PUMP, REPAIRED BLOCKED LINE	10.0	
02/15/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
02/16/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
02/16/2016	LIGHT/ALARM	REPLACED PUMP	2.0	
02/17/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
02/17/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
02/18/2016	LIGHT/ALARM	REPLACED PUMP	4.0	YES
02/22/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
02/22/2016	LIGHT/ALARM	REPLACED PUMP	1.5	
02/22/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
02/22/2016	OVERFLOWING	REPLACED PUMP & EQD	1.0	
02/22/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/22/2016	LIGHT/ALARM	REPLACED PUMP & EQD	3.5	
02/22/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
02/23/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
02/23/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
02/24/2016	LIGHT/ALARM	REPLACED PUMP	0.5	
02/25/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
02/29/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/01/2016	LIGHT/ALARM	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	2.0	
03/03/2016	LIGHT/ALARM	REPLACED PUMP	2.0	
03/04/2016	OVERFLOWING	REPLACED PUMP	4.0	YES
03/06/2016	LIGHT/ALARM	RESET BREAKER	3.0	YES
03/07/2016	LIGHT/ALARM	CHANGED EQD END	2.0	
03/07/2016	OVERFLOWING	REPLACED PUMP & EQD	1.0	
03/08/2016	OVERFLOWING	REPLACED PUMP	1.0	
03/08/2016	LIGHT/ALARM	REPLACED PUMP	2.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
03/08/2016	LIGHT/ALARM	REPLACED PUMP	2.0	
03/11/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
03/11/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/12/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/14/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
03/14/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
03/15/2016	LIGHT/ALARM	REPLACED PUMP	2.0	
03/15/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/15/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/16/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
03/17/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/17/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
03/18/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/18/2016	OVERFLOWING	REPLACED PUMP & EQD	1.0	
03/18/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
03/21/2016	OVERFLOWING	REPLACED PUMP	1.0	
03/21/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
03/22/2016	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
03/22/2016	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	
03/23/2016	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	3.0	YES
03/23/2016	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	2.0	
03/24/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
03/25/2016	OVERFLOWING	SEWER LINE BLOCKED ON CUSTOMER'S SIDE	1.5	YES
03/26/2016	LIGHT/ALARM	REPLACED PUMP	4.0	YES
03/28/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
03/28/2016	LIGHT/ALARM	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	2.0	
03/29/2016	OVERFLOWING	INSTALLED PUMP, REPLACED EQD, HOUSING & CABLE	1.0	
03/29/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
03/29/2016	LIGHT/ALARM	REPLACED PUMP, EQD, HOUSING & CABLE	1.0	
03/29/2016	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE, EQD & HOUSING	1.0	
04/01/2016	OVERFLOWING	REPLACED PUMP	1.0	
04/02/2016	LIGHT/ALARM	REPLACED PIG TAIL	1.0	
04/02/2016	LIGHT/ALARM	REPLACED PUMP	2.0	YES
04/02/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
04/03/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
04/04/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
04/04/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
04/04/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
04/04/2016	OVERFLOWING	REPLACED PUMP, EQD, HOUSING & CABLE	1.0	
04/06/2016	LIGHT/ALARM	CHECKED OKAY	1.0	
04/06/2016	CONTINUOUSLY RUNNING	REPLACED PUMP & EQD	1.0	
04/07/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
04/08/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	3.0	YES
04/11/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
04/11/2016	LIGHT/ALARM	REPLACED PUMP	3.5	YES
04/11/2016	OVERFLOWING	REPLACED PUMP EQD & HOUSING	1.0	
04/12/2016	OVERFLOWING	CHECKED OKAY	1.0	
04/12/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
04/12/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
04/12/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
04/12/2016	LIGHT/ALARM	REPLACED PUMP, BOARD & EQD	1.0	
04/14/2016	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	0.5	
04/15/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/15/2016	BREAKER ISSUE	RESET BREAKER	2.0	YES
04/16/2016	LIGHT/ALARM	REPLACED PUMP & BOARD	3.5	YES
04/17/2016	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
04/18/2016	LIGHT/ALARM	REPLACED PUMP	3.5	YES
04/18/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
04/18/2016	LIGHT/ALARM	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	1.0	
04/19/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
04/19/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
04/19/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
04/19/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
04/20/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
04/21/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
04/21/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
04/21/2016	OVERFLOWING	REPLACED PUMP, BOARD & EQD	1.0	
04/21/2016	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	3.0	YES
04/22/2016	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
04/22/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
04/23/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/23/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/25/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
04/25/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
04/25/2016	OVERFLOWING	REPLACED PUMP EQD & HOUSING	1.0	
04/26/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
04/27/2016	OVERFLOWING	REPLACED PUMP	1.0	
04/28/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
04/29/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
04/29/2016	LIGHT/ALARM	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	1.0	
05/02/2016	OVERFLOWING	CHECKED OKAY	0.5	
05/02/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/02/2016	OVERFLOWING	REPLACED PUMP	1.0	
05/02/2016	OVERFLOWING	REPLACED PUMP	1.0	
05/05/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/06/2016	LIGHT/ALARM	REPLACED BOARD	1.0	
05/06/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
05/06/2016	LIGHT/ALARM	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	1.0	
05/07/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/09/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/09/2016	OVERFLOWING	REPLACED PUMP EQD & HOUSING	1.0	
05/09/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
05/09/2016	LIGHT/ALARM	REPLACED PUMP, EQD END, PRESSURE CONNECT	4.0	
05/09/2016	LIGHT/ALARM	TURNED DISCONNECT BACK ON	1.0	
05/10/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
05/10/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/11/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
05/11/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
05/14/2016	LIGHT/ALARM	REPLACED PUMP	4.0	YES
05/15/2016	LIGHT/ALARM	REPLACED PUMP & BOARD	3.0	YES
05/16/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
05/16/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
05/16/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
05/16/2016	OVERFLOWING	REPLACED PUMP	2.5	
05/16/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
05/16/2016	LIGHT/ALARM	REPLACED PUMP, EQD, HOUSING & BOARD	1.0	
05/17/2016	LIGHT/ALARM	REPLACED PUMP, EQD, HOUSING & BOARD	4.0	YES
05/19/2016	LIGHT/ALARM	NOT ENOUGH POWER COMING INTO STATION ON CUSTOMER SIDE	0.5	
05/19/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
05/19/2016	BREAKER ISSUE	RESET BREAKER	1.0	
05/20/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
05/20/2016	OVERFLOWING	REPLACED PUMP	1.0	
05/20/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.5	
05/22/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	2.0	YES
05/23/2016	CLOGGED LINE	JETTED SEWER LINE FOR BOE AND BILLED THEM	5.5	
05/23/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
05/23/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
05/23/2016	OVERFLOWING	REPLACED PUMP	3.0	YES
05/24/2016	LIGHT/ALARM	CHECKED OKAY	1.0	
05/24/2016	OVERFLOWING	REPLACED PUMP & EQD	1.5	
05/25/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/25/2016	LIGHT/ALARM	REPLACED PUMP, EQD & BREAKERS	2.0	
05/26/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
05/26/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
05/26/2016	LIGHT/ALARM	REPLACED PUMP	2.0	YES
05/27/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
05/27/2016	LIGHT/ALARM	REPLACED PUMP & BOARD	1.5	
05/28/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/28/2016	OVERFLOWING	REPLACED PUMP	3.0	YES

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
05/28/2016	OVERFLOWING	REPLACED PUMP	3.0	YES
05/29/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/31/2016	PUMP NOT WORKING	NO POWER ON CUSTOMER'S SIDE	0.5	
05/31/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
05/31/2016	OVERFLOWING	REPLACED PUMP	1.5	
05/31/2016	STATION BACKING UP	REPLACED PUMP	1.0	
05/31/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.5	
05/31/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
05/31/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
05/31/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
05/31/2016	BREAKER ISSUE	REPLACED PUMP EQD & HOUSING	1.5	
05/31/2016	LIGHT/ALARM	RESET BREAKER	1.5	
06/01/2016	LIGHT/ALARM	REPLACED PUMP & BOARD	2.0	
06/01/2016	OVERFLOWING	REPLACED PUMP EQD & HOUSING	0.5	
06/02/2016	LIGHT/ALARM	REPLACED PUMP	4.5	YES
06/02/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/03/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
06/03/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
06/03/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
06/05/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	3.0	YES
06/06/2016	BREAKER ISSUE	NO POWER ON CUSTOMER'S SIDE	4.0	YES
06/06/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/08/2016	OVERFLOWING	REPLACED PUMP & EQD	2.0	
06/08/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
06/08/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
06/09/2016	OVERFLOWING	REPLACED PUMP & EQD	2.0	
06/09/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
06/10/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/10/2016	LIGHT/ALARM	REPLACED PUMP	2.0	
06/10/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
06/11/2016	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
06/13/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
06/13/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
06/13/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
06/13/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
06/14/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
06/16/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
06/16/2016	BREAKER ISSUE	REPLACED PUMP & EQD	2.0	
06/16/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	3.0	YES
06/17/2016	OVERFLOWING	REPLACED PUMP EQD & HOUSING	4.0	YES
06/18/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/18/2016	LIGHT/ALARM	REPLACED PUMP	2.0	
06/18/2016	OVERFLOWING	REPLACED PUMP	2.0	
06/20/2016	STATION BACKING UP	NO POWER ON CUSTOMER'S SIDE	1.0	
06/20/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
06/20/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
06/20/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/20/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
06/20/2016	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	
06/20/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
06/22/2016	LIGHT/ALARM	REPLACED CABLE AND EQD	1.5	
06/22/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
06/22/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
06/23/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	3.0	YES
06/24/2016	RUNNING CONTINUOUSLY	REPLACED PUMP	2.0	
06/24/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/25/2016	LIGHT/ALARM	REPLACED BOARD, BREAKER, PUMP & EQD	4.0	YES
06/27/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
06/27/2016	OVERFLOWING	REPLACED PUMP & EQD	2.0	
06/27/2016	OVERFLOWING	REPLACED PUMP & EQD	1.0	
06/27/2016	OVERFLOWING	REPLACED PUMP EQD & HOUSING	1.0	
06/28/2016	LIGHT/ALARM	REPLACED PUMP, EQD & HOUSING	7.0	YES
06/28/2016	STATION BACKING UP	REPLACED PUMP, EQD & HOUSING	2.0	YES
06/28/2016	LIGHT/ALARM	REPLACED PUMP, EQD & HOUSING	3.0	
06/29/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/29/2016	OVERFLOWING	REPLACED PUMP & EQD	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
06/29/2016	OVERFLOWING	REPLACED PUMP & EQD	2.0	
06/30/2016	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	0.5	
06/30/2016	LIGHT/ALARM	REPLACED PUMP - GMF	2.0	
06/30/2016	OVERFLOWING	REPLACED PUMP & EQD	2.0	
06/30/2016	OVERFLOWING	REPLACED PUMP, EQD & HOUSING	1.0	
06/30/2016	LIGHT/ALARM	REPLACED PUMP, EQD & HOUSING	1.0	
07/01/2016	LIGHT/ALARM	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	2.0	
07/01/2016	OVERFLOWING	RESET BREAKER	0.5	
07/02/2016	STATION BACKING UP	REPLACED PUMP, EQD & HOUSING	3.0	YES
07/05/2016	LIGHT/ALARM	REPLACED PUMP - GMF	2.0	
07/05/2016	LIGHT/ALARM	REPLACED PUMP - GMF	2.0	
07/05/2016	ODOR	REPLACED PUMP & CONTROL BOARD	1.0	
07/05/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	YES
07/05/2016	LIGHT/ALARM	REPLACED PUMP & HOUSING	1.0	
07/05/2016	LIGHT/ALARM	REPLACED PUMP & HOUSING	1.0	
07/05/2016	BREAKER ISSUE	RESET BREAKER	1.0	
07/06/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
07/06/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
07/06/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
07/06/2016	LIGHT/ALARM	RESET BREAKER	1.0	
07/07/2016	LIGHT/ALARM	REPLACED PUMP - GMF	2.0	
07/07/2016	OVERFLOWING	RESET BREAKER	0.5	
07/08/2016	LIGHT/ALARM	REPLACED PUMP - GMF	3.0	
07/08/2016	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
07/08/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.5	
07/08/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
07/11/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
07/11/2016	LIGHT/ALARM	REPLACED PUMP - GMF	2.0	
07/11/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
07/11/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
07/12/2016	LIGHT/ALARM	REPLACED PRESSURE CONNECT BOX	1.5	
07/12/2016	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	2.0	YES
07/12/2016	LIGHT/ALARM	REPLACED PUMP, EQD & HOUSING	3.0	YES
07/14/2016	LIGHT/ALARM	REPLACED PUMP - GMF	3.0	YES
07/14/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
07/14/2016	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	2.0	
07/15/2016	OVERFLOWING	REPLACED PUMP - GMF	3.0	YES
07/15/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.5	
07/15/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
07/15/2016	LIGHT/ALARM	REPLACED PUMP, CABLE & EQD	3.0	YES
07/16/2016	LIGHT/ALARM	REPLACED PUMP - GMF	2.0	YES
07/16/2016	STATION BACKING UP	REPLACED PUMP - GMF	1.0	
07/16/2016	OVERFLOWING	REPLACED PUMP - GMF	2.0	YES
07/17/2016	LIGHT/ALARM	REPLACED PUMP - GMF	2.0	YES
07/17/2016	LIGHT/ALARM	REPLACED PUMP - GMF	3.0	YES
07/18/2016	OVERFLOWING	REPLACED CONTROL BOARD	3.0	YES
07/18/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
07/18/2016	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	2.0	
07/18/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.5	
07/18/2016	LIGHT/ALARM	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	1.5	
07/19/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
07/19/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
07/20/2016	OVERFLOWING	REPLACED PUMP & EQD	1.0	
07/20/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/20/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/20/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/21/2016	OVERFLOWING	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	2.0	
07/23/2016	OVERFLOWING	REPLACED PUMP, CABLE & EQD	6.0	YES
07/25/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
07/25/2016	ODOR	REPLACED PUMP & CONTROL BOARD	1.0	
07/25/2016	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
07/25/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/25/2016	PUMP NOT WORKING	RESET BREAKER	0.5	
07/26/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
07/27/2016	PUMP NOT WORKING	NOT ENOUGH POWER COMING INTO STATION ON CUSTOMER SIDE	1.0	



## EMERGENCY 2016

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
07/27/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
07/27/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/28/2016	LIGHT/ALARM	REPLACED PUMP - GMF	3.5	YES
07/29/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
07/30/2016	LIGHT/ALARM	REPLACED PUMP - GMF	3.5	YES
08/01/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
08/01/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
08/01/2016	LIGHT/ALARM	REPLACED PUMP, BOARD & EQD	1.0	
08/02/2016	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	4.0	YES
08/04/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
08/04/2016	OVERFLOWING	REPLACED PUMP - GMF	1.0	
08/05/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
08/06/2016	LIGHT/ALARM	CHECKED OKAY	2.0	YES
08/07/2016	PUMP NOT WORKING	NOT ENOUGH POWER COMING INTO STATION ON CUSTOMER SIDE	2.0	YES
08/08/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
08/08/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
08/08/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/09/2016	ELECTRICAL WIRES SHOWING	PROBLEM ON CUSTOMER'S SIDE OF MWD CONTROL BOX	1.0	
08/09/2016	OVERFLOWING	REPLACED PUMP - GMF	1.0	
08/09/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
08/09/2016	LIGHT/ALARM	RESET BREAKER	1.0	
08/11/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
08/11/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
08/12/2016	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
08/12/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
08/13/2016	LIGHT/ALARM	REPLACED PUMP - GMF	2.0	
08/14/2016	LIGHT/ALARM	RESET BREAKER	3.0	YES
08/15/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
08/15/2016	OVERFLOWING	REPLACED PUMP & EQD	2.5	YES
08/17/2016	LIGHT/ALARM	REPLACED PUMP - GMF	2.0	
08/18/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.5	
08/19/2016	LIGHT/ALARM	REPLACED PUMP - GMF	2.0	
08/19/2016	LIGHT/ALARM	REPLACED PUMP - GMF	2.0	
08/19/2016	LIGHT/ALARM	REPLACED PUMP - GMF	3.0	
08/19/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/19/2016	OVERFLOWING	REPLACED PUMP, CABLE & EQD	3.0	YES
08/20/2016	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	3.0	YES
08/22/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
08/22/2016	LIGHT/ALARM	REPLACED PUMP & BOARD	1.0	
08/22/2016	OVERFLOWING	REPLACED PUMP & EQD	1.0	
08/22/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
08/22/2016	OVERFLOWING	RESET BREAKER	1.0	
08/23/2016	LIGHT/ALARM	REPLACED CABLE	2.0	
08/23/2016	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	
08/23/2016	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	
08/23/2016	LIGHT/ALARM	REPLACED PUMP, BOARD & EQD	4.0	YES
08/24/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
08/24/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
08/24/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
08/25/2016	PUMP NOT WORKING	NO POWER ON CUSTOMER'S SIDE	1.0	
08/25/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
08/25/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.5	
08/27/2016	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
08/29/2016	PUMP NOT WORKING	NO POWER ON CUSTOMER'S SIDE	1.0	
08/29/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/29/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
08/29/2016	BREAKER ISSUE	REPLACED PUMP, BRAKERS, CONTROL BOARD & EQD	2.0	
08/30/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
08/30/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.5	
08/30/2016	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
08/31/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
09/01/2016	LIGHT/ALARM	REPLACED PUMP & BOARD	2.0	
09/03/2016	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES

## EMERGENCY 2016

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
09/06/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
09/06/2016	OVERFLOWING	REPLACED PUMP & BOARD	2.0	
09/06/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
09/06/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
09/07/2016	LIGHT/ALARM	CUSTOMER CAUSED - GREASE PROBLEM, CLEANED OUT STATION, REPLACED PUMP	2.0	
09/08/2016	OVERFLOWING	REPLACED PUMP, CABLE & EQD	2.0	
09/08/2016	OVERFLOWING	RESET BREAKER	0.5	
09/09/2016	STATION BACKING UP	CUSTOMER HAD FENCE INSTALLED AND PUNCTURED CABLE. REPLACED PUMP, EQD, CONTROL BOARD AND CABLE	2.5	
09/09/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
09/10/2016	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
09/11/2016	LIGHT/ALARM	RESET STATION	4.0	YES
09/12/2016	STATION BACKING UP	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	2.0	
09/13/2016	LIGHT/ALARM	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	2.0	
09/15/2016	LIGHT/ALARM	REPLACED SLIDER VALVE & HOSE	1.0	
09/15/2016	OVERFLOWING	RESET BREAKER	1.0	
09/17/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/19/2016	OVERFLOWING	REPLACED PUMP	1.0	
09/19/2016	OVERFLOWING	REPLACED PUMP	1.0	
09/19/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
09/19/2016	PUMP MAKING NOISE	REPLACED PUMP	1.5	
09/19/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
09/21/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
09/21/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
09/21/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
09/22/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
09/22/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
09/22/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	1.0	
09/23/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
09/23/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
09/23/2016	LIGHT/ALARM	REPLACED PUMP	11.0	
09/24/2016	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
09/25/2016	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	4.0	YES
09/26/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
09/26/2016	LIGHT/ALARM	REPLACED PUMP & CABLE	2.0	
09/26/2016	OVERFLOWING	REPLACED PUMP & EQD	1.0	
09/26/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
09/26/2016	LIGHT/ALARM	RESET BREAKER	0.5	
09/27/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
09/28/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
09/29/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
09/30/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
09/30/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
09/30/2016	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
10/01/2016	LIGHT/ALARM	REPLACED PUMP	4.0	YES
10/02/2016	LIGHT/ALARM	REPLACED PUMP	4.0	YES
10/03/2016	LIGHT/ALARM	CUSTOMER CAUSED - BABY WIPES IN STATION - REPLACED PUMP & EQD & SENT LETTER TO CUSTOMER	1.0	
10/03/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
10/04/2016	LIGHT/ALARM	REPLACED CABLE	1.0	
10/04/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
10/05/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
10/06/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
10/06/2016	LIGHT/ALARM	REPLACED PUMP, EQD, HOUSING & BOARD	1.5	
10/06/2016	LIGHT/ALARM	RESET BREAKER	1.0	
10/07/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
10/08/2016	OVERFLOWING	REPLACED PUMP, EQD, HOUSING & CABLE	4.0	YES
10/10/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
10/11/2016	PUMP NOT WORKING	NO POWER ON CUSTOMER'S SIDE	1.0	
10/11/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
10/11/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
10/13/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
10/14/2016	OVERFLOWING	REPLACED PUMP, SLIDER VALVE & HOSE	3.0	YES

## EMERGENCY 2016

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
10/14/2016	LIGHT/ALARM	RESET BREAKER	1.0	
10/15/2016	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	YES
10/17/2016	LIGHT/ALARM	REPLACED PUMP	0.5	
10/17/2016	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.5	
10/19/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
10/19/2016	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
10/19/2016	STATION BACKING UP	REPLACED SLIDER VALVE	0.5	
10/20/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
10/21/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
10/21/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
10/22/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
10/22/2016	LIGHT/ALARM	REPLACED PUMP	2.0	YES
10/23/2016	STATION BACKING UP	REPLACED PUMP	3.0	YES
10/24/2016	LIGHT/ALARM	REPLACED PUMP, CABLE & CONTROL BOARD	1.0	
10/25/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
10/25/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
10/25/2016	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
10/26/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
10/26/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
10/26/2016	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
10/26/2016	OVERFLOWING	REPLACED PUMP & EQD	1.0	
10/27/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
10/27/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/28/2016	LIGHT/ALARM	CHECKED OKAY	4.0	
10/28/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/29/2016	LIGHT/ALARM	REPLACED PUMP - GMF	3.0	YES
10/29/2016	LIGHT/ALARM	REPLACED PUMP - GMF	2.0	YES
10/31/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
11/01/2016	LIGHT/ALARM	RESET BREAKER	1.0	
11/01/2016	CLOGGED LINE	USED JETTER TO UNCLOG LINE	3.0	
11/02/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
11/03/2016	PUMP NOT WORKING	CHECKED OKAY	0.5	
11/03/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
11/03/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
11/03/2016	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
11/04/2016	LIGHT/ALARM	RESET BREAKER	1.0	
11/05/2016	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
11/06/2016	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
11/07/2016	OVERFLOWING	REPLACED PIG TAIL, PRESSURE CONNECT & VENT CAP	2.0	
11/07/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
11/07/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
11/07/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
11/07/2016	LIGHT/ALARM	REPLACED PUMP - GMF	1.0	
11/08/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
11/08/2016	LIGHT/ALARM	REPLACED PUMP & BOARD	1.0	
11/08/2016	LIGHT/ALARM	RESET BREAKER	1.0	
11/09/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
11/09/2016	OVERFLOWING	REPLACED PUMP, CABLE, BOARD & BREAKER	1.5	
11/09/2016	OVERFLOWING	REPLACED PUMP, EQD, HOUSING & CABLE	2.0	
11/10/2016	BREAKER ISSUE	REPLACED PUMP & BREAKER	1.0	
11/11/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
11/11/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
11/14/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
11/15/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
11/15/2016	OVERFLOWING	NOT ENOUGH POWER COMING INTO STATION ON CUSTOMER SIDE	4.0	YES
11/15/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
11/16/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
11/16/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
11/16/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/16/2016	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
11/17/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/17/2016	PUMP NOT WORKING	REPLACED PUMP	1.0	
11/17/2016	LIGHT/ALARM	REPLACED PUMP & BOARD	1.0	
11/18/2016	OVERFLOWING	REPLACED PUMP	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
11/21/2016	LIGHT/ALARM	REPLACED PUMP	0.5	
11/21/2016	LIGHT/ALARM	REPLACED PUMP	0.5	
11/22/2016	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
11/22/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/23/2016	STATION BACKING UP	CHECKED OKAY	0.5	
11/23/2016	OVERFLOWING	REPLACED PUMP & EQD	2.0	
11/23/2016	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
11/25/2016	LIGHT/ALARM	REPLACED PUMP, EQD, HOUSING & BOARD	1.0	
11/26/2016	LIGHT/ALARM	REPLACED PUMP, EQD, HOUSING & CABLE	1.5	
11/28/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
11/28/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
11/28/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
11/28/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
11/30/2016	LIGHT/ALARM	CUSTOMER CAUSED - BABY WIPES AND DIAPERS IN STATION - REPLACED PUMP & SENT LETTER TO CUSTOMER	1.0	
12/02/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
12/02/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
12/02/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
12/03/2016	LIGHT/ALARM	REPLACED PUMP	2.0	YES
12/03/2016	LIGHT/ALARM	REPLACED PUMP	2.0	YES
12/03/2016	LIGHT/ALARM	REPLACED PUMP & CABLE	2.0	
12/05/2016	OVERFLOWING	REPLACED PUMP	1.0	
12/06/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
12/06/2016	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
12/07/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
12/08/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
12/08/2016	LIGHT/ALARM	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
12/08/2016	LIGHT/ALARM	RESET BREAKER	0.5	
12/09/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
12/11/2016	LIGHT/ALARM	REPLACED PUMP	5.0	YES
12/11/2016	OVERFLOWING	REPLACED PUMP	1.0	
12/12/2016	LIGHT/ALARM	NOT ENOUGH POWER COMING INTO STATION ON CUSTOMER SIDE	1.0	
12/12/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
12/12/2016	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
12/13/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
12/14/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
12/14/2016	OVERFLOWING	REPLACED PUMP	1.0	
12/16/2016	OVERFLOWING	REPLACED PUMP	1.0	
12/17/2016	LIGHT/ALARM	REPLACED PUMP EQD & HOUSING	4.0	YES
12/19/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
12/19/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
12/19/2016	LIGHT/ALARM	REPLACED PUMP	3.0	YES
12/20/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
12/21/2016	OVERFLOWING	REPLACED PUMP	1.0	
12/29/2016	LIGHT/ALARM	REPLACED PUMP	1.0	
12/30/2016	PUMP NOT WORKING	REPLACED PUMP	1.0	
12/30/2016	LIGHT/ALARM	REPLACED PUMP, BOARD & EQD	1.0	
12/31/2016	PUMP NOT WORKING	4" LINE FROM CUSTOMER'S SIDE WAS CLOGGED	2.0	

## EMERGENCY 2017

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
09/27/2014	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
01/03/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
01/03/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/03/2017	STATION RUNNING CONTINUOUSLY	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
01/04/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
01/04/2017	OVERFLOWING	REPLACED PUMP	1.0	
01/04/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	3.0	YES
01/04/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
01/04/2017	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
01/04/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/04/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/04/2017	OVERFLOWING	RESET BREAKER	4.0	YES
01/05/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
01/09/2017	LIGHT/ALARM	LINE FROZEN ON CUSTOMER'S SIDE	1.0	
01/09/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/10/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/10/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/12/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/13/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
01/13/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
01/13/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
01/13/2017	OVERFLOWING	REPLACED PUMP	1.0	
01/16/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
01/16/2017	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
01/16/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/16/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/17/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/18/2017	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
01/18/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/20/2017	OVERFLOWING	RESET BREAKER	1.0	
01/21/2017	LIGHT/ALARM	REPLACED PUMP	3.0	YES
01/23/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/23/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/24/2017	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
01/24/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/26/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/27/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/27/2017	LIGHT/ALARM	REPLACED PUMP & EQD DUE TO FISHING LINE & BABY WIPES IN STATION.	1.0	
01/31/2017	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
02/01/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/01/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/01/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/03/2017	LIGHT/ALARM	REPLACED PUMP, EQD & HOSE	1.0	
02/06/2017	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
02/06/2017	LIGHT/ALARM	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	1.0	
02/07/2017	LIGHT/ALARM	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	1.0	
02/10/2017	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
02/10/2017	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
02/13/2017	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.0	
02/13/2017	ODOR	REPLACED PUMP	1.0	
02/13/2017	OVERFLOWING	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	2.0	
02/14/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
02/15/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.5	
02/15/2017	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
02/15/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/16/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
02/16/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/17/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
02/17/2017	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
02/19/2017	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
02/21/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
02/21/2017	OVERFLOWING	REPLACED PUMP	1.0	
02/22/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
02/23/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/24/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
02/27/2017	ODOR	REPLACED PUMP & EQD	1.0	
02/27/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/28/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/28/2017	OVERFLOWING	RESET BREAKER	1.0	
03/01/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/03/2017	LIGHT/ALARM	REPLACED PUMP	2.5	
03/03/2017	LIGHT/ALARM	REPLACED PUMP	1.5	
03/03/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.5	
03/03/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/06/2017	LIGHT/ALARM	LINE CLOGGED ON CUSTOMER'S SIDE	0.5	
03/06/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
03/06/2017	LIGHT/ALARM	REPLACED PUMP	1.5	
03/08/2017	OVERFLOWING	REPLACED PUMP, CABLE, EQD & CONTROL BOARD	1.5	
03/09/2017	OVERFLOWING	REPLACED PUMP	4.0	YES
03/09/2017	ODOR	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
03/10/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
03/10/2017	STATION BACKING UP	RESET BREAKER	4.0	YES
03/11/2017	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/13/2017	PUMP NOT WORKING	NO PROBLEM FOUND	1.0	
03/13/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/13/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/15/2017	OVERFLOWING	LINE CLOGGED ON CUSTOMER'S SIDE	1.0	
03/17/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
03/18/2017	OVERFLOWING	REPLACED PUMP & EQD	3.0	YES
03/18/2017	OVERFLOWING	REPLACED PUMP & EQD	3.0	YES
03/18/2017	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
03/19/2017	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
03/20/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
03/21/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
03/21/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/21/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/22/2017	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.0	
03/22/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
03/23/2017	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
03/23/2017	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
03/23/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/24/2017	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
03/24/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
03/25/2017	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
03/27/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/28/2017	LIGHT/ALARM	REPLACED PUMP	3.0	YES
03/28/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
03/29/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
03/29/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/30/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/31/2017	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	0.5	
03/31/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
03/31/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
03/31/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
04/02/2017	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/03/2017	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
04/03/2017	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
04/03/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
04/05/2017	LIGHT/ALARM	LINE CLOGGED ON CUSTOMER'S SIDE	1.0	
04/07/2017	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.0	
04/10/2017	LIGHT/ALARM	REPLACED LID ON PRESSURE CONNECT BOX	1.0	
04/10/2017	OVERFLOWING	RESET BREAKER	1.0	
04/13/2017	OVERFLOWING	REPLACED PUMP	1.0	
04/13/2017	LIGHT/ALARM	RESET BREAKER	1.0	
04/18/2017	OVERFLOWING	REPLACED PUMP	1.0	
04/20/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
04/20/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
04/23/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
04/24/2017	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/24/2017	OVERFLOWING	REPLACED PUMP, CABLE, EQD & CONTROL BOARD	1.0	
04/26/2017	LIGHT/ALARM	REPLACED PUMP	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
04/26/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
04/28/2017	OVERFLOWING	LINE CLOGGED ON CUSTOMER'S SIDE	1.0	
04/28/2017	LIGHT/ALARM	RESET BREAKER	1.0	
05/01/2017	LIGHT/ALARM	LINE CLOGGED ON CUSTOMER'S SIDE	1.0	
05/01/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
05/01/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/02/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
05/04/2017	LIGHT/ALARM	LINE CLOGGED ON CUSTOMER'S SIDE	5.0	YES
05/04/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/05/2017	LIGHT/ALARM	REPLACED PUMP	4.0	YES
05/05/2017	OVERFLOWING	REPLACED PUMP & EQD	2.0	YES
05/05/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/05/2017	LIGHT/ALARM	REPLACED PUMP, REPAIRED BROKEN SEWER LINE	2.0	
05/07/2017	OVERFLOWING	REPLACED PUMP & EQD	4.0	YES
05/08/2017	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
05/08/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/09/2017	PUMP RUNNING CONTINUOUSLY	REPLACED PUMP & EQD	1.0	
05/09/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/10/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/10/2017	LIGHT/ALARM	RESET BREAKER	1.0	
05/11/2017	LIGHT/ALARM	LINE CLOGGED ON CUSTOMER'S SIDE	1.0	
05/12/2017	ODOR	NO PROBLEM FOUND	1.0	
05/12/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/12/2017	PUMP NOT WORKING	REPLACED PUMP, CABLE, EQD & CONTROL BOARD	1.0	
05/13/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	3.0	YES
05/13/2017	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	YES
05/14/2017	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
05/15/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
05/15/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/15/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/15/2017	LIGHT/ALARM	REPLACED PUMP, CABLE & EQD	2.0	
05/16/2017	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
05/18/2017	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	0.5	
05/19/2017	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
05/19/2017	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
05/20/2017	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
05/20/2017	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
05/22/2017	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
05/22/2017	OVERFLOWING	NO PROBLEM FOUND, GROUND WATER	1.0	
05/22/2017	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/22/2017	OVERFLOWING	REPLACED PUMP	1.0	
05/22/2017	STATION RUNNING CONTINUOUSLY	REPLACED PUMP	1.0	
05/22/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/22/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/23/2017	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
05/23/2017	LIGHT/ALARM	REPLACED EQD	1.0	
05/24/2017	LIGHT/ALARM	NO PROBLEM FOUND, RAIN WATER IN STATION	1.0	
05/24/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
05/24/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	0.5	
05/25/2017	STATION BACKING UP	LINE CLOGGED ON CUSTOMER'S SIDE	1.0	
05/25/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
05/25/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/26/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
05/26/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
05/26/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	3.0	YES
05/26/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/27/2017	LIGHT/ALARM	REPLACED PUMP	4.0	YES
05/29/2017	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/30/2017	LIGHT/ALARM	NO PROBLEM FOUND	3.0	YES
05/30/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
05/30/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
05/30/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/30/2017	LIGHT/ALARM	REPLACED PUMP, CABLE & EQD	2.0	YES
05/31/2017	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
05/31/2017	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
05/31/2017	LIGHT/ALARM	NO PROBLEM FOUND	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
05/31/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
05/31/2017	LIGHT/ALARM	RESET BREAKER	4.0	YES
06/01/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
06/01/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
06/01/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/02/2017	OVERFLOWING	LINE CLOGGED, JETTED & SNAKED LINE	5.0	
06/02/2017	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
06/03/2017	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	4.0	YES
06/03/2017	LIGHT/ALARM	NO PROBLEM FOUND	4.0	YES
06/04/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
06/06/2017	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
06/06/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
06/06/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/08/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
06/08/2017	LIGHT/ALARM	REPLACED PUMP	2.0	YES
06/08/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
06/08/2017	LIGHT/ALARM	REPLACED PUMP	1.5	
06/08/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/08/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/09/2017	LIGHT/ALARM	REPLACED PUMP, CABLE, EQD & CONTROL BOARD	1.0	
06/09/2017	LIGHT/ALARM	RESET BREAKER	1.0	
06/10/2017	LIGHT/ALARM	REPLACED PUMP	4.0	YES
06/12/2017	OVERFLOWING	LINE CLOGGED ON CUSTOMER'S SIDE	3.0	YES
06/12/2017	OVERFLOWING	REPLACED PUMP	1.0	
06/12/2017	OVERFLOWING	REPLACED PUMP	1.0	
06/12/2017	LIGHT/ALARM	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	1.0	
06/13/2017	ODOR	REPLACED PUMP, CONTROL BOARD & VENT CAP	1.0	
06/15/2017	ODOR	LINE CLOGGED ON CUSTOMER'S SIDE	0.5	
06/15/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/15/2017	OVERFLOWING	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
06/15/2017	OVERFLOWING	REPLACED PUMP, EQD & CONTROL BOARD	2.0	
06/15/2017	PUMP NOT WORKING	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
06/16/2017	OVERFLOWING	NO PROBLEM FOUND	1.0	
06/16/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/17/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	4.0	YES
06/19/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
06/20/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
06/20/2017	OVERFLOWING	RESET BREAKER	0.5	
06/21/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
06/21/2017	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	
06/23/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
06/24/2017	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	4.0	YES
06/24/2017	LIGHT/ALARM	NO PROBLEM FOUND	3.0	YES
06/25/2017	LIGHT/ALARM	REPLACED PUMP	3.0	YES
06/25/2017	LIGHT/ALARM	REPLACED PUMP & EQD	5.0	YES
06/28/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
06/28/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/29/2017	LIGHT/ALARM	REPLACED CONTROL BOARD	1.0	
06/29/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
06/29/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/30/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/30/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/30/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/03/2017	STATION BACKING UP	LINE CLOGGED, DUG OUT CLEAN OUT CAP & UNCLOGGED LINE	5.0	YES
07/05/2017	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
07/05/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/06/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
07/06/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
07/06/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/07/2017	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	YES
07/07/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/10/2017	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
07/10/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
07/10/2017	OVERFLOWING	REPLACED PUMP	1.0	
07/10/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	



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07/11/2017	LIGHT/ALARM	REPLACED CONTROL BOARD	1.0	
07/11/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/12/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/12/2017	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
07/13/2017	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
07/14/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
07/14/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/15/2017	LIGHT/ALARM	REPLACED PUMP	4.0	YES
07/15/2017	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/17/2017	LIGHT/ALARM	REPLACED PUMP	2.0	
07/17/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/17/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/17/2017	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
07/18/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
07/21/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/22/2017	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
07/23/2017	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
07/24/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
07/25/2017	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
07/25/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
07/26/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
07/26/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/27/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
07/27/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/28/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
07/28/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/28/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/31/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/31/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/31/2017	LIGHT/ALARM	REPLACED PUMP, EQD & HOSE	1.0	
08/01/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/01/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/02/2017	ODOR	LINE CLOGGED ON CUSTOMER'S SIDE	4.0	
08/02/2017	LIGHT/ALARM	NO PROBLEM FOUND	3.0	YES
08/02/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
08/03/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
08/07/2017	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
08/07/2017	OVERFLOWING	REPLACED PUMP, CABLE, EQD & CONTROL BOARD	1.5	
08/07/2017	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
08/07/2017	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	3.0	YES
08/07/2017	OVERFLOWING	RESET BREAKER	1.0	
08/08/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
08/08/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/08/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/09/2017	LIGHT/ALARM	REPLACED PUMP & CABLE	1.0	
08/09/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
08/09/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/10/2017	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
08/10/2017	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
08/10/2017	ODOR	NO PROBLEM FOUND	1.0	
08/10/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/13/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	3.0	YES
08/14/2017	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
08/15/2017	ODOR	REPLACED PUMP & EQD	1.0	
08/16/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
08/17/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
08/17/2017	ODOR	REPLACED PUMP & EQD	1.0	
08/17/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/18/2017	STATION BACKING UP	LINE CLOGGED ON CUSTOMER'S SIDE	3.0	YES
08/18/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
08/18/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/19/2017	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
08/20/2017	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/20/2017	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
08/21/2017	ODOR	LINE CLOGGED ON CUSTOMER'S SIDE	0.5	
08/21/2017	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	

## EMERGENCY 2017

DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
08/22/2017	ODOR	LINE CLOGGED ON CUSTOMER'S SIDE, JETTED SEWER LINES FOR BOE. BILLED FOR SERVICE.	4.0	
08/22/2017	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
08/22/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
08/22/2017	OVERFLOWING	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
08/22/2017	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
08/23/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
08/23/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
08/24/2017	PUMP NOT WORKING	NO POWER ON CUSTOMER'S SIDE	1.0	
08/24/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
08/24/2017	STATION BACKING UP	RESET BREAKER	0.5	
08/25/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/27/2017	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/28/2017	OVERFLOWING	CUSTOMER HAD NO POWER TO STATION BUT WAS USING SERVICE. COST ESTIMATE TO REPLACE DAMAGED PARTS & NEEDS TO HOOK UP POWER TO STATION	1.0	
08/28/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
08/28/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
08/28/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
08/29/2017	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
08/30/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
08/30/2017	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
08/31/2017	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
08/31/2017	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
09/01/2017	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/01/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
09/01/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
09/02/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	2.0	YES
09/05/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
09/05/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
09/07/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
09/07/2017	LIGHT/ALARM	REPLACED PUMP, CABLE, EQD & CONTROL BOARD	1.5	
09/08/2017	ODOR	LINE CLOGGED ON CUSTOMER'S SIDE	4.0	YES
09/08/2017	PUMP NOT WORKING	NO POWER ON CUSTOMER'S SIDE	1.0	
09/08/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
09/09/2017	OVERFLOWING	LINE CLOGGED ON CUSTOMER'S SIDE	1.0	
09/09/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	YES
09/11/2017	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
09/11/2017	LIGHT/ALARM	REPLACED PUMP, EQD & HOSE	1.0	
09/12/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
09/12/2017	OVERFLOWING	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	1.0	
09/13/2017	STATION BACKING UP	NO PROBLEM FOUND	1.0	
09/13/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
09/13/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
09/14/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
09/14/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
09/14/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
09/15/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
09/15/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
09/16/2017	OVERFLOWING	REPLACED PUMP, EQD & HOSE	4.0	YES
09/17/2017	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/18/2017	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/18/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
09/19/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
09/19/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
09/19/2017	LIGHT/ALARM	REPLACED PUMP & EQD	2.5	YES
09/20/2017	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	2.5	
09/20/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
09/26/2017	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
09/27/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
09/28/2017	LIGHT/ALARM	REPLACED CONTROL BOARD	1.0	
09/28/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
09/28/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
09/29/2017	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	0.5	
09/29/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
09/30/2017	LIGHT/ALARM	REPLACED PUMP	2.5	YES
09/30/2017	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	YES
09/30/2017	LIGHT/ALARM	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	3.0	YES
10/02/2017	LIGHT/ALARM	RESET BREAKER	0.5	
10/03/2017	OVERFLOWING	NO POWER ON CUSTOMER'S SIDE	1.0	
10/03/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.3	
10/04/2017	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	0.5	
10/04/2017	LIGHT/ALARM	REPLACED EQD & CABLE	1.0	
10/04/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/05/2017	BLOCKED LINE	JETTED LINES	3.0	
10/06/2017	LIGHT/ALARM	REPLACED DISCHARGE HOSE	1.0	
10/06/2017	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	3.0	YES
10/07/2017	OVERFLOWING	REPLACED PUMP & EQD	3.0	
10/09/2017	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
10/09/2017	LIGHT/ALARM	REPLACED EQD, CABLE & CONDUIT	1.0	
10/09/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
10/10/2017	STATION BACKING UP	LINE CLOGGED, SNAKED AND UNCLOGGED LINE	2.0	YES
10/10/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/10/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/11/2017	ODOR	CUSTOMER REPLACED A 100AMP FUSE	1.0	
10/11/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/11/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/12/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
10/12/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
10/12/2017	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
10/13/2017	ODOR	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	1.0	
10/16/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/17/2017	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
10/17/2017	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	YES
10/17/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/17/2017	OVERFLOWING	RESET BREAKER	1.0	
10/18/2017	ODOR	NO PROBLEM FOUND	11.0	
10/18/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
10/18/2017	STATION BACKING UP	REPLACED PUMP, CABLE, EQD & CONTROL BOARD	2.0	
10/19/2017	LIGHT/ALARM	NO PROBLEM FOUND	3.0	YES
10/19/2017	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
10/21/2017	OVERFLOWING	LINE CLOGGED DUE TO BROKEN PLUG, REMOVED PLUG AND UNCLOGGED LINE	3.0	YES
10/22/2017	LIGHT/ALARM	REPLACED PUMP	3.0	YES
10/22/2017	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
10/23/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
10/23/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/24/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
10/24/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
10/25/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/26/2017	OVERFLOWING	REPLACED PUMP	1.0	
10/27/2017	LIGHT/ALARM	REPLACED PUMP, CABLE, EQD & CONTROL BOARD	1.5	
10/31/2017	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	1.0	
11/02/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
11/04/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
11/06/2017	OVERFLOWING	REPLACED PUMP	1.0	
11/06/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
11/08/2017	PUMP NOT WORKING	REPLACED PUMP & EQD	1.0	
11/08/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
11/09/2017	OVERFLOWING	REPLACED PUMP	1.0	
11/09/2017	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
11/12/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	4.0	YES
11/13/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
11/13/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
11/13/2017	OVERFLOWING	REPLACED PUMP	1.0	
11/13/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
11/13/2017	OVERFLOWING	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
11/14/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
11/15/2017	LIGHT/ALARM	REPLACED CONTROL BOARD	1.0	
11/15/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
11/15/2017	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
11/16/2017	OVERFLOWING	REPLACED PUMP & CONTROL BOARD	0.5	
11/20/2017	OVERFLOWING	REPLACED PUMP, CABLE, EQD & CONTROL BOARD	1.0	
11/21/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.5	
11/22/2017	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
11/22/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
11/24/2017	OVERFLOWING	REPLACED PUMP, EQD & CONTROL BOARD	2.5	YES
11/27/2017	LIGHT/ALARM	NO PROBLEM FOUND	1.0	
11/27/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
11/27/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
11/27/2017	OVERFLOWING	REPLACED PUMP	1.5	
11/28/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
11/28/2017	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
11/28/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
11/28/2017	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
11/29/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
11/29/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
12/01/2017	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
12/01/2017	LIGHT/ALARM	REPLACED PUMP, EQD & HOSE	2.0	
12/03/2017	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
12/04/2017	OVERFLOWING	REPLACED PUMP	3.0	YES
12/11/2017	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
12/11/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
12/11/2017	OVERFLOWING	REPLACED PUMP	1.0	
12/11/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
12/12/2017	ODOR	NO PROBLEM FOUND	1.0	
12/14/2017	BLOCKED LINE	JETTED LINES	2.5	
12/14/2017	ODOR	NO PROBLEM FOUND	1.0	
12/14/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
12/14/2017	OVERFLOWING	REPLACED PUMP & CABLE	1.0	
12/14/2017	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
12/15/2017	LIGHT/ALARM	REPLACED CABLE	1.0	
12/15/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
12/15/2017	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
12/18/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
12/18/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
12/18/2017	LIGHT/ALARM	REPLACED PUMP & EQD	2.5	
12/19/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
12/19/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
12/20/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.3	
12/20/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
12/22/2017	OVERFLOWING	REPLACED PUMP & EQD	1.0	
12/27/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
12/28/2017	OVERFLOWING	LINE CLOGGED ON CUSTOMER'S SIDE	0.3	
12/28/2017	LIGHT/ALARM	REPLACED PUMP	0.5	
12/28/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
12/28/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
12/29/2017	LIGHT/ALARM	REPLACED PUMP	1.0	
12/29/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
12/29/2017	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/02/2018	ODOR	NO PROBLEM FOUND ON MWD SIDE	1.0	
01/02/2018	LIGHT/ALARM	REPLACED PUMP	4.0	YES
01/02/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/02/2018	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
01/03/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/03/2018	LIGHT/ALARM	THAWED FROZEN LINE, REPLACED SLIDER VALVE & HOSE	3.0	
01/04/2018	LIGHT/ALARM	RELAID FROZEN SEWER LINE	5.0	
01/04/2018	OVERFLOW	RELAID FROZEN SEWER LINE	5.0	
01/04/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
01/05/2018	OVERFLOW	REPLACED PUMP	1.0	
01/05/2018	LIGHT/ALARM	THAWED FROZEN LINE, REPLACED SLIDER VALVE & HOSE	3.0	
01/06/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/06/2018	OVERFLOW	REPLACED PUMP & EQD	4.0	YES
01/08/2018	LIGHT/ALARM	FROZEN SEWER LINE. THAWED LINE	2.0	
01/08/2018	LIGHT/ALARM	FROZEN SEWER LINE. THAWED LINE	3.0	
01/08/2018	LIGHT/ALARM	FROZEN SEWER LINE. THAWED LINE	2.0	
01/08/2018	LIGHT/ALARM	FROZEN SEWER LINE. THAWED LINE	3.0	
01/08/2018	LIGHT/ALARM	NO PROBLEM FOUND ON MWD SIDE	1.0	
01/08/2018	LIGHT/ALARM	REPLACED PUMP	3.0	YES
01/08/2018	LIGHT/ALARM	REPLACED PUMP	2.5	
01/08/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
01/08/2018	PUMP RUNNING CONTINUOUSLY	REPLACED PUMP	1.0	
01/08/2018	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
01/08/2018	LIGHT/ALARM	REPLACED PUMP & DISCHARGE HOSE	0.5	
01/08/2018	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	
01/08/2018	LIGHT/ALARM	THAWED FROZEN LINE, REPLACED SLIDER VALVE & HOSE	2.5	
01/09/2018	LIGHT/ALARM	FROZEN SEWER LINE. THAWED LINE	2.5	
01/09/2018	LIGHT/ALARM	FROZEN SEWER LINE. THAWED LINE	0.5	
01/09/2018	ODOR	NO PROBLEM FOUND ON MWD SIDE	0.5	
01/09/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/10/2018	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
01/10/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/10/2018	LIGHT/ALARM	REPLACED SLIDER VALVE	0.5	
01/12/2018	LIGHT/ALARM	FROZEN SEWER LINE, THAWED LINE, REPLACED DISCHARGE HOSE	1.0	
01/12/2018	LIGHT/ALARM	FROZEN SEWER LINE. THAWED LINE	1.0	
01/12/2018	LIGHT/ALARM	REPLACED FROZEN LINE, SLIDER VALVE & HOSE	3.0	
01/12/2018	LIGHT/ALARM	REPLACED PUMP & DISCHARGE HOSE	4.0	YES
01/12/2018	LIGHT/ALARM	REPLACED PUMP & DISCHARGE HOSE	1.0	
01/12/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.3	
01/12/2018	LIGHT/ALARM	REPLACED PUMP, EQD & DISCHARGE HOSE	1.0	
01/14/2018	LIGHT/ALARM	REPLACED PUMP, EQD, CONTROL BOARD & CABLE	4.0	YES
01/15/2018	OVERFLOW	REPLACED PUMP	2.3	
01/19/2018	LIGHT/ALARM	NO PROBLEM FOUND ON MWD SIDE	1.2	
01/19/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/20/2018	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	5.0	YES
01/20/2018	OVERFLOW	SEWER LINE CLOGGED ON CUSTOMER'S SIDE	3.0	YES
01/22/2018	LIGHT/ALARM	RESET BREAKER	0.5	
01/23/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
01/23/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
01/23/2018	LIGHT/ALARM	RESET BREAKER	1.0	
01/24/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
01/25/2018	OVERFLOW	NO PROBLEM FOUND ON MWD SIDE	1.0	
01/26/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/26/2018	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	3.5	YES
01/27/2018	OVERFLOW	REMOVED 6 BAGS OF WASTE FROM STATION	3.8	YES
01/27/2018	LIGHT/ALARM	REPLACED PUMP	2.5	YES
01/28/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/29/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
01/29/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
01/29/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/29/2018	LIGHT/ALARM	REPLACED PUMP, EQD & DISCHARGE HOSE	1.0	
01/30/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/30/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
01/31/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
02/01/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
02/05/2018	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
02/05/2018	LIGHT/ALARM	FROZEN SEWER LINE, THAWED LINE, REPLACED DISCHARGE HOSE	1.0	
02/06/2018	LIGHT/ALARM	NO PROBLEM FOUND ON MWD SIDE	1.0	
02/06/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/06/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/07/2018	OVERFLOW	REPLACED PUMP, EQD & CABLE	1.0	
02/07/2018	OVERFLOW	SEWER LINE CLOGGED ON CUSTOMER'S SIDE	1.0	
02/08/2018	OVERFLOW	SEWER LINE CLOGGED ON CUSTOMER'S SIDE	1.0	
02/12/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
02/12/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
02/12/2018	LIGHT/ALARM	REPLACED PUMP	0.8	
02/12/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/12/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
02/12/2018	LIGHT/ALARM	REPLACED SLIDER VALVE & HOSE	1.0	
02/13/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/15/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/18/2018	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
02/21/2018	OVERFLOW	NO PROBLEM FOUND ON MWD SIDE	1.0	
02/21/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
02/22/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
02/22/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/22/2018	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	3.0	
02/22/2018	LIGHT/ALARM	RESET BREAKER	1.0	
02/22/2018	OVERFLOW	RESET BREAKER	1.0	
02/26/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
02/26/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/26/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/26/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/27/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
02/28/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
02/28/2018	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	0.5	
02/28/2018	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
02/28/2018	LIGHT/ALARM	RESET BREAKER	0.5	
03/01/2018	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
03/01/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
03/02/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
03/02/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/02/2018	OVERFLOW	SEWER LINE CLOGGED ON CUSTOMER'S SIDE	1.0	
03/05/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/06/2018	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
03/07/2018	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
03/09/2018	OVERFLOW	NO POWER ON CUSTOMER'S SIDE	1.0	
03/09/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/12/2018	ODOR	NO PROBLEM FOUND ON MWD SIDE	1.0	
03/12/2018	OVERFLOW	REPLACED PUMP & CONTROL BOARD	4.0	YES
03/12/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
03/12/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
03/14/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/15/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
03/15/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
03/16/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
03/17/2018	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
03/19/2018	LIGHT/ALARM	REPLACED CONTROL BOARD	1.0	
03/19/2018	OVERFLOW	REPLACED PUMP & CONTROL BOARD	1.0	
03/19/2018	OVERFLOW	REPLACED PUMP & CONTROL BOARD	1.0	
03/19/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
03/20/2018	LIGHT/ALARM	RESET BREAKER	0.5	
03/23/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/25/2018	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	YES
03/26/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
03/26/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/27/2018	OVERFLOW	NO PROBLEM FOUND ON MWD SIDE	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
03/27/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
03/27/2018	OVERFLOW	SEWER LINE CLOGGED ON CUSTOMER'S SIDE	1.0	
03/28/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
03/28/2018	ODOR	REPLACED PUMP & EQD	2.0	
03/28/2018	STATION BACKING UP	SEWER LINE CLOGGED ON CUSTOMER'S SIDE	1.0	
03/29/2018	OVERFLOW	REPLACED PUMP	1.0	
03/29/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
03/31/2018	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
04/02/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
04/03/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
04/03/2018	ODOR	RESET BREAKER	0.5	
04/04/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
04/06/2018	ODOR	NO POWER ON CUSTOMER'S SIDE	1.0	
04/08/2018	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
04/11/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
04/11/2018	LIGHT/ALARM	RESET BREAKER	1.0	
04/13/2018	LIGHT/ALARM	REPLACED PUMP, EQD, CONTROL BOARD & CABLE	1.0	
04/15/2018	LIGHT/ALARM	NO PROBLEM FOUND ON MWD SIDE	1.0	
04/18/2018	OVERFLOW	REPLACED PUMP, EQD & VENT CAP	1.0	
04/18/2018	OVERFLOW	REPLACED PUMP, SLIDER VALVE & HOSE	1.0	
04/19/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
04/20/2018	OVERFLOW	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
04/20/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
04/21/2018	OVERFLOW	REPLACED PUMP & EQD	2.5	YES
04/22/2018	OVERFLOW	REPLACED PUMP & EQD	3.0	YES
04/24/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
04/24/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
04/24/2018	COMMODE WON'T FLUSH	SEWER LINE CLOGGED ON CUSTOMER'S SIDE	1.0	
04/26/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
04/27/2018	LIGHT/ALARM	REPLACED PUMP, EQD, CABLE & CONDUIT	2.0	
04/29/2018	LIGHT/ALARM	REPLACED PUMP	3.0	YES
04/30/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
05/01/2018	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/02/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
05/03/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/04/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/04/2018	LIGHT/ALARM	RESET BREAKER	1.0	
05/07/2018	LIGHT/ALARM	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	1.0	
05/07/2018	LIGHT/ALARM	REPLACED SLIDER VALVE	1.0	
05/09/2018	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	0.5	
05/09/2018	PUMP NOT WORKING	NO PROBLEM FOUND ON MWD SIDE	0.5	
05/09/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/09/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
05/10/2018	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/10/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/11/2018	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	0.5	
05/11/2018	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
05/11/2018	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
05/11/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
05/11/2018	OVERFLOW	RESET BREAKER	1.0	
05/12/2018	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
05/13/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/14/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
05/14/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/14/2018	LIGHT/ALARM	REPLACED PUMP, CONTROL BOARD & CABLE	2.0	YES
05/15/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/16/2018	LIGHT/ALARM	REPLACED PUMP, EQD, CONTROL BOARD & CABLE	2.5	YES
05/16/2018	LIGHT/ALARM	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	3.5	YES
05/17/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
05/18/2018	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
05/21/2018	OVERFLOW	NO POWER ON CUSTOMER'S SIDE	1.0	
05/21/2018	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
05/22/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
05/22/2018	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
05/23/2018	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
05/23/2018	LIGHT/ALARM	REPLACED PUMP	1.0	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
05/23/2018	OVERFLOW	REPLACED PUMP	1.0	
05/23/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/23/2018	STATION MAKING NOISE	REPLACED PUMP & EQD	1.0	
05/23/2018	PUMP NOT WORKING	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	3.0	YES
05/23/2018	OVERFLOW	RESET BREAKER	3.0	YES
05/24/2018	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
05/25/2018	LIGHT/ALARM	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	3.0	YES
05/27/2018	LIGHT/ALARM	REPLACED PUMP	3.0	YES
05/29/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
05/29/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
05/29/2018	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
05/29/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
05/30/2018	OVERFLOW	REPLACED PUMP	1.0	
05/30/2018	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
05/31/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
05/31/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
06/01/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
06/04/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
06/04/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/04/2018	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
06/04/2018	STATION BACKING UP	REPLACED PUMP & EQD	1.0	
06/04/2018	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
06/05/2018	ODOR	NO PROBLEM FOUND ON MWD SIDE	1.0	
06/05/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/05/2018	LIGHT/ALARM	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
06/05/2018	LIGHT/ALARM	UNCLOGGED LINE, REPLACED PUMP, EQD	6.0	
06/06/2018	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
06/06/2018	LIGHT/ALARM	SEWER LINE CLOGGED ON CUSTOMER'S SIDE	0.5	
06/07/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
06/08/2018	ODOR	NO PROBLEM FOUND ON MWD SIDE	1.0	
06/08/2018	LIGHT/ALARM	RESET BREAKER	1.0	
06/11/2018	ODOR	NO PROBLEM FOUND ON MWD SIDE	1.0	
06/11/2018	STATION BACKING UP	NO PROBLEM FOUND ON MWD SIDE	1.0	
06/11/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
06/11/2018	STATION RUNNING CONTINUOUSLY	REPLACED PUMP & EQD	1.0	
06/13/2018	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
06/13/2018	OVERFLOW	REPLACED VENT CAP	0.5	
06/14/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
06/14/2018	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
06/15/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
06/16/2018	LIGHT/ALARM	REPLACED PUMP & EQD	4.5	YES
06/18/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
06/21/2018	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
06/22/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/22/2018	LIGHT/ALARM	SEWER LINE CLOGGED ON CUSTOMER'S SIDE	1.0	
06/25/2018	OVERFLOW	NO PROBLEM FOUND ON MWD SIDE	2.0	
06/25/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/26/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
06/26/2018	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
06/26/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
06/26/2018	BLOCKAGE	REPLACED PUMP & EQD	1.0	
06/28/2018	PUMP NOT WORKING	NO POWER ON CUSTOMER'S SIDE	1.0	
06/29/2018	LIGHT/ALARM	NO PROBLEM FOUND ON MWD SIDE	1.0	
06/29/2018	LIGHT/ALARM	REPLACED SLIDER VALVE	1.0	
06/30/2018	PUMP NOT WORKING	REPLACED PUMP & VENT CAP	1.0	
07/02/2018	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
07/03/2018	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
07/05/2018	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.5	
07/05/2018	LIGHT/ALARM	REPLACED CONTROL BOARD & VENT CAP	1.0	
07/05/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
07/05/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
07/05/2018	LIGHT/ALARM	REPLACED PUMP	3.0	YES
07/06/2018	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
07/06/2018	ODOR	NO POWER ON CUSTOMER'S SIDE	1.0	
07/09/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
07/09/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	



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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
07/10/2018	ODOR	REPLACED PUMP, EQD, SLIDER VALVE & HOSE	1.0	
07/11/2018	ODOR	NO PROBLEM FOUND ON MWD SIDE	1.0	
07/12/2018	LIGHT/ALARM	SEWER LINE CLOGGED ON CUSTOMER'S SIDE	1.0	
07/16/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
07/16/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/16/2018	OVERFLOW	REPLACED PUMP, EQD & CONTROL BOARD	2.0	
07/16/2018	OVERFLOW	RESET BREAKER	1.0	
07/18/2018	OVERFLOW	NO POWER ON CUSTOMER'S SIDE	1.0	
07/18/2018	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
07/19/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
07/19/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
07/19/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.5	
07/20/2018	COMMODE WON'T FLUSH	REPLACED DUPLEX PUMP & EQDS	6.0	YES
07/20/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
07/21/2018	LIGHT/ALARM	CUSTOMER HAD BEEN DISCONNECTED. TOLD TO CALL OFFICE TO MAKE ARRANGEMENTS TO PAY BILL BEFORE CAN RECONNECT.	3.0	YES
07/21/2018	PUMP NOT WORKING	REPLACED PUMP & EQD	3.0	YES
07/22/2018	LIGHT/ALARM	REPLACED PUMP	4.0	YES
07/24/2018	LIGHT/ALARM	REPLACED PUMP	0.5	
07/25/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
07/27/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
07/27/2018	OVERFLOW	RESET BREAKER	1.0	
07/30/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.5	
07/31/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
08/01/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/02/2018	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
08/02/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/05/2018	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
08/06/2018	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
08/06/2018	OVERFLOW	REMOVED KINKS FROM LINE & REPLACED SLIDER HOSE	3.0	
08/06/2018	LIGHT/ALARM	REPLACED EQD & CABLE	1.5	
08/06/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
08/06/2018	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
08/08/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/09/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/09/2018	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	YES
08/09/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
08/10/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/11/2018	OVERFLOW	NO PROBLEM FOUND ON MWD SIDE	2.0	
08/11/2018	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/11/2018	OVERFLOW	REPLACED PUMP & EQD	4.0	YES
08/12/2018	OVERFLOW	REPLACED PUMP	3.0	YES
08/13/2018	OVERFLOW	NO PROBLEM FOUND ON MWD SIDE	0.5	
08/13/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
08/13/2018	LIGHT/ALARM	REPLACED PUMP, EQD & CABLE	1.0	
08/14/2018	OVERFLOW	NO POWER ON CUSTOMER'S SIDE	1.0	
08/15/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
08/15/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
08/20/2018	LIGHT/ALARM	NO PROBLEM FOUND ON MWD SIDE	1.0	
08/20/2018	LIGHT/ALARM	NO PROBLEM FOUND ON MWD SIDE	1.0	
08/20/2018	ODOR	NO PROBLEM FOUND ON MWD SIDE	0.5	
08/20/2018	LIGHT/ALARM	SEWER LINE CLOGGED ON CUSTOMER'S SIDE	1.0	
08/21/2018	LIGHT/ALARM	NO PROBLEM FOUND ON MWD SIDE	1.0	
08/22/2018	LIGHT/ALARM	REPLACED PUMP	4.0	YES
08/23/2018	ODOR	NO PROBLEM FOUND ON MWD SIDE	0.5	
08/23/2018	OVERFLOW	REPLACED PUMP & CONTROL BOARD	1.0	
08/23/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
08/24/2018	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	1.0	
08/24/2018	LIGHT/ALARM	NO PROBLEM FOUND ON MWD SIDE	1.0	
08/24/2018	LIGHT/ALARM	REPLACED PUMP & EQD	2.0	YES
08/24/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
08/25/2018	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
08/27/2018	OVERFLOW	NO POWER ON CUSTOMER'S SIDE	1.0	
08/27/2018	LIGHT/ALARM	NO PROBLEM FOUND ON MWD SIDE	0.5	

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DATE	COMPLAINT	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
08/27/2018	ODOR	REPLACED PUMP, EQD & CONTROL BOARD	1.0	
08/28/2018	OVERFLOW	REPLACED PUMP	1.0	
08/29/2018	LIGHT/ALARM	NO PROBLEM FOUND ON MWD SIDE	1.0	
08/29/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
08/29/2018	LIGHT/ALARM	REPLACED PUMP	3.0	YES
08/30/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
08/30/2018	PUMP NOT WORKING	REPLACED PUMP, EQD & CONTROL BOARD	4.0	YES
08/31/2018	LIGHT/ALARM	REPLACED PUMP & VENT CAP	1.0	
09/01/2018	LIGHT/ALARM	REPLACED PUMP, EQD & CABLE	3.0	YES
09/02/2018	PUMP NOT WORKING	REPLACED PUMP & EQD	4.0	YES
09/03/2018	LIGHT/ALARM	RESET BREAKER	3.0	YES
09/04/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
09/04/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
09/04/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
09/05/2018	OVERFLOW	UNCLOGGED LINE, REPLACED PUMP, EQD, CONTROL BOARD & CABLE	5.0	
09/06/2018	ODOR	NO PROBLEM FOUND ON MWD SIDE	1.0	
09/06/2018	OVERFLOW	REPLACED PUMP	1.0	
09/07/2018	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	3.0	YES
09/09/2018	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
09/09/2018	LIGHT/ALARM	STATION TAKING RAIN WATER. CUSTOMER TO FIX	1.0	
09/10/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
09/10/2018	OVERFLOW	REPLACED PUMP & EQD	3.0	YES
09/11/2018	OVERFLOW	RESET BREAKER	1.0	
09/12/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
09/12/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
09/12/2018	LIGHT/ALARM	REPLACED PUMP	3.0	YES
09/12/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
09/12/2018	COMMODE WON'T FLUSH	RESET BREAKERS & REPLACED EQD	1.0	
09/13/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.5	YES
09/13/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
09/14/2018	ODOR	NO PROBLEM FOUND ON MWD SIDE	1.0	
09/14/2018	OVERFLOW	REPLACED PUMP & EQD	4.0	YES
09/15/2018	LIGHT/ALARM	NO POWER ON CUSTOMER'S SIDE	4.0	YES
09/17/2018	LIGHT/ALARM	REPLACED PUMP	1.5	
09/17/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
09/17/2018	OVERFLOW	REPLACED PUMP, EQD & VENT CAP	1.0	
09/18/2018	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
09/21/2018	OVERFLOW	RESET BREAKER	0.5	
09/22/2018	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
09/22/2018	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
09/22/2018	LIGHT/ALARM	REPLACED PUMP, EQD, CONTROL BOARD & CABLE	4.0	YES
09/23/2018	LIGHT/ALARM	REPLACED PUMP & EQD	4.0	YES
09/24/2018	LIGHT/ALARM	BREAKER ISSUE ON CUSTOMER'S SIDE	2.3	
09/24/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
09/25/2018	OVERFLOW	REPLACED PUMP & EQD	1.0	
09/27/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/01/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
10/01/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
10/01/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/01/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/03/2018	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
10/04/2018	OVERFLOW	BREAKER ISSUE ON CUSTOMER'S SIDE	1.0	
10/04/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/04/2018	LIGHT/ALARM	REPLACED PUMP, EQD & CABLE	1.5	
10/05/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
10/08/2018	OVERFLOW	NO POWER ON CUSTOMER'S SIDE	1.0	
10/10/2018	ODOR	NO PROBLEM FOUND ON MWD SIDE	1.0	
10/10/2018	LIGHT/ALARM	REPLACED PUMP	1.0	
10/11/2018	LIGHT/ALARM	REPLACED PUMP & EQD	3.0	YES
10/11/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/12/2018	LIGHT/ALARM	REPLACED PUMP & CONTROL BOARD	1.0	
10/12/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/12/2018	LIGHT/ALARM	RESET BREAKER	1.0	
10/12/2018	LIGHT/ALARM	RESET BREAKERS & REPLACED EQD	1.0	
10/15/2018	LIGHT/ALARM	REPLACED PUMP	1.0	

**EMERGENCY 2018**

<b>DATE</b>	<b>COMPLAINT</b>	<b>RESOLUTION</b>	<b>COMPLETION TIME (HOURS)</b>	<b>AFTER HOURS</b>
10/18/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	
10/18/2018	LIGHT/ALARM	REPLACED PUMP & EQD	1.0	

# GENERAL WORK ORDERS

## GENERAL WORK ORDERS 2010

DATE	ISSUE	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/04/2010	INSTALL	CONTRACTOR ISSUE TO FINISH INSTALLATION. UNDER PROJECT WARRANTY.	1.0	
01/05/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
01/08/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
01/13/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
01/18/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
01/18/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
01/21/2010	VERIFY SEWER	STATION IN USE BUT NOT WORKING PROPERLY. CONTRACTOR ISSUE. STILL UNDER PROJECT WARRANTY.	1.0	
01/21/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
01/22/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	0.5	
02/09/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
02/10/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
02/11/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
02/11/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
02/11/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
02/12/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
02/12/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
02/12/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
02/12/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
02/12/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
02/12/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
02/12/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	0.5	
02/18/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
02/19/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
02/19/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	0.5	
02/19/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
02/19/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
02/23/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
02/23/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
02/23/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
02/23/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
02/23/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
02/23/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
03/04/2010	INSTALL	INSTALLED SERVICE	1.0	
03/08/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	0.5	
03/09/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
03/09/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
03/11/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	0.5	
03/15/2010	BURY CABLE	BURIED CABLE	1.0	
03/18/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
03/18/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
03/19/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
03/22/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
03/23/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
03/26/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
03/29/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	0.5	
03/29/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	0.5	
03/30/2010	INSTALL	INSTALLED SERVICE	1.0	
04/07/2010	INSTALL	INSTALLED SERVICE	1.0	
04/07/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
04/08/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	0.5	
04/13/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
04/16/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
04/28/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
04/28/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
04/29/2010	BURY CABLE	BURIED CABLE	1.0	
04/29/2010	BURY CABLE	BURIED CABLE & REPAIRED 4" LINE	3.0	
05/03/2010	BURY CABLE	BURIED CABLE	2.0	
05/06/2010	BURY CABLE	BURIED CABLE	1.0	
05/06/2010	BURY CABLE	BURIED CABLE	1.0	
05/10/2010	BURY CABLE	BURIED CABLE	1.0	
05/10/2010	BURY CABLE	BURIED CABLE	1.0	
05/10/2010	INSTALL	INSTALLED SERVICE	1.0	
05/10/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	

## GENERAL WORK ORDERS 2010

DATE	ISSUE	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
05/12/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION. STN DAMAGED. EVALUATED STATION FOR COST ESTIMATE TO REPAIR.	4.0	
05/13/2010	INSTALL	INSTALLED SERVICE	2.0	
05/13/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
05/14/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
05/14/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
05/14/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
05/19/2010	BURY CABLE	BURIED CABLE	1.0	
05/24/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
05/26/2010	BURY CABLE	BURIED CABLE	2.5	YES
06/01/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/03/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/07/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/07/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/08/2010	BURY CABLE	BURIED CABLE	1.0	
06/08/2010	BURY CABLE	BURIED CABLE	1.0	
06/11/2010	BURY CABLE	BURIED CABLE	1.0	
06/11/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
06/17/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
06/22/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/22/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
06/24/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/24/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/24/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/24/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/29/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/29/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/29/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
06/29/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
06/30/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/30/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/30/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/30/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
06/30/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
07/06/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
07/12/2010	BURY CABLE	BURIED CABLE	1.0	
07/12/2010	INSTALL	INSTALLED SERVICE	1.0	
07/12/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
07/12/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
07/14/2010	INSTALL	INSTALLED SERVICE	1.0	
07/19/2010	INSTALL	INSTALLED SERVICE	1.0	
07/20/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
07/21/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
07/21/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
07/21/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
07/21/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
07/21/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
07/21/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
07/21/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
07/21/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
07/21/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
07/21/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
07/30/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	0.5	
08/02/2010	BURY CABLE	BURIED CABLE	1.0	
08/02/2010	BURY CABLE	BURIED CABLE	1.0	
08/02/2010	INSTALL	INSTALLED SERVICE	1.0	
08/02/2010	INSTALL	INSTALLED SERVICE	1.0	
08/05/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
08/10/2010	INSTALL	INSTALLED SERVICE	0.5	
08/10/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
08/10/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
08/10/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	

## GENERAL WORK ORDERS 2010

DATE	ISSUE	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
08/11/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
08/11/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
08/11/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
08/13/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
08/18/2010	BURY CABLE	BURIED CABLE	1.0	
08/18/2010	BURY CABLE	BURIED CABLE	1.0	
08/31/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
09/01/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
09/02/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
09/20/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
09/20/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
09/29/2010	BURY CABLE	BURIED CABLE	1.0	
10/04/2010	INSTALL	INSTALLED SERVICE	1.0	
10/05/2010	BURY CABLE	BURIED CABLE	1.0	
10/11/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/11/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
10/13/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/13/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
10/13/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/13/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/13/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/13/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/13/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/14/2010	INSTALL	INSTALLED SERVICE	1.0	
10/15/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
10/15/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/18/2010	INSTALL	INSTALLED SERVICE	1.0	
10/18/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/19/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
10/20/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/25/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/25/2010	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
10/27/2010	INSTALL	INSTALLED SERVICE	1.0	
10/28/2010	BURY CABLE	BURIED CABLE	1.0	
10/29/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
11/01/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
11/02/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
11/09/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
11/10/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
11/12/2010	BURY CABLE	BURIED CABLE	1.0	
11/18/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
11/19/2010	BURY CABLE	BURIED CABLE	1.0	
11/19/2010	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
11/23/2010	INSTALL	INSTALLED SERVICE	1.0	
11/23/2010	INSTALL	INSTALLED SERVICE	1.0	
11/24/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
12/02/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
12/02/2010	PULL PUMP	PULLED PUMP FROM SERVICE	2.0	
12/07/2010	BURY CABLE	BURIED CABLE	1.0	
12/07/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
12/08/2010	INSTALL	INSTALLED SERVICE	1.0	
12/10/2010	PULL PUMP	PULLED PUMP FROM SERVICE	2.0	
12/13/2010	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
12/30/2010	BURY CABLE	BURIED CABLE	1.0	

## GENERAL WORK ORDERS 2011

DATE	ISSUE	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/07/2011	INSTALL	INSTALLED SERVICE	1.0	
01/10/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
01/12/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.5	
01/20/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
01/24/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
01/27/2011	BURY CABLE	BURIED CABLE	1.0	
01/27/2011	INSTALL	INSTALLED SERVICE	1.0	
02/14/2011	INSTALL	INSTALLED SERVICE	1.0	
02/16/2011	INSTALL	INSTALLED SERVICE	1.0	
02/18/2011	BURY CABLE	BURIED CABLE	2.0	
02/21/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
02/22/2011	VERIFY SEWER	VERIFIED SEWER AT LOCATION	0.5	
02/25/2011	BURY CABLE	BURIED CABLE	2.0	
02/25/2011	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
02/28/2011	INSTALL	INSTALLED SERVICE	1.0	
03/04/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
03/05/2011	INSTALL	INSTALLED SERVICE	3.0	YES
03/14/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
03/14/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
03/15/2011	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
03/23/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
04/04/2011	BURY CABLE	BURIED CABLE	1.0	
04/08/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
04/11/2011	BURY CABLE	BURIED CABLE	1.0	
04/12/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
04/15/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	0.5	
04/15/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
04/18/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
04/20/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
04/27/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
04/29/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	0.5	
05/02/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
05/04/2011	VERIFY SEWER	VERIFIED SEWER AT LOCATION	0.5	
05/04/2011	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
05/05/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
05/06/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	2.0	
05/20/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	0.5	
05/24/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
05/26/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
06/02/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
06/07/2011	INSTALL	INSTALLED SERVICE	2.0	
06/15/2011	INSTALL	INSTALLED SERVICE	2.0	
06/15/2011	INSTALL	INSTALLED SERVICE	1.0	
06/16/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	5.0	YES
06/16/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	3.0	YES
06/23/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
07/05/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
07/06/2011	BURY CABLE	BURIED CABLE	2.0	
07/07/2011	BURY CABLE	INSTALLED VENT CAP, BURIED CABLE	1.5	
07/11/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
07/12/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
07/14/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
07/18/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
07/18/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
07/27/2011	PULL PUMP	PULLED PUMP - INACTIVE	0.5	
08/02/2011	INSTALL	INSTALLED SERVICE	1.5	
08/02/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	0.5	
08/02/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
08/03/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
08/04/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	0.5	
08/04/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
08/08/2011	BURY CABLE	BURIED CABLE	1.0	
08/09/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	0.5	
08/10/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
08/15/2011	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
08/16/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	



## GENERAL WORK ORDERS 2011

DATE	ISSUE	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
08/19/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
08/31/2011	BURY CABLE	BURIED CABLE	1.0	
09/02/2011	VERIFY SEWER	VERIFIED SEWER AT LOCATION	0.5	
09/23/2011	BURY CABLE	BURIED CABLE	1.0	
09/23/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
09/27/2011	INSTALL	INSTALLED SERVICE	1.5	
09/30/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
10/20/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
10/31/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
11/08/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
11/09/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
11/10/2011	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
11/10/2011	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
11/16/2011	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
11/17/2011	INSTALL	INSTALLED SERVICE	2.0	
11/18/2011	INSTALL	INSTALLED SERVICE	1.0	
11/28/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
11/29/2011	BURY CABLE	BURIED CABLE	1.0	
12/01/2011	INSTALL	INSTALLED SERVICE	1.0	
12/06/2011	INSTALL	INSTALLED SERVICE	1.0	
12/07/2011	INSTALL	INSTALLED SERVICE	1.0	
12/19/2011	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
12/28/2011	INSTALL	INSTALLED SERVICE	1.0	
12/28/2011	PULL PUMP	PULLED PUMP - INACTIVE	0.5	
12/28/2011	PULL PUMP	PULLED PUMP - INACTIVE	0.5	

## GENERAL WORK ORDERS 2012

DATE	ISSUE	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/04/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	0.5	
01/05/2012	BURY CABLE	BURIED CABLE	1.0	
01/18/2012	BURY CABLE	BURIED CABLE	2.0	
01/20/2012	BURY CABLE	BURIED CABLE	0.5	
01/23/2012	INSTALL	INSTALL SERVICE	1.0	
01/25/2012	BURY CABLE	BURIED CABLE	1.0	
01/26/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	0.3	
02/03/2012	INSTALL	INSTALL SERVICE	0.3	
02/03/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	0.3	
02/09/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
02/09/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
02/13/2012	INSTALL	INSTALL SERVICE	1.0	
02/16/2012	INSTALL	INSTALL SERVICE	1.0	
02/27/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
03/01/2012	INSTALL	INSTALL SERVICE	1.0	
03/05/2012	BURY CABLE	BURIED CABLE	1.0	
03/05/2012	INSTALL	INSTALL SERVICE	2.0	
03/23/2012	ILLEGAL	FOUND SERVICE ILLEGAL	1.0	
03/26/2012	INSTALL	INSTALL SERVICE	2.0	
03/29/2012	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
03/29/2012	VERIFY SEWER	VERIFIED SEWER AT LOCATION	2.0	
04/03/2012	ILLEGAL	FOUND SERVICE ILLEGAL	1.0	
04/11/2012	ILLEGAL	FOUND SERVICE ILLEGAL	1.0	
04/11/2012	INSTALL	INSTALL SERVICE	3.0	
04/12/2012	INSTALL	INSTALL SERVICE	0.3	
04/12/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	0.3	
04/12/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
04/15/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
04/15/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
04/26/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
04/27/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
04/30/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	0.3	
04/30/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
05/09/2012	INSTALL	INSTALL SERVICE	0.3	
05/09/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	0.3	
05/11/2012	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
05/14/2012	BURY CABLE	BURIED CABLE	1.0	
05/17/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	0.3	
05/21/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	0.5	
05/21/2012	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
05/23/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	0.3	
05/29/2012	INSTALL	INSTALL SERVICE	1.0	
05/31/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	0.3	
05/31/2012	VERIFY SEWER	VERIFIED SEWER AT LOCATION	0.5	
06/01/2012	INSTALL	INSTALL SERVICE	0.3	
06/11/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/16/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
06/16/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
06/16/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/16/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/16/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/16/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/16/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
06/18/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
06/22/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
07/02/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
07/09/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	0.3	
07/10/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
07/14/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
07/16/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
07/16/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
07/16/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
08/13/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
08/13/2012	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
08/20/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	2.0	
08/20/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	

## GENERAL WORK ORDERS 2012

DATE	ISSUE	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
08/24/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
08/31/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
09/04/2012	BURY CABLE	BURIED CABLE	0.5	
09/04/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
09/07/2012	BURY CABLE	BURIED CABLE	1.0	
09/07/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
09/10/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
09/11/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
09/12/2012	INSTALL	INSTALL SERVICE	0.3	
09/12/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
09/17/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
09/20/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
09/25/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.5	
09/26/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
09/26/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
09/26/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
09/26/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
09/26/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
09/26/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
09/26/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
09/26/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
09/26/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
10/01/2012	INSTALL	INSTALL SERVICE	0.3	
10/01/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
10/01/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/02/2012	INSTALL	INSTALL SERVICE	0.3	
10/02/2012	INSTALL	INSTALL SERVICE	1.0	
10/02/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/03/2012	VERIFY SEWER	VERIFIED SEWER AT LOCATION	4.0	
10/12/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/12/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/16/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/17/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/17/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/18/2012	INSTALL	INSTALL SERVICE	1.0	
10/18/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
10/25/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
10/25/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
10/25/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
10/25/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
10/31/2012	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
11/05/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	0.5	
11/05/2012	RECONNECT	RECONNECTED SERVICE	1.0	
11/09/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
11/15/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
11/15/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	2.0	
11/27/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	0.5	
11/28/2012	INSTALL	INSTALL SERVICE	0.3	
11/28/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
11/30/2012	INSTALL	INSTALL SERVICE	0.3	
11/30/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
12/03/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
12/06/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
12/07/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	0.5	
12/07/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	0.5	
12/07/2012	VERIFY SEWER	VERIFIED SEWER AT LOCATION	0.5	
12/12/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
12/13/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
12/13/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
12/13/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
12/13/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	
12/13/2012	PULL PUMP	PULLED PUMP FROM SERVICE	1.0	
12/18/2012	PULL PUMP	PULLED PUMP CUSTOMER REQUEST	1.0	
12/19/2012	PULL PUMP	PULLED PUMP FROM SERVICE	0.5	

## GENERAL WORK ORDERS 2013

DATE	ISSUE	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
02/15/2013	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
02/15/2013	PULL PUMP	PULLED PUMP - CUSTOMER REQUEST	1.0	
02/25/2013	INSTALL	INSTALLED SERVICE	1.0	
02/27/2013	INSTALL	INSTALLED SERVICE	3.0	
04/03/2013	BURY CABLE	BURIED CABLE	1.0	
04/09/2013	PULL PUMP	PULLED PUMP - INACTIVE	0.5	
05/02/2013	VERIFY SEWER	VERIFIED SEWER AT LOCATION	0.5	
05/14/2013	BURY CABLE	BURIED CABLE	1.0	
05/15/2013	BURY CABLE	BURIED CABLE	2.0	
06/04/2013	VERIFY SEWER	VERIFIED SEWER AT LOCATION	0.5	
06/05/2013	BURY CABLE	BURIED CABLE	1.0	
06/05/2013	BURY CABLE	BURIED CABLE	1.0	
06/24/2013	VERIFY SEWER	VERIFIED SEWER AT LOCATION	0.5	
07/15/2013	INSTALL	INSTALLED SERVICE	2.0	
07/16/2013	VERIFY SEWER	VERIFIED SEWER AT LOCATION	1.0	
09/09/2013	INSTALL	INSTALLED SERVICE	1.0	
10/04/2013	PULL PUMP	PULLED PUMP - INACTIVE	1.0	
10/22/2013	INSTALL	INSTALLED SERVICE	1.0	
12/02/2013	INSTALL	INSTALLED SERVICE	1.0	
12/02/2013	PULL PUMP	PULLED PUMP - INACTIVE	1.0	

## GENERAL WORK ORDERS 2014

DATE	ISSUE	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
01/09/2014	ESTIMATE TO MOVE STATION	PERFORMED COST ESTIMATE TO MOVE STATION.	1.0	
01/13/2014	RECONNECT SEWER	CUSTOMER NEEDS TO PAY FOR DAMAGED EQUIPMENT AND PROVIDE POWER BEFORE CAN RECONNECT SERVICE	1.0	
02/19/2014	RECONNECT SEWER	PERFORMED COST ESTIMATE TO RECONNECTED SERVICE	0.5	
02/27/2014	BURY CABLE	BURIED CABLE	1.0	
03/10/2014	ESTIMATE TO MOVE STATION	PERFORMED COST ESTIMATE TO MOVE STATION.	1.0	
03/19/2014	RECONNECT SEWER	CUSTOMER NEEDS TO PAY FOR CONTROL BOX & CABLE BEFORE SERVICE CAN BE RECONNECTED	1.0	
04/11/2014	INSTALL PUMP	INSTALLED PUMP, CABLE & CONTROL BOX	1.0	
06/16/2014	PULL PUMP - INACTIVE	PULLED PUMP, TURNED OFF BREAKERS, INSTALLED PLUG	1.0	
06/16/2014	PULL PUMP - INACTIVE	PULLED PUMP, TURNED OFF BREAKERS, INSTALLED PLUG	1.0	
07/02/2014	BURY CABLE	BURIED CABLE	1.0	
07/07/2014	MOVING INQUIRY TO DISC SERVICE	ADVISED CUSTOMER WHAT TO DO TO MOVE SERVICE TO NEW TRAILER WHEN TIME	1.0	
07/21/2014	PULL PUMP - INACTIVE	PULLED PUMP, TURNED OFF BREAKERS, INSTALLED PLUG	1.0	
07/21/2014	PULL PUMP - INACTIVE	PULLED PUMP, TURNED OFF BREAKERS, INSTALLED PLUG	1.0	
07/21/2014	PULL PUMP - INACTIVE	PULLED PUMP, TURNED OFF BREAKERS, INSTALLED PLUG	1.0	
07/21/2014	PULL PUMP - INACTIVE	PULLED PUMP, TURNED OFF BREAKERS, INSTALLED PLUG	1.0	
09/02/2014	REPLACE CABLE - TOO SHORT	REPLACED CABLE	1.0	
09/25/2014	PULL PUMP - INACTIVE	PULLED PUMP, TURNED OFF BREAKERS, INSTALLED PLUG	0.5	
09/30/2014	BURY CABLE	BURIED CABLE	0.5	
10/13/2014	MOVE STATION. CUSTOMER PAID.	RELOCATED STATION	3.0	
10/27/2014	VERIFY SEWER	VERIFIED SEWER AT RESIDENCE	1.0	

## GENERAL WORK ORDERS 2015

DATE	ISSUE	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
02/03/2015	PULL PUMP	PULLED PUMP/CUSTOMER REQUEST	1.0	
02/03/2015	PULL PUMP	PULLED PUMP/CUSTOMER REQUEST	1.0	
02/03/2015	PULL PUMP	PULLED PUMP/CUSTOMER REQUEST	1.0	
02/10/2015	PULL PUMP	PULLED PUMP/CUSTOMER REQUEST	1.0	
02/10/2015	PULL PUMP	PULLED PUMP/CUSTOMER REQUEST	1.0	
02/10/2015	PULL PUMP	PULLED PUMP/CUSTOMER REQUEST	1.0	
02/10/2015	PULL PUMP	PULLED PUMP/CUSTOMER REQUEST	1.0	
03/27/2015	PULL PUMP	PULLED PUMP/CUSTOMER REQUEST	1.0	
05/26/2015	BURY CABLE	BURIED CABLE/STN WORKING PROPERLY	1.0	
06/09/2015	ACTIVATE ACCT	ACTIVATED ACCOUNT IN SYSTEM	0.0	
06/09/2015	PULL PUMP	PULLED PUMP/INACTIVE	1.0	
06/19/2015	MOVE STN	COST ESTIMATE TO MOVE STN	1.0	
08/06/2015	BURY CABLE	BURIED CABLE/STN WORKING PROPERLY	1.0	
08/14/2015	MOVE STN	MOVED STATION PER CUSTOMER PYMT	6.0	
10/20/2015	NEW CUSTOMER	INSTALLED SERVICE	1.5	
11/05/2015	VERIFY SEWER	VERIFIED SEWER/SMOKE TESTED	1.0	
11/12/2015	BURY CABLE	BURIED CABLE/STN WORKING PROPERLY	1.0	
12/03/2015	NEW CUSTOMER	INSTALLED SERVICE	1.0	
12/17/2015	VERIFY SEWER	VERIFIED SEWER	1.0	

**GENERAL WORK ORDERS 2016**

<b>DATE</b>	<b>ISSUE</b>	<b>RESOLUTION</b>	<b>COMPLETION TIME (HOURS)</b>	<b>AFTER HOURS</b>
06/13/2016	INSTALL	INSTALLED PUMP	1.0	
08/22/2016	INSTALL	INSTALLED PUMP AND CABLE	2.0	
09/06/2016	INSTALL	INSTALLED PUMP AND REPLACED EQD	1.0	
10/07/2016	CABLE ISSUE	REPLACED AND BURIED CABLE	1.0	
10/16/2016	INSTALL	INSTALLED PUMP	0.5	
10/19/2016	BURY CABLE	BURIED CABLE	1.0	

**GENERAL WORK ORDERS 2017**

DATE	ISSUE	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
02/13/2017	RECONNECT	REMOVED PLUG, INSTALLED PUMP	1.0	
02/13/2017	POSSIBLE TAP	SPOKE TO CUSTOMER ABOUT SERVICE INSTALL TO RECONNECT	0.5	
05/15/2017	CUSTOMER DAMAGE	PERFORMED COST ESTIMATE TO RESTORE SERVICE	1.0	
05/16/2017	INSTALL	INSTALLED STATION	1.0	
06/05/2017	VERIFY SEWER	VERIFIED SEWER AT LOCATION, CUT CONCRETE AND REPAIRED DAMAGED PARTS AND RESTORED SERVICE	1.0	
08/30/2017	RECONNECT	CUSTOMER HAD REROUTED LINE FROM UNDER TRAILER. REPLACED CONTROL BOARD, CABLE AND PUMP	1.0	
09/01/2017	INSTALL	INSTALLED STATION	1.0	
10/05/2017	INSTALL	INSTALLED STATION	1.0	



## GENERAL WORK ORDERS 2018

DATE	ISSUE	RESOLUTION	COMPLETION TIME (HOURS)	AFTER HOURS
03/19/2018	REVIEW SERVICE	CUSTOMER HAS BUILT PORCH OVER STATION. OFFICE TO SEND LETTER REQUESTING CUSTOMER PAY TO MOVE STATION	1.0	
05/08/2018	MOVE STATION	CUSTOMER REQUESTED TO MOVE STATION. COST ESTIMATE ON MOVING STATION PERFORMED	1.0	
05/10/2018	COST ESTIMATE	PERFORMED COST ESTIMATE TO REPLACE STATION	1.0	
06/26/2018	INSTALL	INSTALLED SERVICE	1.0	
07/27/2018	BUSTED BARREL	REMOVED BUSTED BARREL & REPLACED BARREL, PUMP, CABLE, EQD & CONTROL BOX. NO POWER ON CUSTOMER'S SIDE.	4.0	
08/01/2018	COST ESTIMATE	PERFORMED COST ESTIMATE TO REPAIR DAMAGED STATION	1.0	
08/21/2018	INSTALL	INSTALLED SERVICE	2.0	
08/23/2018	INSTALL	INSTALLED SERVICE	1.0	
09/05/2018	BURY CABLE	BURIED CABLE	1.0	
09/05/2018	BURY CABLE	BURIED CABLE	1.0	
09/05/2018	REVIEW SERVICE	CUSTOMER HAS BUILT PATIO OVER STATION. OFFICE TO SEND LETTER REQUESTING CUSTOMER PAY TO MOVE STATION	1.0	

# MOUNTAIN WATER DISTRICT

## Response to Commission Staff's First Request for Information October 19, 2018

Case No. 2018-00147

Question No. 3

Witness: Tammy Olson/Roy Sawyers/Jamey Keathley

- Q-3.** Provide Mountain District's response policy and procedures for a failure of a grinding pump station.
- A-3.** Mountain Water District's ("Mountain District") policy requires an on-site response to a customer complaint involving a grinder pump station, including a light or audible alarm, within 40 minutes of receipt of a complaint or report of trouble. To meet this standard, Mountain District maintains a satellite office in each of its three pressurized sewer zones from which wastewater employees report during regular work hours. The establishment of satellite offices reduces the time needed to respond to a customer complaints or report of trouble. Mountain District maintains one employee on call during non-business hours to respond to reports of trouble.

Mountain District applies the following procedures when receiving a customer complaint or report of trouble:

1. Upon arrival, the Mountain District employee will clear the grinder/pump station's alarm.
2. Using a volt meter and visual inspection, the Mountain District employee will use inspect and troubleshoot any issues with the grinder/pump station's control panel, emergency quick disconnect, and cables and the customer's circuit breaker. (The customer is responsible for providing electric power to the grinder/pump station and, at the time of applying for service, agrees to allow the grinder/pump station to be connected to the customer's electric service.)
3. If no electrical problems are detected and the grinder/pump is submerged and not operating as designed, the Mountain District employee will pull the grinder/pump and check it with his volt meter. If the grinder/pump pulls below the range of 5.5 to 6 amps, the Mountain District employee is to assume that the stator has malfunctioned and the grinder/pump should be replaced.
4. If the Mountain District employee finds no electrical issues and the grinder/pump is not operational, the pump is considered non-functional and replaced.
5. If replacement of the pump is required, replacement is made during the service call.

6. The Mountain District employee making the service call will not make undertake any effort to break the grinder/pump's seal to inspect or troubleshoot the grinder/pump's internal components. Breaking the internal seal of a grinder/pump station voids the manufacturer's warranty.

**MOUNTAIN WATER DISTRICT**

**Response to Commission Staff's First Request for Information  
October 19, 2018**

Case No. 2018-00147

Question No. 4

Witness: Tammy Olson/Roy Sawyers/Jamey Keathley

- Q-4.** Provide the number of service calls Mountain District has received about the grinder/pump stations since 2010.
- A-4.** Mountain Water District's records show that 6,244 work orders involving grinder/pump stations since 2010. See Attachment to Response 2 for a listing of the date of each service call, the nature of the service call, and the time required to address the service call.

**MOUNTAIN WATER DISTRICT**

**Response to Commission Staff’s First Request for Information  
October 19, 2018**

Case No. 2018-00147

Question No. 5

Witness: Tammy Olson/Roy Sawyers/Jamey Keathley

**Q-5.** Provide the number of service calls that were emergency calls, and state whether Mountain District met its target response time of 40 minutes for each of the emergency calls.

**A-5.** The number of emergency service calls from 2010 to present related to grinder/pump stations is 5,144. Mountain Water District (“Mountain District”) does not maintain a record of the time elapsing from the receipt of the service call and Mountain District personnel’s arrival at the grinder/pump station’s location. It records the time elapsing from receipt of the call to completion of the repair work. The table below summarizes the time elapsing form receipt of the service call to the resolution of the service call. See Attachment to Response 2 for the response time for each service call.

To determine whether the target response time was met, Mountain District has assumed that service personnel would require at least twenty minutes onsite to interview the customer, inspect the grinder/pump station and undertake corrective action. Applying this assumption, the target response time of 40 minutes or less was met for sixty-seven percent of the emergency service calls for the period in question.

<b>Year</b>	<b>1 Hr or Less</b>	<b>1-2 Hrs</b>	<b>2-3 Hrs</b>	<b>3-4 Hrs</b>	<b>More than 4 Hrs</b>
2010	353	31	80	64	37
2011	476	28	47	69	27
2012	469	32	62	72	37
2013	441	18	43	73	35
2014	355	26	60	80	41
2015	351	37	116	79	51
2016	315	26	108	77	35
2017	383	13	24	50	34
2018	284	9	20	45	31
<b>TOTAL</b>	<b>3427</b>	<b>220</b>	<b>560</b>	<b>609</b>	<b>328</b>
	<b>67%</b>	<b>4%</b>	<b>11%</b>	<b>12%</b>	<b>6%</b>

**MOUNTAIN WATER DISTRICT**

**Response to Commission Staff's First Request for Information  
October 19, 2018**

Case No. 2018-00147

Question No. 6

Witness: Tammy Olson/Roy Sawyers/Jamey Keathley

- Q-6.** Provide the number of customer complaints Mountain District has received about the grinder pump stations since 2010. For each complaint, state the resolution.
- A-6.** The number of customer complaint work orders that have been received from 2010 to present is 613. For a breakdown of complaints and their resolutions, see Attachment to Response 2.

**MOUNTAIN WATER DISTRICT**

**Response to Commission Staff's First Request for Information  
October 19, 2018**

Case No. 2018-00147

Question No. 7

Witness: Tammy Olson/Roy Sawyers/Jamey Keathley

- Q-7.** Confirm that the manufacturer's warranty on the grinder/pump stations covers the equipment in question and would not pay for any damage, which might occur to the customer's property in the event the grinder/pump stations malfunction.
- A-7.** Confirmed. The grinder/pump station's manufacturer warrants that its equipment from any defects in material and factory workmanship for 60 months after its installation. Repairs or parts replacement required as a result of such defect will be made at no cost to Mountain District that period.

## MOUNTAIN WATER DISTRICT

### Response to Commission Staff's First Request for Information October 19, 2018

Case No. 2018-00147

Question No. 8

Witness: Tammy Olson/Roy Sawyers/Jamey Keathley

- Q-8.** Refer to paragraph 7 of the application. Mountain District states in its application that the grinder pump stations have been equipped with visual and audio alarms that can easily be seen and heard from a “considerable distance.”
- a. Define “considerable distance.”
  - b. Refer to paragraph 3 of the application. State whether the audio and visual alarms are an effective warning system in an area of low customer density such as Mountain District's territory.
- A-8.**
- a. The grinder pump stations have a visual alarm and an audible alarm. The visual alarm lamp is usually mounted to the residence or other structure that the grinder pump station serves. When activated, it can be seen from a distance of approximately 250 to 350 feet during daylight conditions and a minimum distance of 1,000 feet at night. The audible alarm is capable of 93 decibels at 2 feet. See Attachment to this Response. This sound level is the equivalent of a train whistle at 500 feet and a subway train at 200 feet.<sup>1</sup>
  - b. The primary purpose of the alarms is to alert the occupants of the structure that the grinder pump serves. Once alerted, the occupants can notify Mountain District of the problem. Generally, service personnel will arrive within 40 minutes of notification. The triggering of the alarms does not mean that an overflow event is imminent. The grinder pump station's storage tank has a capacity of 170 gallons.<sup>2</sup> The guidelines that Mountain District provides to its customers at the time the customer applies for service advise that if the alarms are triggered, customers should immediately notify Mountain District and avoid water usage until repairs are made. See Application, Exhibit 8. If the structure is unoccupied, then the immediate risk of overflows is significantly less.

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<sup>1</sup> See [https://www.hearnet.com/at\\_risk/risk\\_trivia.shtml](https://www.hearnet.com/at_risk/risk_trivia.shtml) (last visited Nov. 23, 2018) *archived at* <https://perma.cc/8QVH-Q8PW>; [https://www.chem.purdue.edu/chemsafety/Training/PPE\\_Train/dblevels.htm](https://www.chem.purdue.edu/chemsafety/Training/PPE_Train/dblevels.htm) (last visited Nov. 23, 2018), *archived at* <https://perma.cc/TMP4-ZTXJ>.

<sup>2</sup> In its Application, Mountain District erroneously stated that the capacity of these tanks is only 120 gallons.



The secondary purpose of the alarms is to alert adjacent property owners and patrolling law enforcement and Mountain District service personnel. While the effectiveness of the alarms decreases as the distance from the grinder pump station increases, Mountain District believes that alarms will be detectable to others besides the served structure's occupants and will result in trouble notifications to Mountain District.



November 1, 2018

Mr. Jamey Keathley  
Mountain Water District  
6332 Zebulon Hwy  
Pikeville, KY 41501

Mr. Keathley,

Per your request for clarification of the alarm components that are provided in the Environment One (E/One) Alarms Panels please see an explanation of the technical features of our alarms.

The Environment One (E/One) Alarm Panels have two alarms, visual and audible. The visual alarm lamp is inside a red, oblong lens mounted to the top of the enclosure in such a manner as to maintain NEMA 4X rating. The audible alarm is externally mounted on the bottom of the enclosure, capable of 93 dB @ 2 feet. The audible alarm is capable of being deactivated by depressing a push-type switch that is encapsulated in a weatherproof silicone boot and mounted on the bottom of the enclosure (push-to-silence button).

Please feel free to contact me if I can be of further assistance.

Regards,

Marvin Springer  
Regional Sales Manager  
Environment One Corporation

Direct Telephone: (816) 719-2501  
E-mail: [mspringer@eone.com](mailto:mspringer@eone.com)

**MOUNTAIN WATER DISTRICT**

**Response to Commission Staff's First Request for Information  
October 19, 2018**

Case No. 2018-00147

Question No. 9

Witness: Tammy Olson/Roy Sawyers/Jamey Keathley

- Q-9.** Provide the current system's inspection procedures that Mountain District has in place to detect a poorly functioning or nonfunctioning grinding pump station.
- A-9.** Mountain Water District ("Mountain District") primarily relies upon customer reports of poorly functioning or nonfunctioning grinding pump stations. Inspections are of limited value as its personnel cannot inspect the internal workings of the grinder pumps. These pumps are encased in a water proof outer hull that is sealed from the material in the barrel. Breaking the seal to inspect the inner mechanical parts of the pump would void the manufacturer's warranty and thus increase Mountain District's financial risks and potentially increase its operating and maintenance expenses. See Application, Exhibit 11. Moreover, breaking the seal and dismantling the grinder pump in the field for inspection may compromise the functioning of the pump and shorten its useful life.