

## **Needed Information when Reporting a Water Quality Problem**

Name

Best phone number to contact you

Your email address

Full address where issue is occurring

Type of Property: private residence, condo or apartment, business, institution,

Source of your drinking water (public water system or private well)

Is the problem just in your home or do you know if your neighbors are also having issues?

Please Describe the Area in the Building Where You are Experiencing this Issue (Bathroom, Kitchen, Backyard, etc.)

Date and time problem first noticed

If the problem is reoccurring

- ✓ Number of times problem has occurred
- ✓ Last time the problem occurred

Date and time problem ended

Please Describe the Water Quality Issue(s) You are Experiencing:

- ✓ Taste
- ✓ Color
- ✓ Odor
- ✓ Particles/Debris in Water
- ✓ Cloudy
- ✓ Water Pressure
- ✓ Other

Other describe what you are experiencing including the nature of the issue in as much detail as possible

Obtain a digital image of the water quality issue; please refer to taking a sample and image

Do you know of any unusual occurrences in the vicinity of your property such as structure fires, someone digging in the street or unusual noise or shaking of your property?

### **Taking Photo or Video Documentation of Water Quality Issues**

A picture is worth a thousand words but to have the best usable results follow a simple procedure for taking digital images or video.

1. Always use a clear glass that is clean
2. Do not fill the glass to the top
3. Set the glass on clean white paper
4. Place a white piece of paper behind the glass
5. Where possible use natural light



Using a clean clear glass provides the best image of the color or cloudiness of the water to stand out. By not filling the glass to the top you demonstrate that the glass is clear. Setting the glass on clean white paper and placing a white piece of paper behind the glass no color will be introduced into the water. Typically, the best results occur if natural light is used.

Follow these few simple procedures for both the image and video which will provide the best representation of what you are experiencing.

### **Obtaining a Usable Sample of Your Water Quality Issues**

Use an old clear glass jar with sealable lid to obtain a water sample. The jar cannot be returned so please use one that you would have recycled. Glass is the best container for a water sample, the occurrence of transfer of contaminants into a water sample from a glass jar is almost nonexistent.

Clean the jar with soap and water and flush thoroughly even if the water you are using is the same water you wish to preserve a sample of.



Fill the Jar with water until it overflows and then screw the cap on attempting to minimize any area (containing air) from being present between the lid and the surface of the water.



If you can write on the lid the date, time, location and hot or cold supply of the faucet where the sample was taken or at minimum place your name on the lid and write the information on a separate piece of paper.

Take a digital image of the sample following the instructions for digital images and complete the report information.

The jar of water should be placed in your refrigerator and a call placed to your water supplier to arrange having the sample picked up.