

Docket	:	<u>A.26-01-001</u>
Exhibit Number	:	<u>Cal Adv - #</u>
Commissioner	:	<u>Matthew Baker</u>
Administrative Law Judge	:	<u>Amin Nojan</u>
Public Advocates Office	:	
Witness(es)	:	<u>Ama Serwaa</u>



PUBLIC ADVOCATES OFFICE
CALIFORNIA PUBLIC UTILITIES COMMISSION

REPORT ON CUSTOMER SERVICE

Suburban Water System's
General Rate Case Application 26-01-001
Test Year 2027

San Francisco, California
April 15, 2026

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MEMORANDUM

1 The Public Advocates Office at the California Public Utilities Commission (“Cal
2 Advocates”) examined application material, data request responses, and other
3 information presented by Suburban Water Systems (“Suburban”) in Application (“A.”)
4 26-01-001 to provide the California Public Utilities Commission (“Commission” or
5 “CPUC”) with recommendations in the interests of ratepayers for safe and reliable
6 service at the lowest cost. This Report is prepared by Ama Serwaa. Mr. Suliman Ibrahim
7 is Cal Advocates’ project lead for this proceeding. Mr. Hani Moussa is the oversight
8 supervisor. Mr. Corwin Hockema is the legal counsel.

9 Although every effort was made to comprehensively review, analyze, and provide
10 the Commission with recommendations on each ratemaking and policy aspect presented
11 in the Application, the absence of any particular issue from Cal Advocates’ testimony
12 connotes neither agreement nor disagreement with the underlying request, methodology,
13 or policy position related to that issue.

Chapter #	Description	Witness
1	Customer Service	Ama Serwaa

14

1 **CHAPTER 1 CUSTOMER SERVICE**

2 **I. INTRODUCTION**

3 This chapter presents Cal advocates analysis and recommendations for Suburban’s
4 customer service and reporting standards.

5 **II. SUMMARY OF RECOMMENDATIONS**

6 The Commission should:

7 A. Find that Suburban failed its Customer Service standards for 2023.

8 B. Find that Suburban met all customer service standards for years 2024 and
9 2025.

10 C. Find Suburban’s safety program sufficient and compliant with the American
11 Water Infrastructure Act (AWIA).

12 **III. ANALYSIS**

13 **A. General Order 103-A Compliance**

14 General Order (GO) 103-A requires annual performance on customer service
15 quality standards. Suburban failed to meet both components of telephone performance
16 standards for 2023 set forth in Appendix E of GO 103-A. Table 1-1 below provides an
17 overview of Suburban’s customer service performance.
18

1 **Table 1-1: Suburban’s Customer Service Performance (2023-2025)**

	Goal	2023	2024	2025
Telephone Performance				
# of Calls reaching a utility rep/ within 30 seconds	-	28,992	52,587	54,987
# of attempts to reach a utility rep/	-	67,820	54,454	62,142
Call Answer Measure	80% or more	43%	96.6%	88.49%
Number of Calls Abandoned	-	6,572	1,313	1,741
Abandoned Call Rate Measure	5% or less	9.7%	2.4%	2.8%
Billing Performance				
Bill Rendering	99% or more	99.8%	99.8%	99.8%
Bill Accuracy	3.0% or less	0.2%	0.2%	0.2%
Payment Posting Error	1.0% or less	0.05%	0.03%	0.03%
Meter Reading Performance				
Meter Reading Performance Standard	3% or less	0.14%	0.06%	0.11%
Work Order Completion				
Scheduled Appointments Performance	5% or less	3%	4%	3%
# Customer Requested Scheduled Orders Missed	5% or less	3%	4%	3%
Response to Customer & Regulatory Complaints Performance				
Total # of Connections/Customers	-	76,766	78,309	78,450
# Of Complaints to Utility from CAB	-	33	31	50
% Of Complaints to Utility from CAB	0.1% or less	0.04%	0.04%	0.06%

2

3

1 Suburban failed to comply with GO 103-A standards in two ways: 1) the call
2 answer performance standards for the year 2023, and 2) the abandoned call rate for the
3 year 2023. The Commission requires utilities to answer at least 80% of phone calls within
4 30 seconds during normal business hours. GO 103-A explains that the call answer rate is
5 measured by dividing the number of calls reaching a utility representative within 30
6 seconds by the number of attempts to reach a utility representative.¹ GO 103-A sets the
7 call answer standard at 80% or above and further defines any performance under 60% as
8 substantially out of compliance.² Suburban’s failure to meet customer service standards
9 by such wide margins in 2023 is concerning and should not continue.

10 Suburban’s abandoned call rate performance is measured by dividing the number
11 of calls abandoned by the number of attempts to reach a utility representative. Suburban
12 did not meet the minimum standard of 5% or lower for 2023. The Commission should
13 find that despite failing customer service standards for 2023, Suburban met compliance
14 for all GO 103-A customer service standards for 2024 and 2025. GO 103-A states,
15 “consumers expect and should receive service that is consistently adequate, reliable, and
16 in compliance with applicable water quality standards”.³ The Commission should require
17 Suburban to continue to meet GO-103A standards. In the future, if Suburban fails to meet
18 these standards, the Commission should consider imposing financial penalties in its
19 subsequent GRC.

20 **B. Customer Contacts Received by CPUC’s Consumer Affairs**
21 **Branch**

22 Cal Advocates reviewed multiple sources to assess Suburban’s customer service
23 performance, including Suburban’s application workpapers, Suburban’s responses to Cal
24 Advocates’ data requests, and data obtained from the Commission’s Consumer Affairs
25 Branch (CAB). CAB is responsible for assisting consumers with questions and informally

¹ GO 103-A, Appendix E at 1.

² GO 103-A, Appendix E at 1.

³ GO 103-A, Appendix E at 1.

1 resolving disputes with their utility service providers. As part of the current GRC, Cal
 2 Advocates examined CAB’s data on contacts from Suburban customers for the past three
 3 years (2023 – 2025). CAB categorizes customer contacts into five types. Table 1-2
 4 below summarizes Suburban’s customer contacts with CAB by type from 2023 through
 5 2025.

6 **Table 1-2: Contacts Received by CAB from Suburban’s Customers Annually⁴**

Types of Contacts	2023	2024	2025
Complaint	-	1	-
Informal Complaint	12	7	10
Phone Contact	21	23	40
Inquiry	-	-	-
Misdirected	-	-	-
Total Contact	33	31	50

7

8 **C. Customer Complaints Received by CAB**

9 GO 103 - A defines the standard for customer and regulatory complaints.⁵ It is
 10 calculated by the number of complaints reported annually to the utility by CAB, divided
 11 by the total number of customers. To meet the standard, complaints must be less than or
 12 equal to 0.1% of the customers.⁶ For complaints requiring utility investigation and
 13 response through the resolution process, CAB sends regulated utilities a subset of the
 14 complaints shown in Table 1-3 below. Suburban’s customer complaint resolution
 15 performance was 0.04% for 2023, 0.04% for 2024, and 0.06% for 2025. Thus, Suburban
 16 met its performance measure under GO 103-A for the past three years.

17

⁴ Attachment 1-1: “Standard Disclosures for CAB Data” CPUC Consumer Service and Information Division, revised 3/06/2026.

⁵ Appendix E, Section 5.

⁶ GO 103-A, Appendix E at 5.

Table 1-3: Suburban’s GO 103-A Response to Regulatory Complaints Performance Standard

	2023	2024	2025
No. of Complaints Reported to utility by CAB	33	31	50
No. of Customers	76,766	78,309	78,450
No. of Complaints as % of No. of Customers	0.04%	0.04%	0.06%
GO 103-A Compliance Status (<_ 0.1%)	Compliant	Compliant	Compliant

D. Suburban’s Safety Program

Cal Advocates reviewed Suburban’s compliance with the American Water Infrastructure Act of 2018 (AWIA), which requires Suburban to provide proof that it submitted a Risk and Resilience Assessment Certification (RRAC) to the United States Environmental Protection Agency (EPA) for systems servicing more than 3,300 people. Suburban is in compliance with AWIA and has obtained an RRAC for the La Mirada (LM) water system, the San Jose Hills (SJH) water system, and the Whittier (WH) water system. Suburban must update the Glendora and Sativa water system’s certifications, which are not due until June 2026.⁷ Suburban states an RRAC is not necessary for the Covina Knolls water system because the population is below the 3,300 person threshold⁸. The Commission should find that Suburban’s safety program is sufficient. Additionally, Suburban has an Emergency Response Plan (ERP) in place for the following water systems: SJH, Glendora, Covina

⁷ Attachment 1-1: Customer Service Responses, Suburban’s Response to Cal Advocates’ Data Request SRA-001, Question 7.

⁸ Attachment 1-1: Customer Service Responses, Suburban’s Response to Cal Advocates’ Data Request SRA-001, Question 7.

1 Hills, WH, LM , and the Sativa system. This ERP is available to all employees and is available at
2 designated offices.

3 **IV. CONCLUSION**

4 The Commission should find Suburban did not meet performance standards for
5 GO 103-A Call Answering Service Level⁹ and Abandoned Call Rate,¹⁰ for 2023.

6 Moving forward, the Commission should require Suburban to maintain its telephone
7 performance standards and continue to meet its customer service standards for the
8 remaining GO 103-A sections.

9

⁹ Appendix E, Section 1A

¹⁰ Appendix E, Section 1B

1

List of Attachments for Chapter 1

Attachment #	Title
Attachment 1-1	Customer Service Responses, Suburban's Response to Cal Advocates' Data Request SRA-001

2

Appendix A
Qualifications of Witness

**QUALIFICATIONS AND PREPARED TESTIMONY
OF
AMA SERWAA**

1 Q.1 Please state your name and address.

2 A.1 My name is Ama Serwaa. My business address is 320 W 4th Street, Los Angeles,
3 CA, 90013.

4

5 Q.2 By Whom are you employed and what is your job title?

6 A.2 I am employed by the Public Advocates Office at the California Public Utilities
7 Commission as a Public Utilities Regulatory Analyst.

8

9 Q.3 Please describe your educational and professional experience.

10 A.3 I received my Bachelor's degree in Political Science and Public Policy Minor from
11 the University of California, Riverside in 2016. I also received my Masters degree
12 in Public Administration, Public Sector Leadership and Management at the
13 California State University, Northridge in 2023. I was employed by the California
14 Public Utilities Commission in July 2023.

15

16 Q.4 What is your area of responsibility in this proceeding?

17 A.4 I am responsible for the preparation of the Report and Recommendations on
18 Customer Service.

19

20 Q.5 Does that complete your prepared testimony?

21 A.5 Yes

Appendix B
Supporting Attachments

INDEX LIST OF ATTACHMENTS FOR APPENDIX B

Attachment #	Title
Attachment 1-1	Customer Service Responses, Suburban's Response to Cal Advocates' Data Request SRA-001

Attachment 1-1:

**Customer Service Responses, Suburban's
Response to Cal Advocates'
Data Request SRA-001**



**Suburban
Water Systems**

1325 N. Grand Avenue
Suite 100
Covina, CA 91724-4044
Phone: 626.543.2500
Fax: 626.331.4848
www.swwc.com/suburban

February 9, 2026

To: Ama Serwaa
Public Utilities Regulatory Analyst

Suliman Ibrahim
Project Lead

Corwin Hockema
Attorney for Public Advocates Office

Re.: Responses to A.26-01-001, Public Advocates Office DR SRA-001 (GO 103-A Standards)

Dear Ms. Ama et al.,

Attached is the information you requested in writing for Suburban's Total Company General Rate Case.

Sincerely,

/s/Carmelitha Bordelon

Carmelitha Bordelon
Vice President, Regulatory Affairs & Finance

**Responses to A.26-01-001, Public Advocates Office
DR SRA-001 (GO 103-A Standards)**

1. **Telephone Performance Standards:** Please provide the following annual data for all Customer Service Areas(CSA) of Suburban in a tabulated Excel spreadsheet for years 2023 – 2025.
 - a) Call Answer Service Level: Total number of calls reaching a utility representative within 30 seconds.
 - b) Total number of calls attempting to reach a utility representative.
 - c) Abandoned Call Rate: Total number of Calls Abandoned
 - d) Abandoned Call Rate: Total number of attempts to reach a utility representative.
 - e) In the case where calls were answered in more than 30 seconds, which does not meet GO-103 A, Appendix E 1.(A), please provide the reason(s) as to why Suburban did not meet GO-103 A standards, as well as measures taken to ensure future compliance.

Response: Please see file entitled “DR SRA-001 (GO 103-A) Response 1-5.xlsx” for items a through d.

Suburban was not able to meet the GO 103-A performance standard for answering 80% of in 30 seconds or less in 2023 for the following reasons:

- After turnover of substantial number of experienced representatives and managers post COVID in 2022, Suburban rehired and trained new employees and a new manager on its various call and customer relationship management systems, rules and tariffs, and CPUC requirements. Call performance improved as the new team members gained experience.
- In 2023 Suburban’s Customer Care team was working through customer arrearages that had accumulated due to drought moratoriums and were not covered by the state’s arrearage assistance programs. Many customers called and were unable to pay off outstanding balances. Suburban’s call representatives compassionately worked with customers to defer payment dates, and enter into installment plans to help customers manage and work towards being current on their bills. This increased the number of calls, and the calls took more time, negatively impacting call answering performance.

Suburban took the following measures to improve performance and ensure future compliance:

- Reallocated two full-time employee positions from other departments to the Call Center to increase the number of customer care representatives to answer customer calls;
- Reorganized the department’s functions to prioritize answering calls;
- Upgraded the call handling system.

2. **Billing Performance Standards:** Please provide the following annual data for all CSAs for the years 2023-2025.

- a. Bill Rendering: Total number of bills not rendered within seven calendar days of the scheduled billing date.
- b. Total number of bills scheduled to be rendered.
- c. Bill Accuracy: Total number of bills rendered inaccurately for the cycle.
- d. Bill Accuracy: Total number of bills rendered for the billing cycle.
- e. Payment Posting Performance: Total number of Payment Posting Errors
- f. Payment Posting Performance: Total number of Payments posted.

Response: Please see file entitled “DR SRA-001 (GO 103-A) Response 1-5.xlsx”

3. **Meter Reading Performance Standard:** Please provide the following annual data for all CSAs for the years 2023-2025.
 - a. Total number of scheduled meters not read.
 - b. Number of meter readings scheduled.

Response: Please see file entitled “DR SRA-001 (GO 103-A) Response 1-5.xlsx”

4. **Work Completion Performance Standards:** Please provide the following annual data for all CSAs for the years 2023-2025.
 - a) Number of scheduled appointments missed
 - b) Total number of customer-requested work orders.
 - c) Number of customer orders not completed on or before the scheduled date.
 - d) Total number of customer orders scheduled and completed in the reporting month.

Response: Please see file entitled “DR SRA-001 (GO 103-A) Response 1-5.xlsx”

5. **Response to Customer and Regulatory Complaints Performance Standard:** Please provide the following annual data for all CSAs for the years 2023-2025.
 - a) Number of complaints reported annually to the utility by the Consumer Affairs Branch (CAB)
 - b) Total Number of Customers

Response: Please see file entitled “DR SRA-001 (GO 103-A) Response 1-5.xlsx”

6. **Service Interruption:** Please provide the following annual data for all CSAs for the years 2023-2025.
 - a) Provide a record of all interruptions, both emergency and scheduled, when more than 10 service connections are interrupted, with the following data.
 - i. Date and time service is interrupted.
 - ii. Number of service connections affected.
 - iii. Equipment that operated or failed.
 - iv. Cause of interruption.

- v. Actions required to restore service.
- vi. Categories of person reporting, and steps taken to prevent such recurrence.

Response: Please see file entitled “DR SRA-001 (GO 103-A) Response 6.xlsx”

To minimize and prevent both emergency and scheduled service outages to customers due to main breaks and service line breaks, Suburban in its last GRC A.23-01-001 proposed a one percentage pipeline replacement program, unfortunately, the request was denied. In its current GRC A.26-01-001, Suburban requests one percentage main replacement program.

Cal Advocates support for this request will help reduce service interruptions to Suburban's customers, allowing Suburban to plan for new facility projects rather than expensive reactive maintenance work that is disruptive and inconvenient for customers.

- 7. As a requirement of America’s Water Infrastructure Act (“AWIA”), community water systems must submit a Risk and Resilience Assessment Certification to the United States Environmental Protection Agency (“EPA”).
 - a. Provide copies of the most recent Risk and Resilience Assessment Certifications that Suburban has submitted to the EPA for each water system.

Response: For Whittier, La Mirada, and San Jose Hills water systems, please see files entitled:

- 7a. 2025 WH AWIA RRA Certification Statement.pdf
- 7a. 2025 LM AWIA RRA Certification Statement.pdf
- 7a. 2025 SJH AWIA RRA Certification Statement.pdf

Glendora and Sativa water systems are not due until June 2026.

An RRA is not required for Covina Knolls because the population is below 3,301 people.

- 8. Please provide searchable PDF copies of Suburban’s Emergency Response Plans for each water system.

Response: Please see file entitled “8. SWS 2025 ERP All Parts (CONFIDENTIAL).pdf” and “8. SWS Confidentiality Declaration re DR SRA-001.pdf”

Certification of Community Risk and Resilience Assessment (RRA) in Compliance with America's Water Infrastructure Act (AWIA) Section 2013¹

Part (A): Community Water System Identification

Community Water System Name: _____

Community Water System Complete Mailing Address: _____

Community Water System Email Address: _____

Public Water System Identification Number (PWSID)²: _____

Part (B): Certification Date

Date of the certification: _____

Part (C): Certification Statement

I, _____

[Name of certifying official]

hereby certify, under penalty of law³, that the following information is true, accurate, and complete, and that the community water system named under Part A, above, has conducted, reviewed, or reviewed and revised an assessment of the risks to, and resilience of, its system. This assessment included an assessment of:

1. The risk to the system from malevolent acts and natural hazards;
2. The resilience of the pipes and constructed conveyances, physical barriers, source water, water collection and intake, pretreatment, treatment, storage and distribution facilities, electronic, computer, or other automated systems (including the security of such systems) which are utilized by the system;
3. The monitoring practices of the system;
4. The financial infrastructure of the system;
5. The use, storage, or handling of various chemicals by the system; and
6. The operation and maintenance of the system.

Optionally, the assessment may include an evaluation of capital and operational needs for risk and resilience management for the system.

[Signature of certifying official - click to add a digital signature, or print and sign]

¹ Visit www.epa.gov/waterresilience/awia-section-2013 for information on AWIA Section 2013 RRAs and upcoming certification deadlines.

² PWSIDs begin with a two-character primacy agency abbreviation (your state, territory, or tribal nation abbreviation) followed by a seven-digit identification number. In the specific case of Utah, PWSIDs begin with "UTAH" followed by a five-digit identification number.

³ Whoever, in any matter within the jurisdiction of the United States government, knowingly and willfully provides a materially false, fictitious, or fraudulent statement or representation may be subject to fines or imprisonment. 18 U.S. C. § 1001.



United States Environmental Protection Agency



Advanced Shared Services (</AWIA/Home/SCSHandoff>)

Contact Us (</AWIA/Home/Contact>)

Safe Drinking Water Act Sec. 1433/America's Water Infrastructure Act Sec. 2013 Risk and Resilience Assessment Certification Statement

I **Craig Gott** hereby certify, under penalty of law^[1], that the following information is true, accurate and complete, and that **SUBURBAN WATER SYSTEMS-SAN JOSE**^[2], serving a population of **168843**^[3], Wholesaler^[4] **No**, has conducted, reviewed, or reviewed and revised an assessment of the risks to, and resilience of, its system. This assessment included an assessment of:

- The risk to the system from malevolent acts and natural hazards;
- The resilience of the pipes and constructed conveyances, physical barriers, source water, water collection and intake, pretreatment, treatment, storage and distribution facilities, electronic, computer, or other automated systems (including the security of such systems) which are utilized by the system;
- The monitoring practices of the system;
- The financial infrastructure of the system;
- The use, storage, or handling of various chemicals by the system;
- The operation and maintenance of the system; and
- May include an evaluation of capital and operational needs for risk and resilience management for the system.

Date of certification: **03/27/2025**

The U.S. EPA and the authorized official signing this document agree that this certification may be signed electronically. The parties agree that the typed electronic signature that appears on this certification is the same as a handwritten signature for the purposes of validity, enforceability, and admissibility.

Once you have submitted your risk and resilience assessment certification, EPA will send an email acknowledging receipt of your certification. If you have any problems, please email us at dwresilience@epa.gov (<mailto:dwresilience@epa.gov>).

[Advanced SCS Home \(/AWIA/?area=\)](/AWIA/?area=) | [Privacy and Security Notice \(/AWIA/Home/PrivacyNotice?area=\)](/AWIA/Home/PrivacyNotice?area=)

[Accessibility \(http://www.epa.gov/accessibility/statement.htm\)](http://www.epa.gov/accessibility/statement.htm) | [Terms & Conditions \(/AWIA/Home/TermsAndConditions?area=\)](/AWIA/Home/TermsAndConditions?area=)

Certification of Community Risk and Resilience Assessment (RRA) in Compliance with America's Water Infrastructure Act (AWIA) Section 2013¹

Part (A): Community Water System Identification

Community Water System Name: _____

Community Water System Complete Mailing Address: _____

Community Water System Email Address: _____

Public Water System Identification Number (PWSID)²: _____

Part (B): Certification Date

Date of the certification: _____

Part (C): Certification Statement

I, _____

[Name of certifying official]

hereby certify, under penalty of law³, that the following information is true, accurate, and complete, and that the community water system named under Part A, above, has conducted, reviewed, or reviewed and revised an assessment of the risks to, and resilience of, its system. This assessment included an assessment of:

1. The risk to the system from malevolent acts and natural hazards;
2. The resilience of the pipes and constructed conveyances, physical barriers, source water, water collection and intake, pretreatment, treatment, storage and distribution facilities, electronic, computer, or other automated systems (including the security of such systems) which are utilized by the system;
3. The monitoring practices of the system;
4. The financial infrastructure of the system;
5. The use, storage, or handling of various chemicals by the system; and
6. The operation and maintenance of the system.

Optionally, the assessment may include an evaluation of capital and operational needs for risk and resilience management for the system.

[Signature of certifying official - click to add a digital signature, or print and sign]

¹ Visit www.epa.gov/waterresilience/awia-section-2013 for information on AWIA Section 2013 RRAs and upcoming certification deadlines.

² PWSIDs begin with a two-character primacy agency abbreviation (your state, territory, or tribal nation abbreviation) followed by a seven-digit identification number. In the specific case of Utah, PWSIDs begin with "UTAH" followed by a five-digit identification number.

³ Whoever, in any matter within the jurisdiction of the United States government, knowingly and willfully provides a materially false, fictitious, or fraudulent statement or representation may be subject to fines or imprisonment. 18 U.S. C. § 1001.

DR SRA-001 (GO 103-A Standards) Responses

	2023	2024
1. Telephone Performance Standards		
a) Call Answer Service Level: Total number of calls reaching a utility representative within 30 seconds.	28,992	52,587
b) Total number of calls attempting to reach a utility representative.	67,820	54,454
c) Abandoned Call Rate: Total number of Calls Abandoned	6,572	1,313
d) Abandoned Call Rate: Total number of attempts to reach a utility representative.	67,820	54,454
2. Billing Performance Standards		
a. Bill Rendering: Total number of bills not rendered within seven calendar days of the scheduled billing date.	1,692	1,513
b. Total number of bills scheduled to be rendered.	924,877	933,050
c. Bill Accuracy: Total number of bills rendered inaccurately for the cycle.	1,979	1,513
d. Bill Accuracy: Total number of bills rendered for the billing cycle.	923,185	931,537
e. Payment Posting Performance: Total number of Payment Posting Errors	424	199
f. Payment Posting Performance: Total number of Payments posted.	818,725	771,616
3. Meter Reading Performance Standard		
a. Total number of scheduled meters not read.	1,265	545
b. Number of meter readings scheduled.	908,679	942,296
4. Work Completion Performance Standards		
a) Number of scheduled appointments missed	69	706
b) Total number of customer-requested work orders.	2,573	17,442
c) Number of customer orders not completed on or before the scheduled date.	69	706
d) Total number of customer orders scheduled and completed in the reporting month.	2,504	16,736
5. Response to Customer and Regulatory Complaints Performance Standard		
a) Number of complaints reported annually to the utility by the Consumer Affairs Branch (CAB)	12	10
b) Total Number of Customers - average year count	76,766	78,309

2025

54,987
62,142
1,741
62,142

1,436
936,994
1,436
935,558
255
841,645

1,009
937,115

550
20,341
550
19,791

8
78,450

Recorded emergency interruptions when more than 10 service connections are

(i) Repair Date	(i) Time of Service Interruption	(ii) Number of Services Affected	(iii) Equipment that operated or failed
01/06/2023	1/6/2023 4:30:00 PM	60	Broken/Old Valve
01/08/2023	1/8/2023 4:30:00 PM	35	SADDLE
01/10/2023	1/11/2023 12:30:00 AM	30	LINER LEAK
01/11/2023	1/11/2023 5:00:00 PM	14	BROKEN/OLD PIPE
01/11/2023	1/12/2023 1:00:00 AM	30	BROKEN/OLD PIPE
01/11/2023	1/11/2023 5:00:00 PM	12	LINER LEAK
01/11/2023	1/11/2023 5:30:00 PM	19	LINER LEAK
01/12/2023	1/12/2023 5:00:00 PM	16	BROKEN/OLD PIPE
01/12/2023	1/12/2023 5:00:00 PM	50	Broken/Old Valve
01/12/2023	1/12/2023 4:30:00 PM	50	LINER LEAK
01/12/2023	1/12/2023 4:30:00 PM	16	LINER LEAK
01/12/2023	1/12/2023 5:30:00 PM	30	SADDLE
01/13/2023	1/13/2023 3:00:00 PM	122	BROKEN/OLD PIPE
01/17/2023	1/17/2023 5:00:00 PM	20	BROKEN/OLD PIPE
01/17/2023	1/17/2023 4:30:00 PM	15	SADDLE
01/18/2023	1/18/2023 5:00:00 PM	40	Broken/Old Valve
01/19/2023	1/19/2023 4:30:00 PM	50	Broken/Old Valve
01/19/2023	1/19/2023 5:30:00 PM	55	SADDLE
01/19/2023	1/19/2023 5:30:00 PM	55	SADDLE
01/20/2023	1/20/2023 4:30:00 PM	20	BROKEN/OLD PIPE
01/21/2023	1/21/2023 8:00:00 PM	20	BROKEN/OLD PIPE
01/24/2023	1/24/2023 4:00:00 PM	30	Broken/Old Valve
01/26/2023	1/26/2023 4:00:00 PM	48	Broken/Old Valve
01/26/2023	1/26/2023 5:00:00 PM	30	Broken/Old Valve
01/26/2023	1/26/2023 10:00:00 PM	16	Broken/Old Valve
01/26/2023	1/26/2023 9:00:00 PM	16	SADDLE
01/27/2023	1/27/2023 7:00:00 PM	20	SADDLE
01/31/2023	1/31/2023 4:30:00 PM	20	Broken/Old Valve
01/31/2023	1/31/2023 4:00:00 PM	28	SADDLE
02/01/2023	2/1/2023 5:30:00 PM	40	Broken/Old Valve
02/01/2023	2/2/2023 2:00:00 AM	100	SADDLE
02/06/2023	2/6/2023 4:00:00 PM	50	SADDLE
02/07/2023	2/7/2023 7:00:00 PM	60	BROKEN/OLD PIPE
02/08/2023	2/7/2023 4:00:00 PM	24	BROKEN/OLD PIPE
02/08/2023	2/7/2023 7:00:00 PM	60	BROKEN/OLD PIPE
02/08/2023	2/8/2023 4:00:00 PM	23	BROKEN/OLD PIPE
02/08/2023	2/8/2023 4:45:00 PM	16	Broken/Old Valve

02/14/2023	2/14/2023 4:00:00 PM	20	BROKEN/OLD PIPE
02/15/2023	2/14/2023 4:30:00 PM	20	BROKEN/OLD PIPE
02/16/2023	2/16/2023 4:45:00 PM	45	BROKEN/OLD PIPE
02/17/2023	2/17/2023 4:30:00 PM	25	BROKEN/OLD PIPE
02/22/2023	2/22/2023 5:00:00 PM	115	BROKEN/OLD PIPE
02/22/2023	2/22/2023 4:45:00 PM	60	BROKEN/OLD PIPE
02/22/2023	2/22/2023 4:00:00 PM	60	BROKEN/OLD PIPE
02/22/2023	2/22/2023 3:00:00 PM	40	Broken/Old Valve
02/22/2023	2/22/2023 3:00:00 PM	40	Broken/Old Valve
02/22/2023	2/22/2023 4:00:00 PM	115	Broken/Old Valve
02/22/2023	2/22/2023 4:45:00 PM	60	Broken/Old Valve
02/22/2023	2/22/2023 5:25:00 PM	115	Broken/Old Valve
02/28/2023	2/28/2023 11:00:00 PM	15	BROKEN/OLD PIPE
02/28/2023	2/28/2023 4:30:00 PM	30	Broken/Old Valve
02/28/2023	2/28/2023 5:00:00 PM	50	Broken/Old Valve
03/01/2023	2/28/2023 4:30:00 PM	30	Broken/Old Valve
03/01/2023	3/1/2023 4:00:00 PM	30	Broken/Old Valve
03/01/2023	3/1/2023 4:30:00 PM	30	Broken/Old Valve
03/01/2023	3/2/2023 2:00:00 AM	15	Service Line
03/02/2023	3/2/2023 5:00:00 PM	30	BROKEN/OLD PIPE
03/02/2023	3/2/2023 5:00:00 PM	30	BROKEN/OLD PIPE
03/02/2023	2/28/2023 5:00:00 PM	50	BROKEN/OLD PIPE
03/03/2023	3/3/2023 4:00:00 PM	20	SADDLE
03/06/2023	3/6/2023 10:00:00 PM	18	BROKEN/OLD PIPE
03/07/2023	3/7/2023 4:00:00 PM	30	BROKEN/OLD PIPE
03/08/2023	3/8/2023 4:00:00 PM	60	BROKEN/OLD PIPE
03/09/2023	3/9/2023 4:00:00 PM	40	BROKEN/OLD PIPE
03/09/2023	3/10/2023 4:00:00 AM	100	BROKEN/OLD PIPE
03/09/2023	3/9/2023 5:30:00 PM	70	Broken/Old Valve
03/13/2023	3/9/2023 5:30:00 PM	70	Broken/Old Valve
03/13/2023	3/13/2023 10:00:00 PM	28	Broken/Old Valve
04/03/2023	4/3/2023 3:00:00 PM	33	SADDLE
04/05/2023	4/5/2023 3:00:00 PM	28	BROKEN/OLD PIPE
04/05/2023	4/6/2023 2:00:00 AM	34	BROKEN/OLD PIPE
04/06/2023	4/6/2023 8:30:00 PM	30	SADDLE
04/11/2023	4/11/2023 3:00:00 PM	12	BROKEN/OLD PIPE
04/11/2023	4/11/2023 3:00:00 PM	65	BROKEN/OLD PIPE
04/11/2023	4/11/2023 10:00:00 PM	20	BROKEN/OLD PIPE
04/12/2023	4/12/2023 3:00:00 PM	160	Broken/Old Valve
04/12/2023	4/12/2023 4:00:00 PM	150	Broken/Old Valve
04/12/2023	4/12/2023 4:00:00 PM	80	Broken/Old Valve
04/13/2023	4/13/2023 11:00:00 AM	40	BROKEN/OLD PIPE
04/13/2023	4/13/2023 3:30:00 PM	20	Broken/Old Valve

04/15/2023	4/16/2023 1:00:00 AM	55	BROKEN/OLD PIPE
04/18/2023	4/18/2023 3:30:00 PM	22	BROKEN/OLD PIPE
04/18/2023	4/18/2023 4:45:00 PM	30	Broken/Old Valve
04/19/2023	4/20/2023 7:30:00 AM	15	BROKEN/OLD PIPE
04/19/2023	4/20/2023 3:00:00 AM	25	BROKEN/OLD PIPE
04/23/2023	4/23/2023 6:00:00 PM	52	BROKEN/OLD PIPE
05/04/2023	5/5/2023 12:00:00 AM	15	BROKEN/OLD PIPE
05/09/2023	5/9/2023 4:00:00 PM	30	BROKEN/OLD PIPE
05/09/2023	5/9/2023 4:00:00 PM	30	BROKEN/OLD PIPE
05/09/2023	5/9/2023 4:00:00 PM	30	Broken/Old Valve
05/10/2023	5/10/2023 6:00:00 PM	30	BROKEN/OLD PIPE
05/10/2023	5/10/2023 4:30:00 PM	20	BROKEN/OLD PIPE
05/11/2023	5/11/2023 4:30:00 PM	30	BROKEN/OLD PIPE
05/15/2023	5/15/2023 3:00:00 PM	25	BROKEN/OLD PIPE
05/16/2023	5/16/2023 3:00:00 PM	50	BROKEN/OLD PIPE
05/16/2023	5/16/2023 3:00:00 PM	50	BROKEN/OLD PIPE
05/17/2023	5/18/2023 2:00:00 AM	25	BROKEN/OLD PIPE
05/17/2023	5/17/2023 3:00:00 PM	25	BROKEN/OLD PIPE
05/18/2023	5/18/2023 3:00:00 PM	26	BROKEN/OLD PIPE
05/23/2023	5/22/2023 5:30:00 PM	40	Broken/Old Valve
06/06/2023	6/6/2023 4:30:00 PM	50	BROKEN/OLD PIPE
06/08/2023	6/8/2023 4:23:00 PM	40	BROKEN/OLD PIPE
06/08/2023	6/8/2023 4:30:00 PM	40	BROKEN/OLD PIPE
06/08/2023	6/8/2023 10:30:00 PM	43	Service Line
06/08/2023	6/8/2023 10:30:00 PM	43	Service Line
06/09/2023	6/9/2023 5:00:00 PM	56	Service Line
06/11/2023	6/11/2023 3:00:00 PM	19	Valve
06/12/2023	6/12/2023 3:30:00 PM	25	BROKEN/OLD PIPE
06/12/2023	6/11/2023 7:00:00 PM	20	Broken/Old Valve
06/14/2023	6/14/2023 3:00:00 PM	20	LINER LEAK
06/15/2023	6/15/2023 11:30:00 PM	35	BROKEN/OLD PIPE
06/15/2023	6/15/2023 3:30:00 PM	15	BROKEN/OLD PIPE
06/15/2023	6/15/2023 3:30:00 PM	15	BROKEN/OLD PIPE
06/15/2023	6/16/2023 12:00:00 AM	40	BROKEN/OLD PIPE
06/19/2023	6/19/2023 3:00:00 PM	40	BROKEN/OLD PIPE
06/19/2023	6/19/2023 4:00:00 PM	13	Broken/Old Valve
06/20/2023	6/20/2023 3:00:00 PM	20	BROKEN/OLD PIPE
06/20/2023	6/21/2023 2:00:00 AM	15	BROKEN/OLD PIPE
06/20/2023	6/21/2023 2:00:00 AM	15	BROKEN/OLD PIPE
06/20/2023	6/21/2023 2:00:00 AM	15	BROKEN/OLD PIPE
06/20/2023	6/20/2023 3:00:00 PM	45	Broken/Old Valve
06/20/2023	6/20/2023 3:00:00 PM	45	Broken/Old Valve
06/21/2023	6/21/2023 10:00:00 PM	30	BROKEN/OLD PIPE

06/22/2023	6/22/2023 3:00:00 PM	15	BROKEN/OLD PIPE
06/26/2023	6/26/2023 4:30:00 PM	40	BROKEN/OLD PIPE
06/26/2023	6/26/2023 11:00:00 PM	25	BROKEN/OLD PIPE
06/26/2023	6/27/2023 5:00:00 AM	17	BROKEN/OLD PIPE
06/26/2023	6/26/2023 3:00:00 PM	42	BROKEN/OLD PIPE
07/06/2023	7/6/2023 10:00:00 PM	25	BROKEN/OLD PIPE
07/07/2023	7/1/2023 5:00:00 AM	17	BlowOff Line
07/07/2023	7/7/2023 7:58:00 PM	50	BROKEN/OLD PIPE
07/08/2023	7/8/2023 5:30:00 PM	27	BROKEN/OLD PIPE
07/08/2023	7/8/2023 4:00:00 PM	40	Broken/Old Valve
07/12/2023	7/12/2023 3:00:00 PM	24	BROKEN/OLD PIPE
07/17/2023	7/17/2023 3:02:00 PM	45	Broken/Old Valve
07/17/2023	7/17/2023 3:30:00 PM	40	SADDLE
07/18/2023	7/18/2023 4:00:00 PM	20	BROKEN/OLD PIPE
07/20/2023	7/20/2023 3:00:00 PM	60	BROKEN/OLD PIPE
07/20/2023	7/20/2023 3:00:00 PM	60	BROKEN/OLD PIPE
07/24/2023	7/24/2023 8:00:00 PM	21	Service Line
07/25/2023	7/26/2023 12:30:00 AM	11	BROKEN/OLD PIPE
07/26/2023	7/26/2023 9:00:00 PM	22	BROKEN/OLD PIPE
07/26/2023	7/26/2023 3:00:00 PM	20	BROKEN/OLD PIPE
07/29/2023	7/29/2023 5:00:00 PM	15	BROKEN/OLD PIPE
07/31/2023	7/31/2023 8:00:00 PM	11	BROKEN/OLD PIPE
08/01/2023	8/2/2023 12:00:00 AM	45	BROKEN/OLD PIPE
08/01/2023	8/2/2023 12:00:00 AM	45	No New Additions
08/02/2023	8/2/2023 4:00:00 PM	45	Service Line
08/03/2023	8/3/2023 3:30:00 PM	20	SADDLE
08/07/2023	8/7/2023 4:00:00 PM	20	BROKEN/OLD PIPE
08/08/2023	8/8/2023 4:00:00 PM	15	Broken/Old Valve
08/08/2023	8/8/2023 7:00:00 PM	20	Mainline
08/09/2023	8/9/2023 3:30:00 PM	20	BROKEN/OLD PIPE
08/09/2023	8/9/2023 4:00:00 PM	25	LINER LEAK
08/09/2023	8/9/2023 5:00:00 PM	25	LINER LEAK
08/10/2023	8/10/2023 7:00:00 PM	25	LINER LEAK
08/12/2023	8/12/2023 3:30:00 PM	40	BROKEN/OLD PIPE
08/14/2023	8/15/2023 4:30:00 PM	15	LINER LEAK
08/14/2023	8/14/2023 6:30:00 PM	25	Mainline
08/15/2023	8/15/2023 4:30:00 PM	20	BROKEN/OLD PIPE
08/15/2023	8/15/2023 4:30:00 PM	20	BROKEN/OLD PIPE
08/15/2023	8/15/2023 4:30:00 PM	20	BROKEN/OLD PIPE
08/15/2023	8/15/2023 7:30:00 PM	20	LINER LEAK
08/17/2023	8/17/2023 3:00:00 PM	24	BROKEN/OLD PIPE
08/17/2023	8/17/2023 9:00:00 PM	22	BROKEN/OLD PIPE
08/17/2023	8/17/2023 3:30:00 PM	20	SADDLE

08/18/2023	8/18/2023 9:45:00 PM	110	Broken/Old Valve
08/20/2023	8/20/2023 12:00:00 PM	14	SADDLE
08/21/2023	8/21/2023 5:30:00 PM	20	BROKEN/OLD PIPE
08/22/2023	8/23/2023 1:45:00 AM	15	BROKEN/OLD PIPE
08/22/2023	8/22/2023 10:00:00 PM	80	BROKEN/OLD PIPE
08/23/2023	8/23/2023 3:00:00 PM	36	BROKEN/OLD PIPE
08/29/2023	8/29/2023 3:30:00 PM	22	BROKEN/OLD PIPE
08/29/2023	8/29/2023 3:30:00 PM	40	BROKEN/OLD PIPE
08/30/2023	8/31/2023 3:00:00 AM	33	Service Line
09/02/2023	9/2/2023 3:45:00 PM	34	BROKEN/OLD PIPE
09/05/2023	9/5/2023 3:30:00 PM	55	Broken/Old Valve
09/07/2023	9/7/2023 3:30:00 PM	50	BROKEN/OLD PIPE
09/07/2023	9/7/2023 3:30:00 PM	55	BROKEN/OLD PIPE
09/07/2023	9/7/2023 3:30:00 PM	50	BROKEN/OLD PIPE
09/07/2023	9/7/2023 4:00:00 PM	20	BROKEN/OLD PIPE
09/07/2023	9/7/2023 3:30:00 PM	15	LINER LEAK
09/07/2023	9/7/2023 3:45:00 PM	15	LINER LEAK
09/09/2023	9/9/2023 5:00:00 PM	25	BROKEN/OLD PIPE
09/09/2023	9/9/2023 3:00:00 PM	30	Broken/Old Valve
09/11/2023	9/11/2023 3:00:00 PM	24	BROKEN/OLD PIPE
09/12/2023	9/12/2023 3:00:00 PM	40	LINER LEAK
09/13/2023	9/13/2023 4:00:00 PM	20	BROKEN/OLD PIPE
09/15/2023	9/19/2023 1:30:00 AM	15	SADDLE
09/18/2023	9/18/2023 4:00:00 PM	40	BROKEN/OLD PIPE
09/20/2023	9/20/2023 11:00:00 AM	18	BROKEN/OLD PIPE
09/21/2023	9/21/2023 4:00:00 PM	90	Broken/Old Valve
09/26/2023	9/20/2023 12:30:00 AM	15	HIT BY CAR/TRUCK
09/27/2023	9/27/2023 4:30:00 PM	16	BROKEN/OLD PIPE
10/03/2023	10/3/2023 7:00:00 PM	50	BROKEN/OLD PIPE
10/03/2023	10/3/2023 3:00:00 PM	20	BROKEN/OLD PIPE
10/03/2023	10/3/2023 3:15:00 PM	15	BROKEN/OLD PIPE
10/03/2023	10/3/2023 5:30:00 PM	20	BROKEN/OLD PIPE
10/04/2023	10/4/2023 3:15:00 PM	15	BROKEN/OLD PIPE
10/05/2023	10/5/2023 6:30:00 PM	20	BROKEN/OLD PIPE
10/09/2023	10/9/2023 4:00:00 PM	53	BROKEN/OLD PIPE
10/10/2023	10/10/2023 3:30:00 PM	35	SADDLE
10/10/2023	10/10/2023 4:00:00 PM	16	SADDLE
10/11/2023	10/11/2023 5:00:00 PM	12	LINER LEAK
10/12/2023	10/12/2023 4:00:00 PM	12	Broken/Old Valve
10/12/2023	10/12/2023 3:30:00 PM	30	SADDLE
10/12/2023	10/12/2023 3:30:00 PM	30	SADDLE
10/16/2023	10/16/2023 5:30:00 PM	12	LINER LEAK
10/16/2023	10/16/2023 8:00:00 PM	12	LINER LEAK

10/17/2023	10/17/2023 4:00:00 PM	66	BROKEN/OLD PIPE
10/18/2023	10/18/2023 3:00:00 PM	38	BROKEN/OLD PIPE
10/18/2023	10/18/2023 3:00:00 PM	38	BROKEN/OLD PIPE
10/23/2023	10/23/2023 10:00:00 PM	40	BROKEN/OLD PIPE
10/24/2023	10/24/2023 4:00:00 PM	15	Broken/Old Valve
10/25/2023	10/18/2023 1:00:00 AM	15	Service Line
10/26/2023	10/26/2023 4:00:00 PM	14	BROKEN/OLD PIPE
10/31/2023	10/31/2023 5:00:00 PM	30	BROKEN/OLD PIPE
11/01/2023	11/1/2023 5:00:00 PM	12	SADDLE
11/02/2023	11/2/2023 3:00:00 PM	45	Broken/Old Valve
11/03/2023	11/4/2023 2:30:00 AM	36	BROKEN/OLD PIPE
11/07/2023	11/8/2023 3:45:00 AM	40	BROKEN/OLD PIPE
11/08/2023	11/8/2023 10:30:00 PM	18	BROKEN/OLD PIPE
11/08/2023	11/9/2023 4:00:00 AM	60	BROKEN/OLD PIPE
11/09/2023	11/9/2023 5:00:00 PM	16	BlowOff Line
11/09/2023	11/9/2023 5:00:00 PM	26	BROKEN/OLD PIPE
11/09/2023	11/9/2023 5:00:00 PM	26	BROKEN/OLD PIPE
11/12/2023	11/12/2023 11:30:00 AM	12	SADDLE
11/17/2023	11/17/2023 4:00:00 PM	20	BROKEN/OLD PIPE
11/17/2023	11/17/2023 4:00:00 PM	14	LINER LEAK
11/18/2023	11/19/2023 12:30:00 AM	28	BROKEN/OLD PIPE
11/20/2023	11/20/2023 8:30:00 PM	80	LINER LEAK
11/21/2023	11/21/2023 9:00:00 PM	11	BROKEN/OLD PIPE
11/21/2023	11/21/2023 9:30:00 PM	23	LINER LEAK
11/27/2023	11/28/2023 5:30:00 AM	28	SADDLE
11/29/2023	11/29/2023 7:00:00 PM	40	LINER LEAK
12/06/2023	12/6/2023 5:00:00 PM	20	BROKEN/OLD PIPE
12/06/2023	12/6/2023 5:00:00 PM	20	BROKEN/OLD PIPE
12/06/2023	12/6/2023 5:00:00 PM	20	BROKEN/OLD PIPE
12/06/2023	12/5/2023 4:00:00 PM	16	Valve
12/11/2023	12/11/2023 11:00:00 PM	31	BROKEN/OLD PIPE
12/11/2023	12/11/2023 4:00:00 PM	37	Broken/Old Valve
12/11/2023	12/11/2023 9:00:00 PM	40	LINER LEAK
12/12/2023	12/12/2023 7:00:00 PM	14	BROKEN/OLD PIPE
12/13/2023	12/14/2023 2:30:00 AM	34	BROKEN/OLD PIPE
12/13/2023	12/13/2023 7:45:00 PM	12	BROKEN/OLD PIPE
12/14/2023	12/14/2023 5:00:00 PM	38	BROKEN/OLD PIPE
12/17/2023	12/17/2023 8:00:00 PM	13	BROKEN/OLD PIPE
12/23/2023	12/23/2023 6:00:00 PM	20	BROKEN/OLD PIPE
12/28/2023	12/28/2023 9:00:00 PM	16	BROKEN/OLD PIPE
12/31/2023	12/31/2023 2:00:00 PM	45	BROKEN/OLD PIPE
01/03/2024	1/3/2024 4:00:00 PM	16	SADDLE
01/04/2024	1/4/2024 5:30:00 PM	40	BROKEN/OLD PIPE

01/04/2024	1/4/2024 5:30:00 PM	40	BROKEN/OLD PIPE
01/04/2024	1/4/2024 5:30:00 PM	40	BROKEN/OLD PIPE
01/05/2024	1/4/2024 5:30:00 PM	53	BROKEN/OLD PIPE
01/05/2024	1/5/2024 4:00:00 PM	23	BROKEN/OLD PIPE
01/08/2024	1/8/2024 5:30:00 PM	20	BROKEN/OLD PIPE
01/08/2024	1/8/2024 6:30:00 PM	19	BROKEN/OLD PIPE
01/09/2024	1/9/2024 4:00:00 PM	25	BROKEN/OLD PIPE
01/10/2024	1/10/2024 4:00:00 PM	16	BlowOff Valve
01/10/2024	1/11/2024 4:00:00 PM	30	BROKEN/OLD PIPE
01/10/2024	1/10/2024 4:30:00 PM	15	Service Line
01/11/2024	1/11/2024 4:00:00 PM	25	LINER LEAK
01/16/2024	1/16/2024 4:00:00 PM	40	BROKEN/OLD PIPE
01/16/2024	1/16/2024 4:00:00 PM	40	BROKEN/OLD PIPE
01/16/2024	1/16/2024 4:00:00 PM	25	Broken/Old Valve
01/16/2024	1/16/2024 6:30:00 PM	20	Service Line
01/16/2024	1/16/2024 6:30:00 PM	20	Service Line
01/17/2024	1/17/2024 4:00:00 PM	56	Broken/Old Valve
01/17/2024	1/17/2024 5:00:00 PM	25	LINER LEAK
01/17/2024	1/17/2024 5:00:00 PM	25	LINER LEAK
01/18/2024	1/18/2024 4:00:00 PM	46	Broken/Old Valve
01/18/2024	1/18/2024 4:00:00 PM	30	Broken/Old Valve
01/18/2024	1/18/2024 7:00:00 AM	25	SADDLE
01/20/2024	1/20/2024 4:00:00 PM	20	SADDLE
01/22/2024	1/22/2024 11:00:00 PM	25	BROKEN/OLD PIPE
01/23/2024	1/30/2024 4:00:00 PM	52	Broken/Old Valve
01/29/2024	1/29/2024 5:45:00 PM	59	BROKEN/OLD PIPE
01/29/2024	1/31/2024 7:00:00 PM	34	BROKEN/OLD PIPE
01/29/2024	1/29/2024 5:30:00 PM	37	LINER LEAK
01/29/2024	1/29/2024 5:00:00 PM	50	Valve
02/02/2024	2/3/2024 6:00:00 AM	20	BROKEN/OLD PIPE
02/08/2024	2/8/2024 5:00:00 PM	20	BROKEN/OLD PIPE
02/08/2024	2/8/2024 11:00:00 PM	25	BROKEN/OLD PIPE
02/13/2024	2/13/2024 7:00:00 PM	15	BROKEN/OLD PIPE
02/13/2024	2/13/2024 11:45:00 PM	20	Service Line
02/14/2024	2/14/2024 5:00:00 PM	25	BROKEN/OLD PIPE
02/14/2024	2/14/2024 4:00:00 PM	60	LINER LEAK
02/15/2024	2/15/2024 4:00:00 PM	20	BROKEN/OLD PIPE
02/15/2024	2/15/2024 4:00:00 PM	27	BROKEN/OLD PIPE
02/15/2024	2/19/2024 4:00:00 PM	27	BROKEN/OLD PIPE
02/21/2024	2/22/2024 5:00:00 AM	20	BROKEN/OLD PIPE
02/21/2024	2/21/2024 4:00:00 PM	34	LINER LEAK
02/22/2024	2/23/2024 4:00:00 PM	35	Broken/Old Valve
02/22/2024	2/22/2024 4:00:00 PM	15	Valve

02/26/2024	2/26/2024 9:30:00 PM	15	SADDLE
02/27/2024	2/27/2024 4:00:00 PM	35	BROKEN/OLD PIPE
02/28/2024	2/28/2024 4:00:00 PM	11	BROKEN/OLD PIPE
02/28/2024	2/28/2024 4:30:00 PM	55	Service Line
02/29/2024	2/28/2024 4:30:00 PM	55	BROKEN/OLD PIPE
02/29/2024	2/29/2024 4:30:00 PM	30	BROKEN/OLD PIPE
02/29/2024	2/29/2024 4:30:00 PM	30	Broken/Old Valve
02/29/2024	2/29/2024 4:30:00 PM	30	Valve
03/02/2024	3/2/2024 1:30:00 PM	24	BROKEN/OLD PIPE
03/04/2024	3/4/2024 4:00:00 PM	25	BROKEN/OLD PIPE
03/04/2024	3/4/2024 4:00:00 PM	32	BROKEN/OLD PIPE
03/04/2024	3/5/2024 2:00:00 AM	26	Broken/Old Valve
03/05/2024	3/5/2024 6:00:00 PM	25	LINER LEAK
03/06/2024	3/6/2024 4:30:00 PM	15	BROKEN/OLD PIPE
03/07/2024	3/7/2024 4:00:00 PM	56	Broken/Old Valve
03/07/2024	3/7/2024 4:00:00 PM	56	Broken/Old Valve
03/07/2024	3/7/2024 4:30:00 PM	20	Broken/Old Valve
03/08/2024	3/9/2024 12:00:00 AM	24	BROKEN/OLD PIPE
03/11/2024	3/11/2024 10:30:00 PM	20	Service Line
03/12/2024	3/12/2024 3:15:00 PM	70	BROKEN/OLD PIPE
03/13/2024	3/12/2024 3:30:00 PM	50	BROKEN/OLD PIPE
03/13/2024	3/13/2024 3:15:00 PM	64	BROKEN/OLD PIPE
03/14/2024	3/14/2024 3:15:00 PM	25	BROKEN/OLD PIPE
03/14/2024	3/14/2024 8:00:00 PM	30	Mainline
03/20/2024	3/20/2024 3:00:00 PM	15	BlowOff Line
03/20/2024	3/20/2024 3:00:00 PM	13	Broken/Old Valve
03/20/2024	3/20/2024 3:00:00 PM	13	LINER LEAK
03/20/2024	3/20/2024 3:00:00 PM	13	LINER LEAK
03/20/2024	3/20/2024 3:00:00 PM	13	LINER LEAK
03/20/2024	3/20/2024 3:00:00 PM	15	Service Line
03/21/2024	3/21/2024 5:00:00 PM	50	Broken/Old Valve
03/26/2024	3/26/2024 8:00:00 PM	13	BROKEN/OLD PIPE
03/26/2024	3/26/2024 2:00:00 PM	22	BROKEN/OLD PIPE
03/26/2024	3/26/2024 2:00:00 PM	22	BROKEN/OLD PIPE
04/01/2024	4/1/2024 3:00:00 PM	20	BROKEN/OLD PIPE
04/02/2024	4/2/2024 3:00:00 PM	29	BROKEN/OLD PIPE
04/03/2024	4/3/2024 3:00:00 PM	37	Broken/Old Valve
04/03/2024	4/3/2024 3:00:00 PM	30	Broken/Old Valve
04/03/2024	4/3/2024 3:00:00 PM	15	Service Line
04/03/2024	4/3/2024 3:00:00 PM	40	Valve
04/04/2024	4/4/2024 10:00:00 AM	26	BROKEN/OLD PIPE
04/04/2024	4/4/2024 5:00:00 PM	21	LINER LEAK
04/04/2024	4/4/2024 8:30:00 PM	12	LINER LEAK

04/04/2024	4/4/2024 4:00:00 PM	25	Service Line
04/08/2024	4/8/2024 3:00:00 PM	41	BROKEN/OLD PIPE
04/08/2024	4/8/2024 3:00:00 PM	19	BROKEN/OLD PIPE
04/08/2024	4/8/2024 3:00:00 PM	65	Broken/Old Valve
04/08/2024	4/8/2024 4:00:00 PM	15	Service Line
04/09/2024	4/9/2024 3:00:00 PM	16	BROKEN/OLD PIPE
04/10/2024	4/10/2024 5:00:00 PM	31	BROKEN/OLD PIPE
04/10/2024	4/10/2024 9:30:00 PM	25	LINER LEAK
04/17/2024	4/17/2024 3:00:00 PM	32	Broken/Old Valve
04/20/2024	4/21/2024 3:00:00 AM	35	BROKEN/OLD PIPE
04/24/2024	4/24/2024 3:00:00 PM	41	Broken/Old Valve
04/24/2024	4/24/2024 3:00:00 PM	35	Broken/Old Valve
04/24/2024	4/24/2024 3:00:00 PM	30	Broken/Old Valve
04/25/2024	4/26/2024 3:30:00 PM	24	BROKEN/OLD PIPE
04/25/2024	4/25/2024 3:00:00 PM	32	LINER LEAK
05/01/2024	5/1/2024 7:00:00 PM	60	LINER LEAK
05/01/2024	5/1/2024 7:00:00 PM	60	LINER LEAK
05/01/2024	5/1/2024 7:00:00 PM	60	LINER LEAK
05/02/2024	5/2/2024 3:00:00 PM	30	Hydrant Assembly
05/05/2024	5/5/2024 7:00:00 PM	35	LINER LEAK
05/06/2024	5/6/2024 3:00:00 PM	35	BROKEN/OLD PIPE
05/06/2024	5/6/2024 3:00:00 PM	35	BROKEN/OLD PIPE
05/06/2024	5/6/2024 3:00:00 PM	35	BROKEN/OLD PIPE
05/07/2024	5/7/2024 3:00:00 PM	55	LINER LEAK
05/11/2024	5/11/2024 6:00:00 PM	50	BROKEN/OLD PIPE
05/11/2024	5/11/2024 6:00:00 PM	50	BROKEN/OLD PIPE
05/29/2024	5/29/2024 4:00:00 PM	38	LINER LEAK
06/06/2024	6/7/2024 4:00:00 AM	25	LINER LEAK
06/12/2024	6/12/2024 3:30:00 PM	34	BROKEN/OLD PIPE
06/12/2024	6/13/2024 4:30:00 AM	30	BROKEN/OLD PIPE
06/12/2024	6/13/2024 4:30:00 AM	30	BROKEN/OLD PIPE
06/12/2024	6/12/2024 5:00:00 PM	13	LINER LEAK
06/16/2024	6/16/2024 8:00:00 PM	26	BROKEN/OLD PIPE
06/25/2024	6/25/2024 10:00:00 PM	50	LINER LEAK
06/27/2024	6/27/2024 3:00:00 PM	26	BROKEN/OLD PIPE
06/27/2024	6/27/2024 7:00:00 PM	30	BROKEN/OLD PIPE
07/08/2024	7/8/2024 4:00:00 PM	45	Broken/Old Valve
07/10/2024	7/11/2024 5:00:00 AM	14	BROKEN/OLD PIPE
07/10/2024	7/10/2024 7:00:00 PM	19	LINER LEAK
07/14/2024	7/14/2024 2:00:00 PM	20	BROKEN/OLD PIPE
07/17/2024	7/18/2024 2:30:00 AM	16	BROKEN/OLD PIPE
07/24/2024	7/25/2024 12:00:00 AM	35	BROKEN/OLD PIPE

07/24/2024	7/24/2024 4:00:00 PM	16	LINER LEAK
07/25/2024	7/25/2024 5:00:00 PM	22	BROKEN/OLD PIPE
08/01/2024	8/1/2024 10:00:00 PM	30	LINER LEAK
08/02/2024	7/27/2024 9:00:00 PM	60	BROKEN/OLD PIPE
08/03/2024	8/3/2024 11:00:00 PM	20	BROKEN/OLD PIPE
08/08/2024	8/1/2024 10:00:00 PM	30	LINER LEAK
08/08/2024	8/8/2024 3:00:00 PM	20	LINER LEAK
08/15/2024	8/8/2024 7:00:00 PM	34	LINER LEAK
08/17/2024	8/17/2024 7:00:00 PM	16	Service Line
08/18/2024	8/18/2024 8:00:00 PM	18	LINER LEAK
08/19/2024	8/20/2024 12:00:00 AM	20	BROKEN/OLD PIPE
08/19/2024	8/20/2024 4:00:00 AM	20	BROKEN/OLD PIPE
08/23/2024	8/24/2024 12:30:00 AM	20	BROKEN/OLD PIPE
08/26/2024	7/18/2024 10:00:00 PM	25	Broken/Old Valve
08/28/2024	8/28/2024 3:00:00 PM	25	BROKEN/OLD PIPE
08/29/2024	8/29/2024 3:00:00 PM	12	BROKEN/OLD PIPE
08/29/2024	8/30/2024 3:00:00 AM	55	BROKEN/OLD PIPE
08/30/2024	8/30/2024 7:00:00 PM	30	BROKEN/OLD PIPE
08/30/2024	8/31/2024 4:00:00 AM	20	BROKEN/OLD PIPE
08/30/2024	8/31/2024 4:00:00 AM	35	LINER LEAK
08/30/2024	8/31/2024 4:00:00 AM	45	LINER LEAK
08/31/2024	9/1/2024 12:00:00 AM	30	BROKEN/OLD PIPE
09/03/2024	9/3/2024 5:00:00 PM	41	LINER LEAK
09/04/2024	9/4/2024 10:00:00 PM	30	BROKEN/OLD PIPE
09/10/2024	8/29/2024 3:00:00 AM	35	BROKEN/OLD PIPE
09/10/2024	9/10/2024 3:00:00 PM	30	LINER LEAK
09/11/2024	9/12/2024 2:00:00 AM	44	Broken/Old Valve
09/12/2024	8/31/2024 2:00:00 AM	45	LINER LEAK
09/15/2024	9/15/2024 3:30:00 PM	25	LINER LEAK
09/17/2024	9/17/2024 6:00:00 PM	22	LINER LEAK
09/18/2024	9/18/2024 7:00:00 PM	22	BROKEN/OLD PIPE
09/18/2024	9/19/2024 4:00:00 AM	16	BROKEN/OLD PIPE
09/19/2024	9/19/2024 11:00:00 PM	100	BROKEN/OLD PIPE
09/26/2024	9/26/2024 8:00:00 PM	20	Service Line
10/14/2024	10/15/2024 6:00:00 AM	30	BROKEN/OLD PIPE
10/15/2024	10/16/2024 3:00:00 AM	20	BROKEN/OLD PIPE
10/27/2024	10/27/2024 5:00:00 PM	15	SADDLE
10/31/2024	10/31/2024 3:00:00 PM	23	BROKEN/OLD PIPE
11/03/2024	11/4/2024 3:30:00 AM	25	BROKEN/OLD PIPE
11/04/2024	11/4/2024 4:09:00 PM	19	BROKEN/OLD PIPE
11/06/2024	11/6/2024 5:00:00 PM	20	BROKEN/OLD PIPE
11/09/2024	11/10/2024 4:00:00 AM	60	BROKEN/OLD PIPE
11/11/2024	11/11/2024 11:00:00 PM	60	BROKEN/OLD PIPE

11/12/2024	11/12/2024 6:00:00 PM	17	BROKEN/OLD PIPE
11/18/2024	11/18/2024 6:00:00 PM	12	HIT BY CAR/TRUCK
11/20/2024	11/20/2024 7:00:00 PM	20	LINER LEAK
11/20/2024	11/20/2024 7:00:00 PM	20	LINER LEAK
11/21/2024	11/21/2024 4:00:00 PM	30	BROKEN/OLD PIPE
11/21/2024	11/21/2024 10:00:00 PM	39	Broken/Old Valve
11/25/2024	11/23/2024 4:00:00 AM	20	LINER LEAK
12/03/2024	12/3/2024 6:00:00 PM	20	SADDLE
12/04/2024	12/4/2024 5:30:00 PM	25	BROKEN/OLD PIPE
12/05/2024	12/5/2024 10:01:00 PM	32	Broken/Old Valve
12/05/2024	12/4/2024 5:00:00 PM	29	LINER LEAK
12/09/2024	12/9/2024 4:00:00 PM	20	BROKEN/OLD PIPE
12/10/2024	12/10/2024 4:00:00 PM	110	Broken/Old Valve
12/12/2024	12/12/2024 3:30:00 PM	125	Broken/Old Valve
12/19/2024	12/19/2024 8:00:00 PM	42	Broken/Old Valve
12/20/2024	12/20/2024 9:00:00 PM	15	Mainline
01/02/2025	1/2/2025 6:00:00 PM	15	BROKEN/OLD PIPE
01/02/2025	1/2/2025 6:00:00 PM	15	BROKEN/OLD PIPE
01/02/2025	1/2/2025 5:00:00 PM	32	LINER LEAK
02/05/2025	2/6/2025 12:00:00 AM	20	SADDLE
02/13/2025	2/14/2025 6:30:00 AM	20	BROKEN/OLD PIPE
02/13/2025	2/13/2025 11:00:00 PM	30	SADDLE
02/14/2025	2/15/2025 6:00:00 AM	20	BROKEN/OLD PIPE
02/14/2025	2/14/2025 5:00:00 PM	30	BROKEN/OLD PIPE
02/14/2025	2/14/2025 6:00:00 PM	40	BROKEN/OLD PIPE
02/17/2025	7/30/2025 3:42:00 PM	20	Broken/Old Valve
02/17/2025	7/30/2025 3:42:00 PM	20	Broken/Old Valve
03/03/2025	3/4/2025 12:00:37 AM	25	BROKEN/OLD PIPE
03/06/2025	3/7/2025 12:01:47 AM	30	BROKEN/OLD PIPE
03/07/2025	3/8/2025 1:00:34 AM	30	BROKEN/OLD PIPE
03/15/2025	3/15/2025 7:00:00 PM	31	BROKEN/OLD PIPE
03/23/2025	3/23/2025 3:00:00 PM	65	BROKEN/OLD PIPE
04/15/2025	4/16/2025 10:00:04 AM	94	BROKEN/OLD PIPE
04/16/2025	4/16/2025 10:00:19 PM	19	BROKEN/OLD PIPE
04/22/2025	4/22/2025 10:00:00 PM	54	BROKEN/OLD PIPE
04/23/2025	4/23/2025 8:00:00 PM	30	Broken/Old Valve
04/23/2025	4/23/2025 8:00:00 PM	30	Broken/Old Valve
04/28/2025	4/28/2025 2:47:00 PM	46	BROKEN/OLD PIPE
04/28/2025	4/28/2025 2:47:00 PM	46	BROKEN/OLD PIPE
04/29/2025	4/29/2025 10:13:04 PM	30	LINER LEAK
05/06/2025	10/30/2025 9:33:00 PM	30	Service Line
05/07/2025	5/7/2025 11:00:33 PM	20	SADDLE
05/15/2025	5/16/2025 2:00:51 AM	22	Broken/Old Valve

05/15/2025	5/15/2025 5:32:00 PM	16	Service Line
05/20/2025	5/20/2025 10:06:37 PM	44	Service Line
05/23/2025	5/23/2025 10:19:59 PM	50	Service Line
05/23/2025	5/23/2025 10:19:59 PM	50	Service Line
06/02/2025	6/2/2025 10:00:20 PM	13	HIT BY CAR/TRUCK
06/04/2025	6/5/2025 12:00:44 AM	50	LINER LEAK
06/05/2025	6/6/2025 12:30:21 PM	16	BROKEN/OLD PIPE
06/05/2025	6/6/2025 12:30:50 PM	16	BROKEN/OLD PIPE
06/05/2025	6/5/2025 11:00:12 PM	15	Service Line
06/07/2025	6/7/2025 11:00:16 PM	44	LINER LEAK
06/09/2025	6/9/2025 11:00:51 PM	17	Service Line
06/16/2025	6/17/2025 6:01:11 AM	60	Mainline
06/18/2025	6/18/2025 8:00:07 PM	45	BROKEN/OLD PIPE
06/18/2025	6/19/2025 1:02:37 AM	40	Mainline
06/19/2025	6/18/2025 8:00:10 PM	40	BROKEN/OLD PIPE
06/23/2025	6/23/2025 11:06:09 PM	15	BlowOff Line
06/27/2025	6/27/2025 7:00:33 PM	45	BROKEN/OLD PIPE
07/02/2025	7/3/2025 12:30:12 AM	35	Broken/Old Valve
07/07/2025	7/8/2025 12:00:18 PM	60	No Retirement
07/08/2025	7/9/2025 12:00:00 AM	13	BROKEN/OLD PIPE
07/09/2025	7/10/2025 12:00:00 AM	13	Service Line
07/10/2025	7/11/2025 3:00:39 AM	37	Broken/Old Valve
07/15/2025	7/16/2025 4:00:00 AM	12	Mainline
07/15/2025	7/16/2025 4:00:00 AM	12	Service Line
07/21/2025	7/22/2025 6:00:00 AM	15	Hydrant Assembly
07/24/2025	7/25/2025 1:46:54 AM	15	Mainline
07/24/2025	7/24/2025 11:00:29 PM	43	SADDLE
07/25/2025	7/26/2025 6:00:00 AM	32	BROKEN/OLD PIPE
07/30/2025	7/31/2025 12:00:06 AM	38	Broken/Old Valve
08/05/2025	8/5/2025 10:00:09 PM	31	Broken/Old Valve
08/06/2025	1/1/1970 12:00:00 AM	30	SADDLE
08/07/2025	8/7/2025 10:30:35 PM	25	LINER LEAK
08/09/2025	8/9/2025 10:00:34 PM	45	BROKEN/OLD PIPE
08/09/2025	8/10/2025 4:12:45 AM	45	BROKEN/OLD PIPE
08/12/2025	8/12/2025 11:00:17 PM	28	Service Line
08/13/2025	8/13/2025 11:00:47 PM	50	Broken/Old Valve
08/13/2025	8/13/2025 11:44:29 PM	15	Mainline
08/13/2025	8/13/2025 11:44:05 PM	15	Service Line
08/14/2025	8/15/2025 11:00:09 AM	25	Broken/Old Valve
08/14/2025	8/15/2025 11:00:57 AM	25	Broken/Old Valve
08/14/2025	8/15/2025 11:00:00 AM	25	Mainline
08/14/2025	8/15/2025 11:00:00 AM	25	No New Additions
08/16/2025	8/17/2025 1:09:19 AM	31	BROKEN/OLD PIPE

08/18/2025	8/18/2025 11:00:02 PM	26	Broken/Old Valve
08/19/2025	8/19/2025 10:30:57 PM	30	Service Line
08/19/2025	8/19/2025 11:00:45 PM	12	BROKEN/OLD PIPE
08/19/2025	8/20/2025 5:41:03 AM	20	Service Line
08/20/2025	8/21/2025 10:00:53 AM	15	BROKEN/OLD PIPE
08/21/2025	8/21/2025 11:30:11 PM	32	Service Line
08/27/2025	8/28/2025 11:00:36 AM	30	Service Line
08/27/2025	8/27/2025 11:00:34 PM	14	Service Line
08/27/2025	8/27/2025 11:00:16 PM	36	Valve
08/28/2025	8/28/2025 10:39:00 PM	30	Broken/Old Valve
08/28/2025	8/28/2025 10:23:07 PM	30	Service Line
09/02/2025	9/3/2025 12:58:11 AM	30	Mainline
09/03/2025	9/4/2025 11:00:44 PM	25	BROKEN/OLD PIPE
09/03/2025	9/3/2025 11:01:44 PM	60	Mainline
09/03/2025	9/4/2025 12:26:00 AM	30	Mainline
09/03/2025	9/4/2025 12:00:38 AM	31	Mainline
09/03/2025	9/3/2025 10:28:11 PM	60	Service Line
09/03/2025	9/3/2025 10:44:25 PM	60	Valve
09/04/2025	9/4/2025 5:32:00 PM	60	Service Line
09/04/2025	9/4/2025 10:00:26 PM	50	SADDLE
09/05/2025	9/5/2025 11:13:55 PM	60	Mainline
09/09/2025	9/9/2025 8:31:05 PM	35	BROKEN/OLD PIPE
09/10/2025	9/10/2025 3:00:00 PM	19	BROKEN/OLD PIPE
09/13/2025	9/13/2025 7:41:00 PM	25	BROKEN/OLD PIPE
09/13/2025	9/12/2025 11:40:00 PM	56	Mainline
09/17/2025	9/17/2025 4:43:00 PM	15	BlowOff Valve
09/17/2025	9/17/2025 3:40:00 PM	15	Service Line
09/18/2025	9/18/2025 11:00:00 PM	48	Broken/Old Valve
09/18/2025	9/18/2025 11:00:00 PM	48	Broken/Old Valve
09/18/2025	9/10/2025 2:00:00 PM	80	Hydrant Assembly
09/23/2025	9/23/2025 3:00:00 PM	39	BROKEN/OLD PIPE
09/23/2025	9/23/2025 3:15:00 PM	15	Service Line
09/24/2025	9/24/2025 11:45:00 PM	22	BROKEN/OLD PIPE
09/26/2025	9/26/2025 3:30:00 PM	21	BROKEN/OLD PIPE
09/30/2025	9/30/2025 5:27:00 PM	15	Mainline
10/01/2025	10/1/2025 4:00:00 PM	16	BROKEN/OLD PIPE
10/01/2025	10/1/2025 4:02:00 PM	30	Broken/Old Valve
10/01/2025	10/1/2025 8:36:00 PM	20	Mainline
10/01/2025	10/1/2025 8:07:00 PM	16	Service Line
10/01/2025	10/1/2025 8:42:00 PM	25	Service Line
10/05/2025	10/5/2025 6:00:00 PM	15	Mainline
10/07/2025	10/7/2025 8:00:00 PM	15	Service Line
10/09/2025	10/9/2025 4:00:00 PM	36	BROKEN/OLD PIPE

10/09/2025	10/9/2025 3:15:00 PM	30	Hydrant Assembly
10/09/2025	10/9/2025 3:32:00 PM	23	Service Line
10/09/2025	10/10/2025 4:35:00 AM	35	Service Line
10/09/2025	10/9/2025 3:30:00 PM	30	Valve
10/10/2025	10/10/2025 3:00:00 PM	46	BROKEN/OLD PIPE
10/10/2025	10/10/2025 11:02:00 PM	24	BROKEN/OLD PIPE
10/11/2025	10/12/2025 12:00:00 AM	35	BROKEN/OLD PIPE
10/14/2025	10/14/2025 10:00:00 PM	15	BROKEN/OLD PIPE
10/15/2025	10/15/2025 3:00:00 PM	28	BROKEN/OLD PIPE
10/15/2025	10/15/2025 3:33:00 PM	28	BROKEN/OLD PIPE
10/15/2025	10/15/2025 3:03:00 PM	28	LINER LEAK
10/15/2025	10/15/2025 4:00:00 PM	25	LINER LEAK
10/15/2025	10/15/2025 4:00:00 PM	15	Service Line
10/16/2025	10/16/2025 3:00:00 PM	27	Broken/Old Valve
10/16/2025	10/16/2025 3:23:00 PM	16	Broken/Old Valve
10/16/2025	10/16/2025 7:00:00 PM	18	Broken/Old Valve
10/17/2025	10/17/2025 5:06:00 PM	18	Service Line
10/19/2025	10/19/2025 7:00:00 PM	20	BROKEN/OLD PIPE
10/21/2025	10/21/2025 4:20:00 PM	41	Service Line
10/22/2025	10/22/2025 4:00:00 PM	35	Service Line
10/30/2025	10/31/2025 12:00:00 AM	15	Broken/Old Valve
11/02/2025	11/17/2025 2:34:00 AM	15	SADDLE
11/04/2025	11/4/2025 4:00:00 PM	17	BROKEN/OLD PIPE
11/05/2025	11/5/2025 5:30:00 PM	15	BROKEN/OLD PIPE
11/05/2025	11/5/2025 4:04:00 PM	50	Hydrant Assembly
11/05/2025	11/5/2025 4:00:00 PM	20	LINER LEAK
11/05/2025	11/5/2025 5:03:00 PM	50	Valve
11/11/2025	11/11/2025 4:00:00 PM	14	BROKEN/OLD PIPE
11/12/2025	11/12/2025 4:00:00 PM	30	Valve
11/14/2025	11/14/2025 4:04:00 PM	14	BROKEN/OLD PIPE
11/15/2025	11/15/2025 2:17:00 PM	15	Mainline
11/15/2025	11/15/2025 2:12:00 PM	15	Service Line
11/17/2025	11/17/2025 7:30:00 PM	25	Service Line
11/17/2025	11/17/2025 5:00:00 PM	15	BROKEN/OLD PIPE
11/17/2025	11/17/2025 7:30:00 PM	21	Mainline
11/18/2025	11/18/2025 4:30:00 PM	16	BROKEN/OLD PIPE
11/18/2025	11/18/2025 5:30:00 PM	25	Valve
11/19/2025	11/19/2025 4:00:00 PM	27	Broken/Old Valve
11/19/2025	11/19/2025 11:32:00 PM	35	LINER LEAK
11/19/2025	11/19/2025 4:00:00 PM	27	Mainline
11/19/2025	11/20/2025 12:00:00 AM	20	Mainline
11/19/2025	11/20/2025 12:30:00 AM	20	SADDLE
11/20/2025	11/21/2025 1:00:00 AM	15	BROKEN/OLD PIPE

11/20/2025	11/20/2025 4:00:00 PM	21	Broken/Old Valve
11/20/2025	11/20/2025 4:08:00 PM	20	Mainline
11/20/2025	11/20/2025 4:15:00 PM	30	Service Line
11/21/2025	11/22/2025 1:33:00 AM	15	Mainline
11/21/2025	11/22/2025 1:14:00 AM	30	BROKEN/OLD PIPE
11/21/2025	11/21/2025 6:05:00 PM	20	Service Line
11/22/2025	11/22/2025 5:00:00 PM	28	BROKEN/OLD PIPE
11/24/2025	11/24/2025 6:00:00 PM	200	BROKEN/OLD PIPE
11/24/2025	11/24/2025 9:30:00 PM	200	Broken/Old Valve
11/25/2025	11/25/2025 4:00:00 PM	25	Service Line
11/25/2025	11/25/2025 4:00:00 PM	25	Service Line
11/26/2025	12/2/2025 8:00:00 PM	15	BROKEN/OLD PIPE
12/04/2025	12/4/2025 3:35:00 PM	37	BROKEN/OLD PIPE
12/08/2025	12/8/2025 4:30:00 PM	35	Service Line
12/09/2025	12/9/2025 4:00:00 PM	90	Broken/Old Valve
12/10/2025	12/11/2025 12:00:00 AM	60	Broken/Old Valve
12/11/2025	12/11/2025 9:30:00 PM	35	BROKEN/OLD PIPE
12/15/2025	12/15/2025 4:00:00 PM	15	BROKEN/OLD PIPE
12/15/2025	12/15/2025 4:00:00 PM	15	Service Line
12/16/2025	12/16/2025 4:30:00 PM	20	Broken/Old Valve
12/17/2025	12/17/2025 8:00:00 PM	13	Service Line
12/18/2025	12/18/2025 7:00:00 PM	14	Service Line
12/25/2025	12/25/2025 8:28:00 PM	40	Mainline
12/26/2025	12/26/2025 10:30:00 PM	37	BROKEN/OLD PIPE

: interrupted.

(iv) Cause of Interruption	(v) Actions Required to Restore Service (Replace asset)
Corrosion	Valve
Saddle Failure	Service Line
Service Liner Failure	Service Line
Leakage at joints	Mainline
Circumferential crack (around the pipe)	Mainline
Service Liner Failure	Service Line
Service Liner Failure	Service Line
Corrosion	BlowOff Line
Corrosion	Hydrant Assembly
Service Liner Failure	Service Line
Service Liner Failure	Service Line
Saddle Failure	Service Line
Circumferential crack (around the pipe)	Mainline
Corrosion	Service Line
Saddle Failure	Service Line
Corrosion	Valve
Corrosion	Valve
Saddle Failure	Service Line
Saddle Failure	Service Line
Circumferential crack (around the pipe)	Mainline
Corrosion	Mainline
Corrosion	Service Line
Corrosion	Valve
Corrosion	Valve
Corrosion	Valve
Saddle Failure	Service Line
Saddle Failure	Service Line
Corrosion	Valve
Saddle Failure	Service Line
Corrosion	Valve
Saddle Failure	Service Line
Saddle Failure	Service Line
Leakage at joints	Mainline
Circumferential crack (around the pipe)	Mainline
Circumferential crack (around the pipe)	Hydrant Assembly
Circumferential crack (around the pipe)	Mainline
Corrosion	Hydrant Assembly

Longitudinal crack (split along the length of the pipe)	Mainline
Circumferential crack (around the pipe)	Mainline
Circumferential crack (around the pipe)	Hydrant Assembly
Leakage at joints	Hydrant Assembly
Corrosion	Hydrant Head and Bod
Corrosion	Service Line
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Valve
Corrosion	Hydrant Assembly
Corrosion	Valve
Corrosion	Valve
Corrosion	Valve
Corrosion	Mainline
Corrosion	Valve
Corrosion	Valve
Corrosion	Hydrant Assembly
Corrosion	Valve
Corrosion	Valve
Degradation	Service Line
Corrosion	BlowOff Line
Corrosion	Service Line
Corrosion	Service Line
Saddle Failure	Service Line
Leakage at joints	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Circumferential crack (around the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Valve
Corrosion	Valve
Corrosion	Valve
Saddle Failure	Service Line
Corrosion	Service Line
Corrosion	Service Line
Saddle Failure	Service Line
Leakage at joints	Mainline
Corrosion	Service Line
Corrosion	Mainline
Corrosion	Valve
Corrosion	Valve
Corrosion	Valve
Corrosion	Service Line
Corrosion	Valve

Leakage at joints	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Valve
Corrosion	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Circumferential crack (around the pipe)	Mainline
Circumferential crack (around the pipe)	Mainline
Corrosion	Service Line
Corrosion	Service Line
Corrosion	Valve
Leakage at joints	Hydrant Assembly
Corrosion	Service Line
Corrosion	Service Line
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Valve
Corrosion	Service Line
Corrosion	BlowOff Line
Longitudinal crack (split along the length of the pipe)	Mainline
Degradation	Service Line
Degradation	Service Line
Degradation	Service Line
Degradation	Valve
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Valve
Service Liner Failure	Service Line
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Valve
Leakage at joints	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Circumferential crack (around the pipe)	Mainline

Corrosion	Service Line
Circumferential crack (around the pipe)	Mainline
Circumferential crack (around the pipe)	Mainline
Leakage at joints	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Leakage at joints	Mainline
Degradation	BlowOff Line
Corrosion	Mainline
Corrosion	Mainline
Corrosion	Valve
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Valve
Saddle Failure	Service Line
Longitudinal crack (split along the length of the pipe)	Hydrant Assembly
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Degradation	Service Line
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Mainline
Circumferential crack (around the pipe)	Mainline
Circumferential crack (around the pipe)	Mainline
Degradation	No New Additions
Degradation	Service Line
Saddle Failure	Service Line
Circumferential crack (around the pipe)	Mainline
Corrosion	Hydrant Assembly
Degradation	Mainline
Corrosion	Service Line
Service Liner Failure	Service Line
Service Liner Failure	Service Line
Service Liner Failure	Service Line
Corrosion	Service Line
Service Liner Failure	Service Line
Degradation	Mainline
Corrosion	Service Line
Corrosion	BlowOff Line
Corrosion	Mainline
Service Liner Failure	Service Line
Leakage at joints	Mainline
Leakage at joints	Mainline
Saddle Failure	Service Line

Corrosion	Valve
Saddle Failure	Service Line
Longitudinal crack (split along the length of the pipe)	Mainline
Leakage at joints	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Leakage at joints	Mainline
Corrosion	Mainline
Corrosion	Service Line
Degradation	Service Line
Corrosion	Service Line
Corrosion	Valve
Corrosion	Service Line
Corrosion	Service Line
Corrosion	Mainline
Corrosion	Hydrant Assembly
Service Liner Failure	Service Line
Service Liner Failure	Service Line
Corrosion	Service Line
Corrosion	Valve
Corrosion	Service Line
Service Liner Failure	Service Line
Leakage at joints	Mainline
Saddle Failure	Service Line
Leakage at joints	Mainline
Corrosion	Mainline
Corrosion	Valve
HIT BY CAR/TRUCK	Hydrant Assembly
Corrosion	Hydrant Assembly
Leakage at joints	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Hydrant Assembly
Longitudinal crack (split along the length of the pipe)	Mainline
Leakage at joints	Mainline
Saddle Failure	Service Line
Saddle Failure	Service Line
Service Liner Failure	Service Line
Corrosion	Hydrant Assembly
Saddle Failure	Service Line
Saddle Failure	Service Line
Service Liner Failure	Service Line
Service Liner Failure	Service Line

Corrosion	Service Line
Leakage at joints	Valve
Leakage at joints	Mainline
Circumferential crack (around the pipe)	Mainline
Corrosion	Service Line
Degradation	Service Line
Circumferential crack (around the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Saddle Failure	Service Line
Corrosion	Hydrant Head and Bod
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Circumferential crack (around the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Degradation	BlowOff Line
Corrosion	Service Line
Corrosion	Service Line
Saddle Failure	Service Line
Longitudinal crack (split along the length of the pipe)	Mainline
Service Liner Failure	BlowOff Line
Corrosion	Mainline
Service Liner Failure	Service Line
Fatigue (due to pressure cycling or surge pressure)	Mainline
Service Liner Failure	Service Line
Saddle Failure	Service Line
Service Liner Failure	Service Line
Corrosion	Service Line
Corrosion	Service Line
Corrosion	Mainline
Degradation	Valve
Corrosion	Service Line
Corrosion	Valve
Service Liner Failure	Service Line
Corrosion	Service Line
Circumferential crack (around the pipe)	Mainline
Corrosion	Service Line
Corrosion	Service Line
Corrosion	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Saddle Failure	Service Line
Corrosion	Service Line

Corrosion	Valve
Corrosion	Hydrant Assembly
Corrosion	Hydrant Assembly
Corrosion	Service Line
Corrosion	Service Line
Corrosion	Service Line
Corrosion	Service Line
Degradation	BlowOff Valve
Corrosion	Hydrant Assembly
Degradation	Service Line
Service Liner Failure	Service Line
Corrosion	Service Line
Corrosion	Hydrant Assembly
Longitudinal crack (split along the length of the pipe)	Mainline
Degradation	Service Line
Degradation	Service Line
Leakage at joints	Mainline
Service Liner Failure	Service Line
Service Liner Failure	Service Line
Leakage at joints	Mainline
Corrosion	Hydrant Assembly
Saddle Failure	Service Line
Saddle Failure	Service Line
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Valve
Circumferential crack (around the pipe)	Mainline
Corrosion	Service Line
Service Liner Failure	Service Line
Degradation	Valve
Corrosion	Mainline
Corrosion	Service Line
Longitudinal crack (split along the length of the pipe)	Mainline
Circumferential crack (around the pipe)	Mainline
Degradation	Service Line
Longitudinal crack (split along the length of the pipe)	Mainline
Service Liner Failure	Service Line
Corrosion	Service Line
Corrosion	Mainline
Corrosion	Mainline
Corrosion	Service Line
Service Liner Failure	Service Line
Corrosion	Valve
Degradation	Valve

Saddle Failure	Service Line
Corrosion	Service Line
Corrosion	BlowOff Line
Degradation	Service Line
Corrosion	Valve
Corrosion	Hydrant Assembly
Corrosion	Hydrant Assembly
Degradation	Valve
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Service Line
Corrosion	Service Line
Corrosion	Valve
Service Liner Failure	Service Line
Corrosion	Service Line
Corrosion	Valve
Corrosion	BlowOff Line
Corrosion	Hydrant Assembly
Corrosion	Mainline
Degradation	Service Line
Corrosion	Valve
Corrosion	Valve
Corrosion	Valve
Corrosion	Service Line
Degradation	Mainline
Degradation	BlowOff Line
Corrosion	Valve
Service Liner Failure	Service Line
Service Liner Failure	Service Line
Service Liner Failure	BlowOff Line
Degradation	Service Line
Corrosion	Valve
Corrosion	Service Line
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Leakage at joints	Service Line
Corrosion	Service Line
Corrosion	Valve
Corrosion	Hydrant Assembly
Degradation	Service Line
Degradation	Valve
Corrosion	Service Line
Service Liner Failure	Service Line
Service Liner Failure	Service Line

Degradation	Service Line
Corrosion	Hydrant Head and Bod
Corrosion	Hydrant Assembly
Corrosion	Valve
Degradation	Service Line
Fatigue (due to pressure cycling or surge pressure)	Mainline
Corrosion	Service Line
Service Liner Failure	Service Line
Corrosion	Valve
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Valve
Corrosion	Service Line
Corrosion	Valve
Corrosion	Valve
Service Liner Failure	Service Line
Service Liner Failure	Service Line
Service Liner Failure	Service Line
Service Liner Failure	Service Line
Service Liner Failure	Service Line
Degradation	Hydrant Assembly
Service Liner Failure	Service Line
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Service Liner Failure	Service Line
Corrosion	Service Line
Corrosion	Service Line
Service Liner Failure	Service Line
Service Liner Failure	Service Line
Circumferential crack (around the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Service Liner Failure	Service Line
Longitudinal crack (split along the length of the pipe)	Mainline
Service Liner Failure	Service Line
Corrosion	Mainline
Corrosion	Mainline
Corrosion	Valve
Corrosion	Service Line
Service Liner Failure	Service Line
Corrosion	Service Line
Longitudinal crack (split along the length of the pipe)	Mainline
Leakage at joints	Mainline

Service Liner Failure	Service Line
Corrosion	Service Line
Service Liner Failure	Service Line
Circumferential crack (around the pipe)	Mainline
Corrosion	Mainline
Service Liner Failure	Service Line
Service Liner Failure	BlowOff Line
Service Liner Failure	Service Line
Degradation	Service Line
Service Liner Failure	Service Line
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Valve
Leakage at joints	Mainline
Leakage at joints	BlowOff Line
Leakage at joints	Mainline
Corrosion	Mainline
Corrosion	Service Line
Service Liner Failure	Service Line
Service Liner Failure	Service Line
Corrosion	Mainline
Service Liner Failure	Service Line
Corrosion	Service Line
Circumferential crack (around the pipe)	Mainline
Service Liner Failure	BlowOff Line
Corrosion	Valve
Service Liner Failure	Service Line
Service Liner Failure	Service Line
Service Liner Failure	Service Line
Circumferential crack (around the pipe)	Mainline
Corrosion	Mainline
Corrosion	Service Line
Degradation	Service Line
Corrosion	Mainline
Corrosion	Service Line
Saddle Failure	Service Line
Corrosion	Service Line
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Mainline
Circumferential crack (around the pipe)	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Mainline

Leakage at joints	Mainline
HIT BY CAR/TRUCK	Hydrant Head
Service Liner Failure	Service Line
Service Liner Failure	Service Line
Corrosion	Mainline
Leakage at joints	Mainline
Service Liner Failure	Service Line
Saddle Failure	Service Line
Longitudinal crack (split along the length of the pipe)	Mainline
Corrosion	Hydrant Assembly
Service Liner Failure	Service Line
Corrosion	Mainline
Leakage at joints	Hydrant Assembly
Leakage at joints	Mainline
Corrosion	Valve
Degradation	Mainline
Circumferential crack (around the pipe)	Mainline
Circumferential crack (around the pipe)	Mainline
Service Liner Failure	Service Line
Saddle Failure	Service Line
Circumferential crack (around the pipe)	Mainline
Saddle Failure	Service Line
Circumferential crack (around the pipe)	Mainline
Corrosion	Mainline
Corrosion	Mainline
Corrosion	Valve
Corrosion	Valve
Corrosion	Service Line
Corrosion	Service Line
Corrosion	Service Line
Corrosion	Mainline
Circumferential crack (around the pipe)	Mainline
Corrosion	Hydrant Assembly
Corrosion	Service Line
Corrosion	Hydrant Assembly
Corrosion	Valve
Corrosion	Valve
Corrosion	Service Line
Corrosion	Valve
Service Liner Failure	Service Line
Degradation	Service Line
Saddle Failure	Service Line
Corrosion	Hydrant Assembly

Degradation	Service Line
Degradation	Service Line
Degradation	Service Line
Degradation	Service Line
HIT BY CAR/TRUCK	Hydrant Assembly
Service Liner Failure	Service Line
Corrosion	Service Line
Corrosion	Mainline
Degradation	Service Line
Service Liner Failure	Service Line
Degradation	Service Line
Degradation	Mainline
Fatigue (due to pressure cycling or surge pressure)	Mainline
Degradation	Mainline
Fatigue (due to pressure cycling or surge pressure)	Mainline
Degradation	BlowOff Line
Longitudinal crack (split along the length of the pipe)	Mainline
Leakage at joints	Mainline
Degradation	No Retirement
Circumferential crack (around the pipe)	Mainline
Degradation	Service Line
Corrosion	Valve
Degradation	Mainline
Degradation	Service Line
Degradation	Hydrant Assembly
Degradation	Mainline
Saddle Failure	Service Line
Circumferential crack (around the pipe)	Mainline
Corrosion	Valve
Corrosion	Valve
Saddle Failure	Service Line
Service Liner Failure	Service Line
Circumferential crack (around the pipe)	Hydrant Assembly
Circumferential crack (around the pipe)	Mainline
Degradation	Service Line
Corrosion	Valve
Degradation	Mainline
Degradation	Service Line
Corrosion	Valve
Corrosion	No New Additions
Degradation	Mainline
Degradation	No New Additions
Corrosion	Hydrant Assembly

Corrosion	Valve
Degradation	Service Line
Circumferential crack (around the pipe)	Mainline
Degradation	Service Line
Circumferential crack (around the pipe)	Mainline
Degradation	Service Line
Degradation	Service Line
Degradation	Service Line
Degradation	Valve
Corrosion	Valve
Degradation	Service Line
Degradation	Mainline
Corrosion	BlowOff Line
Degradation	Mainline
Degradation	Mainline
Degradation	Mainline
Degradation	Service Line
Degradation	Valve
Degradation	Service Line
Saddle Failure	Service Line
Degradation	Mainline
Longitudinal crack (split along the length of the pipe)	Mainline
Circumferential crack (around the pipe)	Mainline
Circumferential crack (around the pipe)	Mainline
Degradation	Mainline
Degradation	BlowOff Valve
Degradation	Service Line
Corrosion	Valve
Longitudinal crack (split along the length of the pipe)	Hydrant Assembly
Degradation	Hydrant Assembly
Corrosion	Mainline
Degradation	Service Line
Leakage at joints	Mainline
Circumferential crack (around the pipe)	Mainline
Degradation	Mainline
Circumferential crack (around the pipe)	Mainline
Corrosion	Hydrant Assembly
Degradation	Mainline
Degradation	Service Line
Degradation	Service Line
Degradation	Mainline
Degradation	Service Line
Circumferential crack (around the pipe)	Mainline

Degradation	Hydrant Assembly
Degradation	Service Line
Degradation	Service Line
Degradation	Valve
Circumferential crack (around the pipe)	Mainline
Circumferential crack (around the pipe)	Mainline
Corrosion	Hydrant Assembly
Weld Failure	Service Line
Circumferential crack (around the pipe)	Mainline
Leakage at joints	BlowOff Line
Service Liner Failure	Service Line
Service Liner Failure	Service Line
Degradation	Service Line
Corrosion	Valve
Corrosion	Valve
Corrosion	No Retirement
Degradation	Service Line
Circumferential crack (around the pipe)	Mainline
Degradation	Service Line
Degradation	Service Line
Corrosion	Valve
Saddle Failure	Service Line
Circumferential crack (around the pipe)	Mainline
Leakage at joints	Service Line
Degradation	Hydrant Assembly
Service Liner Failure	Service Line
Degradation	Valve
Circumferential crack (around the pipe)	Mainline
Degradation	Valve
Leakage at joints	Mainline
Degradation	Mainline
Degradation	Service Line
Degradation	Service Line
Circumferential crack (around the pipe)	Mainline
Degradation	Mainline
Circumferential crack (around the pipe)	Mainline
Degradation	Valve
Corrosion	Hydrant Assembly
Service Liner Failure	Service Line
Degradation	Mainline
Degradation	Mainline
Saddle Failure	Service Line
Corrosion	Mainline

Corrosion	Valve
Degradation	Mainline
Degradation	Service Line
Degradation	Mainline
Corrosion	Mainline
Degradation	Service Line
Circumferential crack (around the pipe)	Mainline
Corrosion	Mainline
Corrosion	Valve
Degradation	Service Line
Degradation	Service Line
Circumferential crack (around the pipe)	Mainline
Circumferential crack (around the pipe)	Mainline
Degradation	Service Line
Corrosion	Valve
Corrosion	Valve
Corrosion	Mainline
Leakage at joints	Mainline
Degradation	Service Line
Corrosion	Valve
Degradation	Service Line
Degradation	Service Line
Degradation	Mainline
Leakage at joints	Mainline

Recorded scheduled interruptions when more than 10 service connections are interrupted.

(i)	(i)	(ii)	(iii)	(iv)	(v)	(vi)
Repair Date	Time of Service Interruption	Number of Service Connections Affected	Equipment that operated or failed	Cause of Interruption	Actions Required to Restore Service	Category of Person Reporting
12/4/2023	8:30 AM	32	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
1/11/2023	9:00 AM	52	Planned work not a present failure	New service	Completion of new facilities	Construction Inspector
12/7/2023	8:30 AM	32	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
11/9/2023	9:30 PM	32	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
11/7/2023	8:00 AM	18	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
11/2/2023	8:00 AM	18	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
10/5/2023	9:00 AM	50	Planned work not a present failure	New service	Completion of new facilities	Construction Inspector
9/27/2023	8:30 AM	24	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
9/26/2023	8:30 AM	26	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
9/21/2023	8:30 AM	16	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
9/14/2023	9:00 PM	12	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
8/24/2023	10:00 AM	26	Planned work not a present failure	New service	Completion of new facilities	Construction Inspector

8/15/2023	8:30 AM	29	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
8/17/2023	9:00 PM	11	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
8/15/2023	8:30 AM	32	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
8/10/2023	8:30 AM	30	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
8/8/2023	9:30 PM	18	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
8/3/2023	8:30 AM	39	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
7/27/2023	8:30 AM	20	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
7/18/2023	3:30 PM	29	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
7/19/2023	10:00 AM	25	Planned work not a present failure	New service	Completion of new facilities	Construction Inspector
7/18/2023	8:30 AM	29	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
7/5/2023	8:30 AM	17	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
6/20/2023	9:00 AM	15	Planned work not a present failure	New service	Completion of new facilities	Construction Inspector
6/6/2023	10:00 AM	38	Planned work not a present failure	New service	Completion of new facilities	Construction Inspector
5/10/2023	8:30 AM	15	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
5/3/2023	8:30 AM	41	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector

5/3/2023	10:00 AM	40	Planned work not a present failure	New service	Completion of new facilities	Construction Inspector
4/25/2023	8:30 AM	11	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
3/8/2023	10:00 AM	11	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
2/21/2023	9:00 PM	15	Planned work not a present failure	New service	Completion of new facilities	Construction Inspector
2/7/2023	8:00 AM	53	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
1/26/2023	8:00 AM	58	Planned work not a present failure	New service	Completion of new facilities	Construction Inspector
1/18/2023	12:00 PM	34	Planned work not a present failure	Service Replacement	Completion of new facilities	Construction Inspector
1/19/2023	8:30 AM	57	Planned work not a present failure	New service	Completion of new facilities	Construction Inspector
11/20/2024	8:00 AM	34	Planned work not a present failure	New tie-in	Completion of new facilities	Construction Inspector
11/21/2024	8:00 PM	171	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
11/6/2024	8:30 AM	12	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
10/30/2024	8:30 AM	13	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
10/24/2024	8:30 AM	24	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
10/1/2024	8:30 AM	17	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
10/3/2024	8:30 AM	31	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector

9/26/2024	8:30 AM	18	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
9/12/2024	8:30 AM	14	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
9/12/2024	8:30 AM	24	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
9/5/2024	8:30 AM	13	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
9/5/2024	8:30 AM	15	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
8/28/2024	8:30 AM	42	Planned work not a present failure	Blow-off Replacement	Completion of new facilities	Construction Inspector
8/27/2024	8:30 AM	27	Planned work not a present failure	Blow-off Replacement	Completion of new facilities	Construction Inspector
8/21/2024	8:30 AM	26	Planned work not a present failure	Blow-off Replacement	Completion of new facilities	Construction Inspector
8/20/2024	8:30 AM	40	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
8/20/2024	8:30 AM	22	Planned work not a present failure	Blow-off Replacement	Completion of new facilities	Construction Inspector
8/15/2024	10:00 PM	11	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
8/13/2024	8:30 AM	24	Planned work not a present failure	Blow-off Replacement	Completion of new facilities	Construction Inspector
8/12/2024	8:30 AM	12	Planned work not a present failure	Blow-off Replacement	Completion of new facilities	Construction Inspector
8/8/2024	10:00 PM	26	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
8/8/2024	8:30 AM	40	Planned work not a present failure	Blow-off Replacement	Completion of new facilities	Construction Inspector

8/7/2024	8:30 AM	16	Planned work not a present failure	Blow-off Replacement	Completion of new facilities	Construction Inspector
8/6/2024	8:30 AM	11	Planned work not a present failure	Blow-off Replacement	Completion of new facilities	Construction Inspector
8/5/2024	8:30 AM	20	Planned work not a present failure	Blow-off Replacement	Completion of new facilities	Construction Inspector
8/1/2024	10:00 AM	38	Planned work not a present failure	Install new service	Completion of new facilities	Construction Inspector
7/11/2024	9:30 PM	11	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
6/27/2024	9:00 AM	15	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
7/2/2024	9:00 AM	28	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
6/20/2024	10:00 AM	17	Planned work not a present failure	New Service	Completion of new facilities	Construction Inspector
6/18/2024	8:30 AM	48	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
6/18/2024	8:30 AM	49	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
6/6/2024	9:00 PM	75	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
6/4/2024	8:30 AM	81	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
5/29/2024	8:30 AM	48	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
5/23/2024	9:00 AM	27	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
5/22/2024	8:30 AM	19	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector

5/23/2024	9:30 PM	12	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
5/9/2024	9:00 PM	16	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
5/2/2024	9:00 PM	36	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
4/30/2024	8:30 AM	24	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
3/12/2024	11:00 PM	15	Planned work not a present failure	Connection Abandonment	Completion of new facilities	Construction Inspector
3/7/2024	9:00 PM	18	Planned work not a present failure	Connection Abandonment	Completion of new facilities	Construction Inspector
2/8/2024	9:00 PM	18	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
3/26/2025	8:30 AM	28	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
1/21/2025	8:30 AM	55	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
1/22/2025	8:00 PM	36	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
2/5/2025	8:30 AM	22	Planned work not a present failure	New hydrant installed	Completion of new facilities	Construction Inspector
2/19/2025	8:30 AM	11	Planned work not a present failure	hydrant relocation	Completion of new facilities	Construction Inspector
2/18/2025	8:30 AM	16	Planned work not a present failure	Tie-In	Completion of new facilities	Construction Inspector
2/26/2025	8:30 AM	49	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
3/4/2025	8:30 AM	11	Planned work not a present failure	hydrant relocation	Completion of new facilities	Construction Inspector

2/27/2025	8:30 AM	12	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
2/27/2025	8:00 PM	16	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
3/6/2025	10:00 PM	12	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
3/6/2025	10:00 PM	33	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
3/4/2025	10:00 AM	26	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
3/10/2025	9:00 AM	31	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
3/6/2025	8:00 AM	38	Planned work not a present failure	New tie-in	Completion of new facilities	Construction Inspector
3/13/2025	8:30 AM	45	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
3/12/2025	8:30 AM	76	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
3/11/2025	8:30 AM	74	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
3/17/2025	8:30 AM	27	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
3/17/2025	8:30 AM	28	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
3/18/2025	8:30 AM	59	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
3/19/2025	8:30 AM	19	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
3/20/2025	8:00 AM	12	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector

3/24/2025	8:30 AM	26	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
3/24/2025	8:30 AM	23	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
3/25/2025	8:30 AM	20	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
3/25/2025	8:30 AM	20	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
3/31/2025	8:30 AM	59	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
4/1/2025	8:30 AM	30	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
4/2/2025	9:00 PM	127	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
4/2/2025	8:30 AM	11	Planned work not a present failure	Hydrant relocation	Completion of new facilities	Construction Inspector
4/7/2025	8:30 AM	20	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
4/10/2025	9:00 AM	36	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
4/15/2025	8:30 AM	27	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
4/14/2025	8:30 AM	57	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
4/14/2025	8:30 AM	26	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
4/23/2025	8:30 AM	21	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
4/23/2025	8:30 AM	19	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector

4/24/2025	8:30 AM	19	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
4/17/2025	8:30 AM	23	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
4/24/2025	8:30 AM	15	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
4/23/2025	8:30 AM	23	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
4/24/2025	8:30 AM	33	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
4/24/2025	8:30 AM	21	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
4/22/2025	2:00 PM	33	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
4/29/2025	8:30 AM	42	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
5/1/2025	8:30 AM	26	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
4/29/2025	8:30 AM	37	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
4/30/2025	8:30 AM	50	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
4/30/2025	8:30 AM	39	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
4/30/2025	8:30 AM	27	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/1/2025	8:30 AM	95	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/6/2025	8:30 AM	52	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector

5/5/2025	8:30 AM	29	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/5/2025	8:30 AM	30	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/6/2025	8:30 AM	35	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/6/2025	8:30 AM	38	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/7/2025	8:30 AM	23	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/6/2025	8:30 PM	25	Planned work not a present failure	Blow-off Replacement	Completion of new facilities	Construction Inspector
5/7/2025	8:30 AM	13	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/7/2025	8:30 AM	37	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/8/2025	5:00 PM	20	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/8/2025	9:00 PM	24	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/13/2025	8:30 AM	14	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/13/2025	8:30 AM	15	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/14/2025	8:30 AM	23	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/19/2025	8:30 AM	17	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/20/2025	8:30 AM	20	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector

5/22/2025	6:00 PM	20	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/19/2025	8:30 AM	25	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/20/2025	8:30 AM	32	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/21/2025	8:30 AM	59	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/21/2025	8:30 AM	29	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/21/2025	8:30 AM	17	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/22/2025	8:30 AM	25	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/22/2025	6:00 PM	39	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/29/2025	9:00 AM	19	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/29/2025	8:30 AM	16	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
5/28/2025	8:30 AM	38	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
6/3/2025	8:30 AM	27	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
9/17/2025	8:30 AM	70	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
6/3/2025	8:30 AM	41	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
9/8/2025	9:00 PM	40	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector

9/11/2025	9:00 PM	44	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
6/4/2025	8:30 AM	56	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
6/4/2025	8:30 AM	46	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
6/5/2025	8:30 AM	38	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
6/3/2025	9:30 AM	22	Planned work not a present failure	New service	Completion of new facilities	Construction Inspector
6/10/2025	8:30 AM	45	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
6/9/2025	8:30 AM	45	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
6/12/2025	8:30 AM	77	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
6/17/2025	8:30 AM	87	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
6/26/2025	5:30 PM	14	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
6/30/2025	8:30 AM	29	Planned work not a present failure	Blow-off Replacement	Completion of new facilities	Construction Inspector
7/10/2025	5:30 PM	55	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
7/24/2025	9:00 PM	15	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
7/30/2025	8:30 AM	16	Planned work not a present failure	Blow-off Replacement	Completion of new facilities	Construction Inspector
7/31/2025	8:30 AM	40	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector

7/31/2025	8:30 AM	29	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
8/7/2025	8:30 AM	82	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
8/5/2025	8:30 AM	41	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
8/14/2025	8:30 AM	112	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
8/20/2025	8:30 AM	184	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
9/4/2025	9:00 PM	35	Planned work not a present failure	Valve Replacement	Completion of new facilities	Construction Inspector
12/22/2025	8:00 AM	23	Planned work not a present failure	Tie-in	Completion of new facilities	Construction Inspector
12/11/2025	9:00 PM	16	Planned work not a present failure	Fire hydrant relocation	Completion of new facilities	Construction Inspector