



# **LISLE DRINKING WATER SYSTEM**

## **PERFORMANCE REPORT**

**For the period of  
JANUARY 1, 2025 to DECEMBER 31, 2025**

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## Lisle Drinking Water System Quarterly System Performance Report

Lisle Drinking Water System information:

<b>Drinking Water System Number:</b>	220005438
<b>Drinking Water System Name:</b>	Lisle Drinking Water System
<b>Drinking Water System Owner:</b>	The Corporation of the Township of Adjala-Tosorontio
<b>Drinking Water System Category:</b>	Small Municipal Residential
<b>Population Estimate:</b>	237 persons via 79 service connections
<b>Municipal Drinking Water License</b>	097-104, Issue 4 (expires October 24, 2026)
<b>Drinking Water Works Permit</b>	097-204, Issue 3
<b>Permit To Take Water</b>	2516-BY6PCJ (expires February 19, 2031)

### 1. Process Performance & Regulatory Compliance

#### 1.1 Summary of Non-Compliances & AWQIs

From **January 1, 2025 to December 31, 2025:**

- Number of Non-Compliances = **0**
- Number of Adverse Water Quality Incidents (AWQIs) = **0**

The table below summarizes Lisle DWS' performance in accordance with the regulatory limits set out in its MDWL, PTTW and Ontario Regulation 170/03 and 169/03.

<b>2025</b>	<b>Non-Compliances</b>	<b>AWQIs</b>
January	0	0
February	0	0
March	0	0
April	0	0
May	0	0
June	0	0
July	0	0
August	0	0
September	0	0
October	0	0
November	0	0
December	0	0

### 1.1.1 Description of Non-Compliances

The following is a summary of the requirements of the Act, the regulations, the system’s approval, drinking water works permit, municipal drinking water license, and any orders applicable to the system that were not met at any time during the time period covered by this report; as well as the duration of the failure and the measures that were taken to correct the failure:

Non-Compliance(s)	Duration	Required Actions & Corrective Actions
N/A	N/A	N/A

### 1.1.2 Description of AWQIs

The following contains details on notices submitted in accordance with subsection 18(1) of the Safe Drinking-Water Act or section 16-4 of Schedule 16 of O.Reg.170/03 and reported to the Spills Action Centre:

Incident Date (YYYY/MM/DD)	Parameter/ Notice of	Result & Unit	Reporting Summary, Corrective Actions & Resolution
N/A	N/A	N/A	N/A

## 1.2 Summary of Process Performance

### 1.2.1 Flow- Raw and Treated

#### *Raw Water: Well #1*

During the reporting period, Well #1 raw water taking was **within the limits** of the current PTTW (656.64 m<sup>3</sup>/day).

Raw Water Flow – Well #1					
Timeframe	Average Flow (m <sup>3</sup> /day)	Percent of Allowable Volume	Maximum Flow (m <sup>3</sup> /day)	Percent of Allowable Volume	Total Volume (m <sup>3</sup> )
January	14.50	2.21%	17.36	2.64%	449.42
February	14.27	2.17%	17.46	2.66%	399.68
March	14.90	2.27%	26.35	4.01%	461.81
April	14.68	2.24%	19.19	2.92%	440.31
May	17.53	2.67%	25.78	3.93%	543.37
June	17.76	2.71%	23.79	3.62%	532.89
July	18.18	2.77%	24.54	3.74%	563.54
August	16.62	2.53%	25.33	3.86%	515.11
September	15.40	2.34%	21.08	3.21%	461.90
October	14.75	2.25%	19.16	2.92%	457.29
November	13.77	2.10%	18.03	2.75%	413.11
December	14.25	2.17%	17.84	2.72%	441.63

<b>Raw Water Flow – Well #1</b>					
<b>Timeframe</b>	<b>Average Flow (m<sup>3</sup>/day)</b>	<b>Percent of Allowable Volume</b>	<b>Maximum Flow (m<sup>3</sup>/day)</b>	<b>Percent of Allowable Volume</b>	<b>Total Volume (m<sup>3</sup>)</b>
<b>2025</b>	<b>15.56</b>	<b>2.37%</b>	<b>26.35</b>	<b>4.01%</b>	<b>5,680.06</b>

**Raw Water: Well #2**

During the reporting period, Well #2 raw water taking was **within the limits** of the current PTTW (656.64 m<sup>3</sup>/day).

<b>Raw Water Flow – Well #2</b>					
<b>Timeframe</b>	<b>Average Flow (m<sup>3</sup>/day)</b>	<b>Percent of Allowable Volume</b>	<b>Maximum Flow (m<sup>3</sup>/day)</b>	<b>Percent of Allowable Volume</b>	<b>Total Volume (m<sup>3</sup>)</b>
January	16.58	2.53%	20.04	3.05%	514.08
February	16.01	2.44%	19.12	2.91%	448.38
March	17.03	2.59%	28.00	4.26%	527.90
April	17.25	2.63%	23.34	3.55%	517.38
May	21.49	3.27%	40.93	6.23%	666.10
June	21.53	3.28%	30.62	4.66%	645.97
July	22.90	3.49%	40.37	6.15%	709.83
August	20.51	3.12%	33.08	5.04%	635.72
September	18.96	2.89%	28.02	4.27%	568.87
October	18.24	2.78%	24.58	3.74%	565.31
November	18.40	2.80%	40.52	6.17%	551.92
December	17.79	2.71%	22.38	3.41%	551.51
<b>2025</b>	<b>18.91</b>	<b>2.88%</b>	<b>40.93</b>	<b>6.23%</b>	<b>6,902.97</b>

**Treated Water: Pumphouse**

During the reporting period, Lisle DWS operated within the rated capacity specified in the MDWL (657 m<sup>3</sup>/day), for the maximum daily volume of treated water that flows from the treatment subsystem to the distribution system.

<b>Treated Water Flow - Pumphouse</b>					
<b>Timeframe</b>	<b>Average Flow (m<sup>3</sup>/day)</b>	<b>Percent of Rated Capacity</b>	<b>Maximum Flow (m<sup>3</sup>/day)</b>	<b>Percent of Rated Capacity</b>	<b>Total Volume (m<sup>3</sup>)</b>
January	31.08	4.73%	37.18	5.66%	963.50
February	30.29	4.61%	36.58	5.57%	848.06
March	31.93	4.86%	54.35	8.27%	989.71
April	31.92	4.86%	42.53	6.47%	957.69
May	39.02	5.94%	65.58	9.98%	1,209.47

Treated Water Flow - Pumphouse					
Timeframe	Average Flow (m <sup>3</sup> /day)	Percent of Rated Capacity	Maximum Flow (m <sup>3</sup> /day)	Percent of Rated Capacity	Total Volume (m <sup>3</sup> )
June	39.30	5.98%	54.41	8.28%	1,178.86
July	41.08	6.25%	61.55	9.37%	1,273.37
August	37.12	5.65%	58.41	8.89%	1,150.83
September	34.36	5.23%	49.10	7.47%	1,030.77
October	32.99	5.02%	43.74	6.66%	1,022.60
November	32.17	4.90%	54.70	8.33%	965.03
December	32.04	4.88%	40.22	6.12%	993.14
<b>2025</b>	<b>34.47</b>	<b>5.25%</b>	<b>65.58</b>	<b>9.98%</b>	<b>12,583.03</b>

### 1.2.2 Water Quality- Microbiological Testing

#### Raw Water: Well #1

2025	# of Samples	E.Coli (cfu/100mL)			Total Coliforms (cfu/100mL)		
		Minimum	Maximum	Within Limits?*	Minimum	Maximum	Within Limits?*
January	1	0	0	n/a	0	0	n/a
February	1	0	0	n/a	0	0	n/a
March	1	0	0	n/a	0	0	n/a
April	1	0	0	n/a	0	0	n/a
May	1	0	0	n/a	0	0	n/a
June	1	0	0	n/a	0	0	n/a
July	1	0	0	n/a	0	0	n/a
August	1	0	0	n/a	0	0	n/a
September	1	0	0	n/a	0	0	n/a
October	1	0	0	n/a	0	0	n/a
November	1	0	0	n/a	0	0	n/a
December	1	0	0	n/a	0	0	n/a
YTD	12	0	0	n/a	0	0	n/a

\*Raw water bacteriological samples do not have regulatory limits.

#### Raw Water: Well #2

2025	# of Samples	E.Coli (cfu/100mL)			Total Coliforms (cfu/100mL)		
		Minimum	Maximum	Within Limits?*	Minimum	Maximum	Within Limits?*
January	1	0	0	n/a	0	0	n/a

2025	# of Samples	<i>E. Coli</i> (cfu/100mL)			Total Coliforms (cfu/100mL)		
		Minimum	Maximum	Within Limits?*	Minimum	Maximum	Within Limits?*
February	1	0	0	n/a	0	0	n/a
March	1	0	0	n/a	0	0	n/a
April	1	0	0	n/a	0	0	n/a
May	1	0	0	n/a	0	0	n/a
June	1	0	0	n/a	0	0	n/a
July	1	0	0	n/a	0	0	n/a
August	1	0	0	n/a	0	0	n/a
September	1	0	0	n/a	0	0	n/a
October	1	0	0	n/a	0	0	n/a
November	1	0	0	n/a	0	0	n/a
December	1	0	0	n/a	0	0	n/a
YTD	12	0	0	n/a	0	0	n/a

\*Raw water bacteriological samples do not have regulatory limits.

***Distribution Water***

2025	# of Samples	<i>E. Coli</i> (0 cfu/100mL)			Total Coliforms (0 cfu/100mL)			# of HPC Samples	HPC* (cfu/100mL)		
		Min.	Max.	Within Limits?	Min.	Max.	Within Limits?		Min.	Max.	Within Limits?
January	2	0	0	Yes	0	0	Yes	2	<10	<10	N/A
February	2	0	0	Yes	0	0	Yes	2	<10	10	N/A
March	3	0	0	Yes	0	0	Yes	3	<10	10	N/A
April	2	0	0	Yes	0	0	Yes	2	<10	<10	N/A
May	2	0	0	Yes	0	0	Yes	2	<10	<10	N/A
June	2	0	0	Yes	0	0	Yes	2	<10	10	N/A
July	2	0	0	Yes	0	0	Yes	2	<10	<10	N/A
August	2	0	0	Yes	0	0	Yes	2	<10	20	N/A
September	3	0	0	Yes	0	0	Yes	3	<10	<10	N/A
October	3	0	0	Yes	0	0	Yes	3	<10	<10	N/A
November	2	0	0	Yes	0	0	Yes	2	<10	<10	N/A
December	2	0	0	Yes	0	0	Yes	2	<10	<10	N/A
YTD	27	0	0	N/A	0	0	N/A	27	<10	20	N/A

\*There is no regulatory limit for Heterotrophic Plate Count (HPC); it is used as an indicator test. At least 25% of distribution samples must be tested for Heterotrophic Plate Count (HPC).

### 1.2.3 Water Quality- Operational Testing

#### **Raw Water: Turbidity**

Subsection 7-3 (1) of schedule 7 or O. Reg 170/03 requires that the owner of a drinking water system and the operating authority for the system ensure that a water sample is taken at least once every month, from a location that is before raw water enters the treatment system, and is tested for turbidity. Monthly turbidity grab sampling results are summarized in the table below.

<b>2025</b>	<b>Sample Date (YYYY/MM/DD)</b>	<b>Turbidity- Well #1 (NTU)</b>	<b>Turbidity- Well #2 (NTU)</b>
January	2025/01/06	0.31	0.37
February	2025/02/03	0.22	0.28
March	2025/03/04	0.63	0.66
April	2025/04/07	0.21	0.37
May	2025/05/12	0.29	0.37
June	2025/06/09	0.75	0.83
July	2025/07/07	0.11	0.15
August	2025/08/05	1.33	1.18
September	2025/09/02	0.85	0.92
October	2025/10/06	0.95	0.89
November	2025/11/10	0.19	0.45
December	2025/12/08	0.32	0.14
YTD MIN	--	0.11	0.14
YTD MAX	--	1.33	1.18

#### **Treated Water: Free Chlorine Residual**

<b>2025</b>	<b>Minimum (mg/L)</b>	<b>Maximum (mg/L)</b>	<b>CT Met?</b>
January	1.28	3.43	Yes
February	1.74	2.83	Yes
March	1.25	2.68	Yes
April	1.08	2.85	Yes
May	1.02	1.98	Yes
June	0.93	2.60	Yes
July	1.11	2.11	Yes
August	0.97	2.34	Yes
September	0.78	2.24	Yes
October	1.09	4.38	Yes
November	0.75	4.14	Yes
December	1.16	3.93	Yes
YTD	0.75	4.38	---

**Distribution Water: Free Chlorine Residual**

2025	# of Samples Taken	Minimum (mg/L)	Maximum (mg/L)	Within Limits? (>0.05 mg/L)
January	9	1.49	1.95	Yes
February	8	1.63	2.19	Yes
March	9	1.36	2.02	Yes
April	8	1.20	1.71	Yes
May	9	1.27	1.61	Yes
June	9	1.24	1.53	Yes
July	8	1.21	1.40	Yes
August	9	1.24	1.38	Yes
September	9	1.31	1.48	Yes
October	9	1.20	1.60	Yes
November	8	1.15	1.52	Yes
December	9	1.28	1.63	Yes
YTD	104	1.15	2.19	Yes

**1.2.4 Water Quality- Chemical Testing**

**Treated Water: Nitrites (Quarterly)**

2025	Concentration (mg/L)	Within Limits? (1 mg/L)
January	0.003 < MDL	Yes
April	0.003 < MDL	Yes
July	0.003 < MDL	Yes
October	0.003 < MDL	Yes

\*Where MDL refers to the Minimum Detection Limit.

**Treated Water: Nitrates (Quarterly)**

2025	Concentration (mg/L)	Within Limits? (10 mg/L)
January	0.006 < MDL	Yes
April	0.006 < MDL	Yes
July	0.006 < MDL	Yes
October	0.006 < MDL	Yes

\*Where MDL refers to the Minimum Detection Limit.

**Distribution Water: Trihalomethanes (THMs) (Quarterly)**

2025	Concentration (ug/L)	Running Annual Average (ug/L)	Within Limits? (100 ug/L)
January	5.40	4.10	Yes
April	4.20	4.30	Yes
July	5.00	4.50	Yes
October	4.80	4.90	Yes

**Distribution Water: Haloacetic Acids (HAAs) (Quarterly)**

2025	Concentration (ug/L)	Running Annual Average (ug/L)	Within Limits? (80 ug/L)
January	< 5.3 MDL	< 5.3 MDL	Yes
April	< 5.3 MDL	< 5.3 MDL	Yes
July	< 5.3 MDL	< 5.3 MDL	Yes
October	< 5.3 MDL	< 5.3 MDL	Yes

\*Where MDL refers to the Minimum Detection Limit.

**1.2.5 Water Quality- Lead, pH and Alkalinity (Semi-Annual)**

Lead Semi-Annual sampling is required every 36 months and twice in the applicable year; once in the period from December 15<sup>th</sup> to April 15<sup>th</sup> and once in the period June 15<sup>th</sup> to October 15<sup>th</sup>. Lead sampling is next required in **2027**; the latest samples were taken in January and July of 2024 and those results were **within the regulatory limits**.

Alkalinity and pH Semi-Annual sampling are required twice a year; once in the period from December 15<sup>th</sup> to April 15<sup>th</sup> and once in the period June 15<sup>th</sup> to October 15<sup>th</sup>.

	# of Samples*	Lead (ug/l)			pH		Alkalinity (mg/L)	
		Min	Max	Within Limits? (10 ug/L)	Result	Within Limits?	Result	Within Limits? (30-500 mg/L)
January	1	-	-	-	7.64	Yes	185	Yes
July	1	-	-	-	7.66	Yes	190	Yes

\*Based on the population of the system

**1.2.6 Water Quality- Schedule 23 & Schedule 24 (60 Month)**

Treated water Schedule 23 & 24 (Inorganic and Organic) chemicals were last tested on **January 26, 2021** and all the sample results were **within the regulatory limits** set out in O.Reg 169/03. The next set of Schedule 23 and Schedule 24 samples are scheduled to be taken in **January, 2026**.

### 1.2.7 Water Quality- Sodium & Fluoride (60 Months)

Treated water Sodium was last sampled in **January 2022**. The result was 7.32 mg/L. Note that there is no MAC for Sodium. The aesthetic objective for sodium in drinking water is 200 mg/L. The local Medical Officer of Health should be notified when the sodium concentration exceeds 20 mg/L so that this information may be communicated to local physicians for their use with patients on sodium restricted diets. The next set of Sodium samples are required to be taken in **January 2027**.

Treated water Fluoride was last sampled on **January 18, 2022**. The sample was within the regulatory limits of 1.5 mg/L with the result being 0.10 mg/L. Fluoride is next required to be sampled in **January 2027**.

### 1.3 Reporting

A summary of the reports submitted by OCWA to/on behalf of the Township of Adjala-Tosorontio's behalf are summarized in the table below:

Report	Submission Frequency	Submit To	Submission Date
Annual Report (Section 11)	Annually	Owner	February 28, 2025
Summary Report (Schedule 22)	Annually	Owner	March 4, 2025

#### 1.3.1 Annual Report (Section 11)

As required by Section 11 of O. Reg 170/03, OCWA prepares a report for the Township that covers the period from January 1 to December 31 by no later than February 28 of the following year. The annual report must:

- a) contain a brief description of the drinking water system, including a list of water treatment chemicals used by the system during the period covered by the report;
- b) summarize any reports made to the Ministry under subsection 18 (1) of the Act or section 16-4 of Schedule 16 during the period covered by the report;
- c) summarize the results of tests required under this Regulation, or under an approval, municipal drinking water license or order, including an OWRA order, during the period covered by the report and, if tests required under this Regulation in respect of a parameter were not required during that period, summarize the most recent results of tests of that parameter;
- d) describe any corrective actions taken under Schedule 17 or 18 during the period covered by the report;
- e) describe any major expenses incurred during the period covered by the report to install, repair or replace required equipment;
- f) in the case of a large municipal residential system or a small municipal residential system, include a statement of where a report prepared under Schedule 22 will be available for inspection under subsection 12 (4); and
- g) in the case of a large municipal residential system, small municipal residential system or non-municipal year-round residential system, specify the number of points sampled during the periods described in subsection 15.1-4 (2) or subsection 15.1-5 (5) of Schedule 15.1 to the Regulation, the number of samples taken, and the number of points where a sample exceeded

the prescribed standard for lead during those periods. O. Reg. 170/03, s. 11 (6); O. Reg. 418/09, s. 8; O. Reg. 458/16, s. 6 (1).

“The owner of a drinking water system shall ensure that a copy of an annual report for the system is given, without charge, to every person who requests a copy. If a drinking water system is connected to and receives all of its drinking water from another drinking water system, the owner of the system that obtains the water shall ensure that a copy of an annual report for the system from which the water is obtained is given, without charge, to every person who requests a copy. Every time that an annual report is prepared for a drinking water system, the owner of the system shall ensure that effective steps are taken to advise users of water from the system that copies of the report are available, without charge, and of how a copy may be obtained. If the DWS serves more than 10,000 people, the owner of the system shall ensure that a copy of every report prepared under this section is available to the public at no charge on a website on the Internet.”

### **1.3.2 Summary Report (Schedule 22)**

As required by Schedule 22 of O. Reg 170/03 OCWA prepares a report on behalf of the Township by no later than March 31 each year for the preceding year. This report is to be given to members of council. “The report must,

- a) list the requirements of the Act, the regulations, the system’s approval, drinking water works permit, municipal drinking water license, and any orders applicable to the system that were not met at any time during the period covered by the report; and
- b) for each requirement referred to that was not met, specify the duration of the failure and the measures that were taken to correct the failure.

The report must also include the following information for the purpose of enabling the owner of the system to assess the capability of the system to meet existing and planned uses of the system:

1. A summary of the quantities and flow rates of the water supplied during the period covered by the report, including monthly average and maximum daily flows.
2. A comparison of the summary referred to in paragraph 1 to the rated capacity and flow rates approved in the system’s approval, drinking water works permit or municipal drinking water license, or if the system is receiving all of its water from another system under an agreement pursuant to subsection 5 (4), to the flow rates specified in the written agreement.”

### **1.4 Third Party Inspections & Results**

There was an announced Ministry of Environment, Conservation and Parks (MECP) inspection on **June 2, 2025**; the inspection report was issued on **September 11, 2025** and the final inspection rating was **100%**.

### **1.5 Drinking Water Quality Management Standard (DWQMS)**

Refer to Section 1.5 in the Everett DWS Performance Report for the reporting period for more information.

**1.5.1 Risk Assessment**

Refer to Section 1.5.1 in the Everett DWS Performance Report for the reporting period for more information.

**1.5.2 Review & Provision of Infrastructure**

Refer to Section 1.5.2 in the Everett DWS Performance Report for the reporting period for more information.

**1.5.3 Internal Audits**

Refer to Section 1.5.3 in the Everett DWS Performance Report for the reporting period for more information.

**1.5.4 External Audits**

Refer to Section 1.5.4 in the Everett DWS Performance Report for the reporting period for more information.

**1.5.5 Management Review**

Refer to Section 1.5.5 in the Everett DWS Performance Report for the reporting period for more information.

**2. Operations & Maintenance**

**2.1 Major & Unscheduled Maintenance**

2025	Maintenance, Repair & Capital Summary
January	<ul style="list-style-type: none"> <li>• Monthly Testing/Inspection- Alarms, Analyzers, Diesel Genset (PM)</li> <li>• Weekly and Monthly Facility/Security Checks (PM)</li> <li>• Distribution System Flushing (PM)</li> <li>• Pressure Tanks Inspections (PM)</li> <li>• Chlorine Pump Rebuild and Injector Replacement (CORR)</li> </ul>
February	<ul style="list-style-type: none"> <li>• Monthly Testing/Inspection- Alarms, Analyzers, Diesel Genset (PM)</li> <li>• Weekly and Monthly Facility/Security Checks (PM)</li> <li>• Distribution System Flushing (PM)</li> </ul>
March	<ul style="list-style-type: none"> <li>• Monthly Testing/Inspection- Alarms, Analyzers, Diesel Genset (PM)</li> <li>• Weekly and Monthly Facility/Security Checks (PM)</li> <li>• Distribution System Flushing (PM)</li> </ul>
April	<ul style="list-style-type: none"> <li>• Monthly Testing/Inspection- Alarms, Analyzers, Diesel Genset (PM)</li> <li>• Weekly and Monthly Facility/Security Checks (PM)</li> <li>• Distribution System Flushing (PM)</li> </ul>
May	<ul style="list-style-type: none"> <li>• Monthly Testing/Inspection- Alarms, Analyzers, Diesel Genset (PM)</li> <li>• Weekly and Monthly Facility/Security Checks (PM)</li> </ul>

<b>2025</b>	<b>Maintenance, Repair &amp; Capital Summary</b>
	<ul style="list-style-type: none"> <li>• Distribution System Flushing (PM)</li> </ul>
June	<ul style="list-style-type: none"> <li>• Monthly Testing/Inspection- Alarms, Analyzers, Diesel Genset (PM)</li> <li>• Weekly and Monthly Facility/Security Checks (PM)</li> <li>• Distribution System Flushing (PM)</li> </ul>
July	<ul style="list-style-type: none"> <li>• Monthly Testing/Inspection- Alarms, Analyzers, Diesel Genset (PM)</li> <li>• Weekly and Monthly Facility/Security Checks (PM)</li> <li>• Distribution System Flushing (PM)</li> <li>• Pressure tanks inspection/maintenance (PM)</li> </ul>
August	<ul style="list-style-type: none"> <li>• Monthly Testing/Inspection- Alarms, Analyzers, Diesel Genset (PM)</li> <li>• Weekly and Monthly Facility/Security Checks (PM)</li> <li>• Distribution System Flushing (PM)</li> </ul>
September	<ul style="list-style-type: none"> <li>• Monthly Testing/Inspection- Alarms, Analyzers, Diesel Genset (PM)</li> <li>• Weekly and Monthly Facility/Security Checks (PM)</li> <li>• Distribution System Flushing (PM)</li> </ul>
October	<ul style="list-style-type: none"> <li>• Monthly Testing/Inspection- Alarms, Analyzers, Diesel Genset (PM)</li> <li>• Weekly and Monthly Facility/Security Checks (PM)</li> <li>• Distribution System Flushing (PM)</li> </ul>
November	<ul style="list-style-type: none"> <li>• Monthly Testing/Inspection- Alarms, Analyzers, Diesel Genset (PM)</li> <li>• Weekly and Monthly Facility/Security Checks (PM)</li> <li>• Distribution System Flushing (PM)</li> </ul>
December	<ul style="list-style-type: none"> <li>• Monthly Testing/Inspection- Alarms, Analyzers, Diesel Genset (PM)</li> <li>• Weekly and Monthly Facility/Security Checks (PM)</li> <li>• Distribution System Flushing (PM)</li> </ul>

\*Where PM is Preventative Maintenance, CORR is Corrective Maintenance, CAP is Capital/Project Work, and EMER is Emergency Maintenance

## 2.2 Call-Ins

<b>2025</b>	<b># of Call-Ins</b>	<b>Details of Call-Ins</b>
January	1	<ul style="list-style-type: none"> <li>• January 20 – Low pre-chlorine alarm.</li> </ul>
February	0	<ul style="list-style-type: none"> <li>• n/a</li> </ul>
March	0	<ul style="list-style-type: none"> <li>• n/a</li> </ul>
April	0	<ul style="list-style-type: none"> <li>• n/a</li> </ul>
May	0	<ul style="list-style-type: none"> <li>• n/a</li> </ul>
June	0	<ul style="list-style-type: none"> <li>• n/a</li> </ul>
July	1	<ul style="list-style-type: none"> <li>• July 8, 2025 – Low pre-chlorine alarm/pre-chlorine analyzer failure</li> </ul>
August	0	<ul style="list-style-type: none"> <li>• n/a</li> </ul>
September	0	<ul style="list-style-type: none"> <li>• n/a</li> </ul>
October	0	<ul style="list-style-type: none"> <li>• n/a</li> </ul>
November	1	<ul style="list-style-type: none"> <li>• November 22 – High chlorine alarm</li> </ul>

2025	# of Call-Ins	Details of Call-Ins
December	0	• n/a

### 2.3 Community Complaints/Inquiries

2025	# of Comm. Complaints/Inquires	Details of Community Complaints
January	0	• n/a
February	0	• n/a
March	0	• n/a
April	0	• n/a
May	0	• n/a
June	0	• n/a
July	0	• n/a
August	0	• n/a
September	0	• n/a
October	0	• n/a
November	0	• n/a
December	0	• n/a

\*List includes any complaints/inquires that were received by OCWA