



NOTICE OF DENIAL

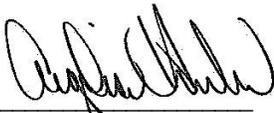
Your request for copies of public records was received, on **January 7, 2021** and has been partially denied on **January 13, 2021**.

The following information was withheld: **private addresses, private house numbers, private health information**

This information was withheld pursuant to the following statute(s):

- 5 ILCS 140/7(1)(b) – Private information, unless disclosure is required by another provision of this Act, a State or federal law or a court order, as defined at 5 ILCS 140/2 (c-5) - "Private information" means unique identifiers, including a person's social security number, driver's license number, employee identification number, biometric identifiers, personal financial information, passwords or other access codes, medical records, home or personal telephone numbers, and personal email addresses. Private information also includes home address and personal license plates, except as otherwise provided by law or when compiled without possibility of attribution to any person is exempt from disclosure.
- 5 ILCS 140/7(1)(c) - "Clearly unwarranted invasion of personal privacy" means the disclosure of information that is highly personal or objectionable to a reasonable person and in which the subject's right to privacy outweighs any legitimate public interest in obtaining the information.

By:



Angelia Huonker, Town Clerk



Theresa Denham, Deputy Town Clerk

APPEAL RIGHT

Pursuant to law, you are entitled to appeal the decision denying your request for certain information. You may appeal by requesting a review by the Attorney General's Public Access Counselor within 60 calendar days from the date of this denial. Here is the contact information of the Public Access Counselor:

Office of the Attorney General
Public Access Bureau
500 S. 2nd Street
Springfield, Illinois 62706
217-558-0486
publicaccess@atg.state.il.us

You also have the right to judicial review. Suit may be filed in the Circuit Court for McLean County:

Law and Justice Center
Circuit Clerk
104 W. Front St.
Bloomington, IL 61701
309-888-5301
www.co.mclean.il.us/circuitclerk

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
1/15/2020	Sharon Fowler	Private	N Grove St

Nature of Complaint

Everytime she drinks her water during the last couple days she is getting **Invasion** Hasn't noticed change in taste, smell or sight

Complaint Investigation

I (Jon Maas) called and left a message asking for a time where I can come over to collect a sample of her water. I also mentioned that she can also drop a sample off here at the water treatment plant if that was more convient. I have not received a call back or a sample of her water as of 2/4/20.

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
1/24/2019	June George	[REDACTED]	[REDACTED] South Adelaide

Nature of Complaint

Called about some brown water. Called distribution, they were in the area on Wilmette working on a main break.

Complaint Investigation

Told her to flush the water until clear.
James R.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
1/31/2019	Jacob Smith	██████████	██████████ Ruston Ave

Nature of Complaint

Water is yellow and there are yellow floaters in the water.

Complaint Investigation

I asked the customer to remove any faucet strainers and flush the line until it clears up. There was a water main break one week prior two blocks away.

Customer Complaint Report

Open Date

2/4/2019

Customer Name

Rochelle Minor

Phone Number

██████████

Address

██████ Oakdale

Nature of Complaint

Yellow water – hot and cold water

Complaint Investigation

This customer was mainly concerned if the water was ok to drink. I asked her to flush until it clears up and it was ok to use.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
2/6/2019	Michael Scott	[REDACTED]	[REDACTED] Kern St

Nature of Complaint

Resident says that the water in his toilets is a light brown/tan color and also in the sinks when he puts it in a glass. He says this has been happening quite a bit recently, more so when they were working up on Adelaide St. Unsure if this is related. His neighbor has JULIE flags marked for Fiber, but so far no digging has occurred that he is aware of. Would like to discuss what could possibly be causing the discoloration.

Complaint Investigation

I called and left a message asking for them to flush the cold water until it clears up.

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
2/11/2019	Larry Ross	██████████	██████ Perry Ln

Nature of Complaint

Water smells and tastes bad and has since Thursday 2/7/2019.

Complaint Investigation

I called and asked if the smell was coming from one faucet or all of them. He was going to flush his lines and called back if it did not get any better.

He called back on 2/15/19 and said it was not any better. Jason Simmons and I went over to his house. I checked the chlorine concentration from the kitchen sink, downstairs bathroom, and the upstairs shower. All three locations tested good at 3.6 ppm. We did not find any obvious issue with the water. We did find an unused laundry hookup and drain in the hallway closet. I mention to him that if the drain is not used, sewer gas can create a foul smell in the house. I asked him to periodically add a cup of water to the drain to fill the water trap.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
2/26/2019	Bobetta Kolbus	██████████	1405 Keller Rd (██████ side duplex)

Nature of Complaint

We came out on 2-14-19 to perform the meter upgrade project, but had to cancel due to curb-box repair needed. Customer now sees black specs staining her toilet in the half-bath after our visit. No other water appliance in the home has this issue, nor is the neighboring unit complaining. She will need you to speak clearly as she is hard of hearing. She cannot lift the lid on the tank to check anything regarding the toilet with the issue, but believes this to be a water quality issue.

Complaint Investigation

I asked Noah if he could stop over and take a look at her toilet for her. Jason and Noah said that her toilet stopper in her tank is disintegrating and needs replaced. She was going to have her grandson replace it for her.

Customer Complaint Report

Open Date

3/9/2020

Customer Name

Susan Popejoy

Phone Number

██████████

Address

████ S Adelaide St.

Nature of Complaint

Since 2017 when she took over property states that she has had rusty water in both toilets and faucets. Specifically from the north side of the property.

Complaint Investigation

The water that supplies both of these buildings is not used much. I asked her to flush the cold water out until it clears up.

Customer Complaint Report

Open Date

3/25/2020

Customer Name

Stacy Morehead

Phone Number

██████████

Address

██████ S grove

Nature of Complaint

Discolored water

Complaint Investigation

Jason Simmons called her and asked her to flush her cold water line until it clears up.

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
3/30/2020	Delores Moore	[REDACTED]	[REDACTED] Sandra Ln

Nature of Complaint

Her water smells bad, just noticed it this last week almost like sewage. Both in kitchen and bathroom.

Complaint Investigation

Mrs. Moore said that the smell was only coming from two locations and did not notice a smell from the shower or clothes washer. I said that it could be coming from her drain as the water goes down it. I asked for her to pick up liquid draino or equivalent and try it first. If that doesn't work, I recommend to contact her plumber.

Customer Complaint Report

Open Date

3/9/2020

Customer Name

Susan Popejoy

Phone Number

██████████

Address

██████ S Adelaide St.

Nature of Complaint

Since 2017 when she took over property states that she has had rusty water in both toilets and faucets. Specifically from the north side of the property.

Complaint Investigation

The water that supplies both of these buildings is not used much. I asked her to flush the cold water out until it clears up.

Customer Complaint Report

Open Date

3/23/2020

Customer Name

Holly Gagan

Phone Number

██████████

Address

████ High Point Road

Nature of Complaint

Rusty water

Complaint Investigation

I asked Ms. Gagan to flush out her cold water until it clears up.

Customer Complaint Report

Open Date

3/25/2020

Customer Name

Stacy Morehead

Phone Number

██████████

Address

████ S grove

Nature of Complaint

Discolored water

Complaint Investigation

Jason Simmons called her and asked her to flush her cold water line until it clears up.

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
3/30/2020	Delores Moore	[REDACTED]	[REDACTED] Sandra Ln

Nature of Complaint

Her water smells bad, just noticed it this last week almost like sewage. Both in kitchen and bathroom.

Complaint Investigation

Mrs. Moore said that the smell was only coming from two locations and did not notice a smell from the shower or clothes washer. I said that it could be coming from her drain as the water goes down it. I asked for her to pick up liquid draino or equivalent and try it first. If that doesn't work, I recommend to contact her plumber.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
4/23/2019	Garlic Press	309-452-8841	108 Beaufort St

Nature of Complaint

The water has a chemical taste at 108 Beaufort but tastes ok at 106 Beaufort.

Complaint Investigation

I asked them to check any other faucets for similar chemical taste in the 108 building, remove the strainer and flush the cold water line. I asked for them to call me back and let me know if it is any better.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
4/26/2019	Dennis Garrigus	██████████	██████ Heritage Rd West

Nature of Complaint

They have what looks like dirt in the water

Complaint Investigation

I recommended to remove any strainers, clean them out and carefully flush the cold water line with the strainer off. This customer recently replaced shut off valves on the faucet that is having issues.

Customer Complaint Report

Open Date

5/5/2020

Customer Name

Kim Molitor

Phone Number

██████████

Address

██████ Turquoise Way

Nature of Complaint

Customer states that water specifically smells like sewage coming from one of her bathroom sinks.

Complaint Investigation

I explained that it may be stemming from piping/drains but she was concerned about the water itself.
Thanks,

Brittany Siadek

I (Jon M) was unable to get in contact with this customer.

Customer Complaint Report

Open Date

5/21/2020

Customer Name

Susie Ritz

Phone Number

[REDACTED]

Address

[REDACTED] Kern

Nature of Complaint

Rusty water – only the cold water

Complaint Investigation

I (Jon M) was unable to get in contact with this customer.

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
5/2/2019	Greg Beckman	██████████	██████████ Orlando Ave

Nature of Complaint

Water has sediment and is yellow in color.

Complaint Investigation

I called and talked to Greg this morning. He stated that his water has cleared up since yesterday and it hasn't been a consistent problem. I informed him that the Midwest Food Bank did a sprinkler test yesterday morning 5/2 at around 10 am that resulted in a large amount of water being pumped from the main pressure zone up to the north pressure zone. He stated that it was around that time that he noticed the rusty water and sediment. I informed him that we will be flushing fire hydrants starting May 12th so he should not be surprised if he sees additional rust at that time. I asked if he wanted Jon M to follow up next week and he stated that it wasn't necessary and that he would call back if he had additional problems.

Tyler Scheirer
Water Treatment Plant Supervisor
Town of Normal
Office- (309) 433 9900
Fax- (309) 454 5084
Email- tscheirer@normal.org

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
5/15/2019	Laural Brown	██████████	█████ Courtland Ave

Nature of Complaint

Fishy odor occasionally when using dish washer, but also sometimes when filling a clean glass with tap water (believes it to be specific to hot water but cannot be certain). Does not happen all the time.

Complaint Investigation

Mrs. Brown told me that the issue was only at the kitchen sink. I mentioned that the odor was most likely from the vapor trap under the sink. This trap is not only used for the sink but also for the dish washer. I asked her to try a pipe cleaner like "Liquid Plumber" or something similar. I suggested to contact a plumber if they cannot get the odor to go away.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
5/15/2019	Juliana Harms	██████████	██████ S. Fell Ave

Nature of Complaint

Juliana Harms left me a message this morning that said her water appeared cloudy and it had some discoloration to it.

Complaint Investigation

I (Jon M.) called and left her a message and mentioned that we are in the process of doing hydrant flushing throughout the town. I stated that the cloudy appearance could be from air bubbles degassing from the water.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
5/17/2019	Amr Ali	[REDACTED]	[REDACTED] Hovey Avenue

Nature of Complaint

Water is brown.

Complaint Investigation

I informed Mr. Ali that we are in the process of hydrant flushing and suggested to remove the strainer from the faucet and flush the cold water line until it clears up.

Customer Complaint Report

Open Date

5/20/2019

Customer Name

Greg Beckman

Phone Number

[REDACTED]

Address

[REDACTED] Orlando Ave

Nature of Complaint

Customer called because he notices a lot of rust in his water all year long. He really noticed it last year all summer in his pool. He would like his water tested if possible. He does understand that we just flushed in his area and is ok with waiting to have the water test.

Complaint Investigation

I informed Mrs. Beckman that the Water Department just finished hydrant flushing. The colored water was most likely a result of the water mains still being stirred up.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
5/21/2019	Todd Miller	██████████	██████████ Striegel Court

Nature of Complaint

Brown water. He flushed for 15 - 20 mins and it was still colored.

Complaint Investigation

I called Jason Simmons to see if someone could assist with this. Jason said that they were able to flush out the water main and the customer's house. The water was clear when they were done.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
5/24/2019	Jill Hills	[REDACTED]	[REDACTED] Deer Cove CC Court

Nature of Complaint

Hi!

Since moving to Normal, I've experienced hair damage from the water. I purchased a shower filter, and it seems to help a little. Can you tell me what might be in the water to cause the dryness and hair damage? If so, then I can order the shower filter that will work best with the type of water Normal has. I've looked at the water quality report, but I don't know enough about chemicals to make an intelligent decision on the water filter.

Thanks so much!

Jill Hills

Complaint Investigation

Jill,

The difference that you have noticed with your hair is likely from the chlorine in the water. Chlorine is used as a disinfectant and can vary in concentration from town to town. Activated carbon filters will remove chlorine from the water. The key is to size the right filter for the volume of water that you want to filter.

Please let me know if you have any more questions.

Thank you,

Jonathan Maas
Town of Normal – Chemist
309-454-9657

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
5/28/2019	Dorothy Green	██████████	1210 Major St Apt █

Nature of Complaint

"Water smells like rotting eggs, steam coming from the toilet, water also comes out an orange color, all throughout the apartment she is having this issue"

Complaint Investigation

I called to get more information and it appears that there is more than one thing going on in her apartment. I asked her to work with the land lord to remove the strainers from the faucets and flush out the cold water lines in her apartment as well as the other units. She informed me that she gets an odor from the drains and she adds bleach to help clean it out. I asked her to not use bleach as it can make it smell worse but, to use liquid plumber or drain-o to clean out the drains. Finally, she told me that the water in her toilet gets hot. I asked her to let her land lord know that the hot water line could be plumbed to the toilet and it is supposed to be the cold water only.

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
6/12/2020	KAREN DUNTON	[REDACTED]	[REDACTED] Kingsridge Ct.

Nature of Complaint

Rusty water

Complaint Investigation

When I spoke with this customer, the water was clear and not rusty. I told her that we had new watermain installed a few blocks away and it was possible that it could have been stirred up. She was very thankful for getting back with her and for what we as the "Water Department" do for the Town.

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
6/10/2019	Dorothy Green	██████████	██████ Major St

Nature of Complaint

(tenant of building) Ms. Green states that she feels sick/upset stomach whenever she ingests water from tap or allows water to touch her (shower). Also has complaint of fish odor/rotten egg odor but is not sure if coming from drain trap or tap. States issue is getting worse after hydrant flushing but was present before.

Complaint Investigation

We sent a person from distribution out to help her flush and to collect a sample. The sample that was collected did not appear or smell unusual. The chlorine, iron and pH all came back normal.

Chlorine = 3.8ppm

Iron = 0.06ppm

pH = 9.08

I could not get a hold of Ms. Green to let her know of the results.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
6/12/2019	Marcia Hirst	[REDACTED]	[REDACTED] Ruston

Nature of Complaint

Water has been yellowish for the last 2-3 weeks and the laundry is not coming out very white

Complaint Investigation

I informed Ms. Hirst that we have been replacing water main a block away from her and they flushed out water the day before to complete a connection. This stirred up the water in the main and it will settle down.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
6/21/2019	Hildegard Watson	██████████	████ Manchester Rd

Nature of Complaint

Ms. Watson states has had history of brown/rusty water in the past, but it has become worse as of today, affecting all water-using appliances. She is concerned that it should not be ingested. Jason will be sending a utility worker today to check the hydrant/main in the area.

Complaint Investigation

Jason checked this area for any water leaks or breaks and did not find any. I tried to call the phone number that was supplied but, I would only receive a busy signal.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
6/21/2019	Katya Reno	[REDACTED]	Wilmette Dr

Nature of Complaint

Water is a yellowish color and has a faint odor, has been this way since moved in mid-May. She thought it would flush out since house was vacant before she moved in, however it has not yet cleared up. She had a plumber come out to check it, he determined it was not her lines.

Complaint Investigation

I informed Ms. Reno that we were replacing water main close to her and the water has been stirred up. We just finished up with the water main replacement in her area. I asked her to give it until the end of July to see if it settles out and call us if it does not clear up.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
6/24/2019	Sally Nadeau	[REDACTED]	Wilmette Dr

Nature of Complaint

Sally is aware from her neighbors that the area has yellow/rusty water. She has a newborn and has a concern that the piping allows contaminants into the water after it has left the treatment plant. She wants the water tested on her end, though assurance that it is safe to drink will only partly satisfy as the water is unsightly and she wants the mains replaced.

Complaint Investigation

I spoke with and collected a sample of water from Ms. Nadeau's house. She wanted to express her frustration with the discoloration of her water. "You don't notice any color change when you pour a glass of water but, you do when you fill a bath tub or washing machine." I informed her that we just finished water main construction close to her and it has been stirring the water up. She stated that it comes and goes throughout the year and wanted to make us aware of it so we can consider her area for water main replacement.

The results of her sample were as follows:

Cl = 2.5ppm

pH = 9.20

Iron = 0.52ppm

Total Alkalinity = 68ppm

I reported the results to Ms. Nadeau and confirmed that we did detect a higher concentration of iron in her water. She questioned using the water for her newborn baby and I suggested that she follow the guidance from her pediatrician.

Customer Complaint Report

Open Date

7/23/2020

Customer Name

Cindy Kopp

Phone Number

[REDACTED]

Address

[REDACTED] Delaine

Nature of Complaint

Yellow water

Complaint Investigation

I asked the customer to flush out the cold water faucet until it clears up.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
7/28/2020	RTSM Properties	309-287-5914	1206 S Adelaide St

Nature of Complaint

Water smells fishy, doesn't look clear in a glass, floating things. The past 4 months they have been in this building the water hasn't been good.

Complaint Investigation

Derek Auth and I went out to this location to meet with them. They showed us their toilet and the water suppling the tank on the back. It was found that their toilet did not empty correctly causing only part of the tank to empty. The water that is left in the tank has become foul. We also know that the supply line is longer than normal with little use. We noticed a painted galvanized union and informed them that is could be part of their rusty water issues. We recommended for them to flush their service line using a garden hose and the water spigot located in the bathroom. We also recommended to have the toilet tank flapper assembly replaced to allow the tank to empty completely.

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
7/30/2020	Orval Yarger	[REDACTED]	■ Reynolds Ct

Nature of Complaint

Reddish/brown granules in water (likely hot water); “turned white dog, brown”; has custom made (by him) hot water heater; states he has only brass and copper (talked with Zach if you have further questions)

Complaint Investigation

This customer brought in a sample from his hot water and wanted us to test it. He was informed that we do not test the water after the water heater and we cannot assist him with his hot water issues. Zach asked the customer to flush out his cold water line if he is having clarity issues.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
7/31/2020	Stacey Morehead	██████████	████ S Grove st

Nature of Complaint

Customer called and stated that she has called a few times regarding brown water. Last night she ran water for her bath and it was brown. The other times that she has called it has been cold water that was brown. Stacey has noticed this in other places other than her bathroom in the past. When she woke up today the water was clear again. She is unsure why she is having this issue at random times.

Complaint Investigation

This customer has experienced sporadic discolored water from different areas of the house from the cold water side. It is more noticeable when she fills the bath tub. I asked her to flush it out until it clears up if it happens again.

Customer Complaint Report

Open Date

7/1/2019

Customer Name

Sandra Goble

Phone Number

[REDACTED]

Address

[REDACTED] S University St

Nature of Complaint

She said that the water is orangish in color and is not clear like it was this morning.

Complaint Investigation

Advised resident to remove strainers and run water to try and see if it will clear up.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
7/12/2019	Tensiha Terrell	██████████	██████ Jacobssen Dr

Nature of Complaint

Customer called and stated that as of this afternoon the water in her home has been yellow. She noticed it in her bath and toilet. She did not have a glass to check the kitchen sink.

Complaint Investigation

I mention to her that I was not aware water main breaks in this area that would cause the water in the main to get stirred up. I asked her to remove any faucet strainers and flush the cold water until it clears up if it happens again.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
7/17/2019	Julia A. Foster	[REDACTED]	[REDACTED] Wilmette Dr

Nature of Complaint

July 12, 2019

To: Town of Normal Water Department
11 Uptown Circle, Normal, IL 61761

Subject: Water quality concern

I am writing to voice my concern about the quality of the water at [REDACTED] Wilmette Dr., Normal. I was hoping it was just a one-time occurrence but the water doesn't seem to be improving, it's just gradually getting worse. Please see the pics attached that I have taken over the course of the past year. Some days the water is so discolored that I can't cook with it, fill my pet's water bowls or wash clothes with it (especially anything white), I'm even concerned whether I should be showering in it because sometimes it has an odor.

I'm upset that I am being charged for water that I cannot use. I have resorted to buying water to cook with and fill my pet's water bowls. It seems to be worse whenever the hydrants in the area have been flushed. There was a lot of rusty colored sediment on Adelaide St. the last time the hydrants were flushed, unfortunately I do not have a picture of the road to show you. This is clearly not an isolated event as several of my other neighbors have voiced concern as well. One neighbor can't use the water to mix with formula for her baby, she has had to purchase water as well.

I now understand why the previous owner of my home had installed whole house water filtration system. Unfortunately, I had to have the system removed a couple of years ago because it was causing water pressure issues. Since removing the filtration system, the problem has worsened. I had a leaky pipe recently and upon removing this pipe I found it was full of nasty rusty colored sediment (picture attached dated 4-1-19). To think that I am ingesting this water every day turns my stomach, thank goodness I don't have to mix this water with baby formula.

I have learned from a neighbor who has also voiced concern that the water lines are due to be replaced but they were told there is no set timeline on when that is going to take place. I would greatly appreciate knowing if you have any idea when this may take place for the Wilmette neighborhood. I lived in a newer neighborhood in Normal for 21 years and never had any issues with the water quality. I have now been in this older neighborhood for almost 7 years and have been dealing with this for most of those years. I'm assuming the water lines are old and the cause of this problem. I am also concerned that it is causing issues with my clothes washer. It has permanently stained my toilets and if I use tap water for the pet bowls, when dumping out the water everyday there is clearly sediment at the bottom of the bowl.

Thank you for reading this letter and considering my concerns.

Julia A. Foster
[REDACTED] Wilmette Dr.
Normal, IL 61761
[REDACTED]

Complaint Investigation

I spoke with the customer and told her that we are considering placing her road on the budget list for water main replacement next year.

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
7/29/2019	Brenda	██████████	326 Susan Dr █████

Nature of Complaint

Customer called and said that the water turns brown sometimes. It has been happening for about two weeks. If she lets it run it changes back to clear. She is noticing this in the sink in both hot and cold water. It isn't every time that she turns the faucet on it is hit or miss.

Complaint Investigation

I mention to her that I was not aware of any construction or water main breaks in this area that would cause the water in the main to get stirred up. I asked her to flush the cold water until it clears up if it happens again.

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
8/11/2020	Dee Ferrara	██████████	██████ Jersey Ave

Nature of Complaint

After water main construction (she believes was finished weeks ago), she states that her water smells and tastes disgusting and is undrinkable, especially noticed after Friday the 7th. Clarity of the water is clear.

Complaint Investigation

The customer stated that the water tasted bad at the kitchen sink. She did not notice anything unusual when brushing her teeth when using the bathroom faucet. I asked for her to compare the water from the kitchen sink and the bathroom sink to see if there was any difference in taste. If there was a difference, then there was an issue with the kitchen faucet and recommended for her to call a plumber. I asked for her to call me back to let me know what she found. I have not heard from her as of 9/2/20.

Customer Complaint Report

Open Date

8/15/2020

Customer Name

Jenny Newberry

Phone Number

[REDACTED]

Address

■ Norwood Drive

Nature of Complaint

Foul smell coming from the bathroom & kitchen sinks. No taste or clarity issues.

Complaint Investigation

I could not reach this customer. Left message at 1355 on 8-19-20.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
8/18/2020	Redbird Property	309-454-4888	106 W Locust St

Nature of Complaint

Nature of Complaint

Johnny from Redbird Property Management called and stated that the tenants from 106 W Locust St reported their water gives them bloody noses, causes their skin to breakout, and their eyes burn in the shower.

Complaint Investigation

I called Redbird Property Management and spoke with John. I informed him that the burning eyes was likely from the residual chlorine in the water. As for the bloody noses and skin issues, I recommended the they consult with their physician.

Customer Complaint Report

Open Date

8/26/2020

Customer Name

Carol Krause

Phone Number

[REDACTED]

Address

[REDACTED] Bryan St

Nature of Complaint

Customer states that after the construction, especially in the last two weeks, the water has a strong smell of sulfur. The smell does fade after running the water but comes back, when she goes back to wash her hands. She is unsure if it is a Town issue or if she needs to contact a plumber.

Complaint Investigation

After talking with this customer, it was recommended that she should contact her plumber. It appears that the odor was coming from the drains. She stated that the sinks drain slowly.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
8/8/2019	Mike Penn	██████████	903 N Linden St █████ (condos)

Nature of Complaint

Mr. Penn states purple water is coming from his cold tap water today (runs clear after a while). Condo has crawlspaces underneath for plumbing access, he believes his downstairs neighbor had Babbs Service out for a couple days to install a sump pump recently. He is concerned that his water is unsafe to drink. He is home and available to call; retiree.

Complaint Investigation

I spoke with Mr. Penn and he said that the purple color of the water is the best that he could describe it. He also said that we had been out to his place last spring to replace a water meter and we told him that he had a plumbing issue. I contacted Jason Simmons about it. Jason looked up the address and confirmed that we did in fact replace his meter but there was no notes of a plumbing issue. I called Mr. Penn back to let him know that we did replace his meter and that we would not replace the meter if there was a plumbing issue. Mr. Penn wanted to retract his statement on the description of the water color being purple. He did not know what it was and that it was clear now. He was concerned that his neighbor had some plumbing done and they might have done something with his pipes. Finally, I said that if his water turns a strange color (other than orange) or if he thinks his plumbing has been changed that he needs to contact his plumber.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
8/19/2019	Laurine Ross	[REDACTED]	103 College Park [REDACTED] moving to [REDACTED] on Wednesday)

Nature of Complaint

Water is brown (entire apartment/building, and both hot and cold)

8/21/19
Hi,

We keep getting phone calls from a resident at 103 College Park Ct (this is a single meter building, so tenants are not on service). She said there is "lead" in the water and that she can see it. Chelsea submitted a water quality complaint regarding her issue the day before yesterday, and Jon called her back yesterday I believe but only left a message. She called again this afternoon, but says she never received the message because of "Ameren." The entire call she kept referring to a gas leak in the building and I kept telling her to contact NICOR's emergency line, but she refused to listen and kept telling me that wasn't why she was calling. I am unsure exactly what she wants, but she did also say the water was brown and she didn't want to drink it. She was very hard to reign in to get her to describe what her issue with the water actually is. I offered to transfer her to Jon's voicemail, but she refused saying she is going to the news instead and will expose us, but again I am unsure for what. We may just want to go out there and check it out before we call her back again. She did not give me her name, but her phone number that came up on my caller ID was [REDACTED] it may also be on the initial complaint form.

Thanks,

Leigha Adelsberger

Complaint Investigation

On Thu, Aug 22, 2019 at 1:36 PM Jonathan Maas <jmaas@normal.org> wrote:
Amanda, <---(from Class Act Realty) JM

I collected two samples of the water from 103 College Park Court, apartment [REDACTED] at 9:30 am. One sample was for a visual check of the clarity and the second sample was to test for total chlorine.

The clarity of the water was free of any color or sediment, the iron was 0.00 ppm, and the chlorine was 4.2 ppm (similar to the water leaving the treatment plant.). I did not notice any issue with the water collected from this apartment. I will call the customer to let them know the results.

Sincerely,

Jonathan Maas
Town of Normal – Chemist
309-454-9657

I contacted Ms. Ross on 8/22/19 and let her know the results that I found.
Jon

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
8/23/2019	Gary Wester	██████████	████ Angela drive

Nature of Complaint

This customer left me a message and was upset that his water heater, that was two months old, already had lime covering the anode rod.

Complaint Investigation

I called Mr. Wester back and said that it was very possible to have lime scale starting on his anode rod. I explained to him that when the water is heated up, the chemical reactions will happen much faster than normal. I told him that I would be more concerned if his anode rod was corroded away than I if scale was bonding to it because if the water is scaling then it is not corrosive.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
8/23/2019	Michael McKnight	██████████	████ W Vernon Ave

Nature of Complaint

Brown Water -8/23/19 and called again on 8/27/19
Customer said this is his second call about rusty water. He stated that last time it ended up clearing up after he called. Today it is rusty again and would like someone to call him back.

Complaint Investigation

I talked with the customer both times and what is different from last time is that the water would become brown again the next day. He could get it cleared up but was concerned about how much water he was using. He also said that he has copper plumbing throughout his house and had a call into inspections to see if a permit would state what type of pipe was installed for his service line from the water main to the curb stop. I mentioned that we could dig down (with his permission) at the curb stop to see what type of service he has. He wanted to wait and hear from inspections first.

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
8/26/2019	Steve Muelemans	██████████	1 Uptown Cr ██████

Nature of Complaint

Customer noticed cloudy water today. It was cloudy in the hot and cold water. He has lived there for 2 weeks and this was the first time that he noticed any water issues. Customer has contacted his landlord and maintenance department.

Complaint Investigation

I contacted Nate Goldman (Maintenance for 1 Uptown) and he was already aware of the complaint. He said that it was fine air bubbles in the water and it would clear up quick. He notified the vendor of the water treatment company. They were expected to be at the building the next day.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
8/28/2019	Chistian Rios	██████████	603 Hester Ave █████

Nature of Complaint

Intermittently, water is cloudy and has black stuff. He mentioned he has a filter.

Complaint Investigation

When I talked with this customer, he said that the black stuff was only coming from the hot water. The cloudy water appeared to be fine bubbles in the water. I asked him to let the land lord know about the black stuff coming from the hot water line.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
8/30/2019	Chelsea Peck	[REDACTED]	[REDACTED] Essex Ct

Nature of Complaint

Yellow Water

Complaint Investigation

The customer said that the water cleared up fast but, thought it was unusual and decided to call us. I told her to flush the cold water line until it clears and call us if it happens again.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
9/11/2020	Stacey Morehead	██████████	████ S Grove St

Nature of Complaint

After around 6 weeks (August 15th email), brown water has returned. Flushed and ran water (even filled up a tub) and still has brown water. She is planning on emailing J. Maas the photo of the bathtub water. She states that previously J. Maas had fixed the issue and was wonderfully professional and is hoping he can fix the issue again.

Complaint Investigation

Distribution did unidirectional flushing in this area to remove any sediment build up.

Customer Complaint Report

Open Date

9/16/2020

Customer Name

Charles Ridenour

Phone Number

██████████

Address

████ Jersey Ave

Nature of Complaint

Water tastes bad and water is not as white as it used to be

Complaint Investigation

Customer could not be reached.

Customer Complaint Report

Open Date

9/18/2020

Customer Name

Alexis & Brian Plath

Phone Number

██████████

Address

██████████ Lawrence Ave.

Nature of Complaint

Odor in water. Smells like sewer. They have cleaned the drains already.

Complaint Investigation

I asked them to confirm if the odor was from the hot water side or cold? Odor from the hot water side could mean that that water temp needs to be increased a couple degrees. I requested for them to call me back if it has not been resolved.

Customer Complaint Report

Open Date

9/18/2020

Customer Name

Diana Calvetti

Phone Number

██████████

Address

████ Kimberly

Nature of Complaint

Rusty water on the hot water side only.

Complaint Investigation

A new water heater was installed 6 months prior and has been giving rusty water ever since. She is having a plumber flush the water heater. I asked to have them flush it a couple times.

Customer Complaint Report

Open Date

9/22/2020

Customer Name

Brian Olson

Phone Number

[REDACTED]

Address

[REDACTED] Duck Horn Dr

Nature of Complaint

He thinks Calcium build up clogging up his dishwasher etc.

Complaint Investigation

Customer could not be reached.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
9/23/2020	Tammy	[REDACTED]	[REDACTED] Norbloom

Nature of Complaint

Water has odor of rotten eggs

Complaint Investigation

Customer stated that the smell was only from the kitchen sink. I suggested to look into a way of cleaning the drain under the kitchen sink and contact a plumber if the odor does not go away.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
9/4/2019	Sam Yost	██████████	████ Robert

Nature of Complaint

On an unrelated matter, for the last several months our water has a distinct smell. Do you test water in homes? Just talked with a neighbor and she agrees with me.

Thanks again.

Sam
Sent from my iPhone

Complaint Investigation

I called and left a message with Mr. Yost explaining that we can test his water here at the Treatment Plant. He could drop off his water sample at the front desk with his name and phone number on it and I would call him back with the results.

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
9/13/2019	Michael Penn	██████████	903 N. Linden Apt# ██████

Nature of Complaint

Mr. Penn was experiencing odd colored water again from one of his bathroom sinks.

Complaint Investigation

Jason Simmons and I went to look at Mr. Penn's faucet and plumbing. After inspection of his faucets, it was noticed that Mr. Penn had copper plumbing to all of his faucets except for the sink that he is having issues with. The sink in question has copper coming through the wall then, it transitions into cpvc pipe that is connected to the faucet. We recommended to have the cpvc replaced with copper.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
9/19/2019	Patty Engel	[REDACTED]	[REDACTED] Ruston Ave.

Nature of Complaint

Hello, I am writing you out of frustration. I live at [REDACTED] Ruston Ave. Since mid-spring, our water has, at least once a month, become very rusty and dirty. I understand that our part of the city has older pipes, and I understand that water lines on Bryan St. have been worked on, and that the city needs to flush lines from time to time.

However, we have had this happen since mid-spring. The rust is discoloring my sinks and toilets, no matter how much I clean them. In mid-June, I purchased a water filter for our kitchen faucet, so we could have clean water to drink.

About a month ago we paid for a plumber to come flush out our home water lines to clean up our water. With the rusty dirty water, we have had small gnat-type flies show up around our drains, whenever the water gets nasty. We have had Orkin come and use chemicals in our drains twice, and it works, until the water turns again. Since the beginning of September, this has happened 3 times..

I understand the town will be replacing our mains next year, and that's great. However, I am extremely frustrated that we have had to pay lots of money to clear up our house, just to have it happen again, and again.

I would appreciate some answers to this, and compensation on my water bill. It isn't right to charge us the whole amount when the water is not usable.

Sincerely,
Patty Engel
[REDACTED] Ruston Ave.
Normal, IL

Complaint Investigation

I called and informed the customer that the Water Department flushed out hydrants one block away from her house on Tuesday 9/17/19 and the water main must have been stirred up on their street. I apologized and stated that we will close valves next time to draw the water from another direction.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
9/19/2019	Marcia Hirst	██████████	██████████ Ruston Ave.

Nature of Complaint

I have received an e-mail from one of our customer stating:

Why is our water disgusting? It is cloudy and yellowish/rusty. It also smells sulphorous. I'm afraid to drink it. Several neighbors have been experiencing this problem too.

Complaint Investigation

I called and informed the customer that the Water Department flushed out hydrants one block away from her house on Tuesday 9/17/19 and the water main must have been stirred up on their street. I apologized and stated that we will close valves next time to draw the water from another direction.

Customer Complaint Report

Open Date

10/2/2020

Customer Name

Terry Williams

Phone Number

[REDACTED]

Address

[REDACTED] Dwyer Ct

Nature of Complaint

Customer is complaining of strong smell/taste of chlorine in their water, she has always enjoyed drinking our water prior to this.

Complaint Investigation

Customer was called and could not be reached.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
10/26/2020	Marcia Hirst	██████████	██████████ Ruston Ave.

Nature of Complaint

Hello,
I spoke with you during the summer of 2019 about the poor water quality in our neighborhood. At that time you thought it had to do with valves in certain parts of the main lines and gave me the impression you believed it would be improved this summer when scheduled work was planned for this area of town. I was hopeful that the major work on Bryan St. in July (?) would clear up our rust issue. I knew you were flushing hydrants in the late summer and attributed the worse water to that, assuming it would then clear up. Neither of those activities helped. In fact, it's worse than ever. I have stopped washing white clothes because I ruined so many. The sediment is so bad and corrosive that I can't get my toilets clean. Bathwater looks like urine. We filter our drinking water and hope it's not ruining our ice maker.

There has to be a solution to this problem. Many of my neighbors are complaining as well. I would appreciate your consideration of this situation.

Thanks,
██████████ Ruston Ave.

██████████
Marcia Hirst
artist/retired educator
Normal, Illinois

Complaint Investigation

I have responded to Ms. Hirst. We should probably start flushing this area on a regular basis to remove the sediment/discolored water.

Thanks,
John

John Burkhart
Director of Water
Town of Normal
Office - (309) 454-9564
Fax - (309) 454-9629
E-mail - jburkhart@normal.org

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
10/7/2019	Mrs. Jodts	[REDACTED]	[REDACTED] Cascade Ct

Nature of Complaint

Even after cleaning, there is a black ring at the water line in the four toilets. Doesn't seem to matter if they are used or not used, still getting the black ring.
(went to social media, and others in her neighborhood are also having the same issue)

Complaint Investigation

Mrs. Jodts informed me that the black ring that forms in her toilet boils wipes off easily but comes back not long after cleaning. She mentioned that she uses a toilet bowl cleaning tablet in her reservoir and occasionally adds bleach to it as well. I informed her that the cleaning tablets and bleach will oxidize any rubber in the gaskets and flapper causing it to fail over time. The gaskets and flapper are usually black and is most likely the cause of the black ring forming in the toilet bowl. I asked her to stop adding chemicals in the reservoir in her toilets to see if the black ring comes back.

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
10/31/2019	Tim Shriver	██████████	██████ Estate Dr

Nature of Complaint

Through the entire house he is seeing black flakes (like black pepper) in their water. Concerned that it might be iron or magnesium (per Google)

Complaint Investigation

I spoke with Mr. Shriver on 11/1/19 and asked him to remove the strainers from the facuets, clean them out and flush out his cold water lines while the strainer is off.

Customer Complaint Report

<u>Open Date</u>	<u>Customer Name</u>	<u>Phone Number</u>	<u>Address</u>
11/20/2020	Stephen Thompson	██████████	██████s Coolidge

Nature of Complaint

Rust caught in filter system and a green substance found at the bottom of the filter. States 4th filter for the year. Is willing to provide photos (in person, he wasn't sure how to send them via internet) or present filter. Customer very concerned about whether he can continue to drink the water.

Complaint Investigation

I (Jon M.) called Mr. Thompson and asked if he could drop off the old filters so we can look at them. After looking over the used filters, it appears that the filters looked as they should after months of being in use. There was an orange appearance on the filter that is residual iron most likely from the water main. A small section on two of the filters had a slight green appearance. This coloration is the only unusual part of the filters.

I called Mr. Thompson back and left a message telling him about my observation of his filters. I also mentioned that the Town did water hydrant flushing in July and October which could have stirred up water in his area. His filters would have trapped any sediment if it made it to his house.

Customer Complaint Report

Open Date	Customer Name	Phone Number	Address
11/25/2019	Sharon Vogel	██████████	██████████ Norbloom

Nature of Complaint

Rusty, Limey Water, and no chlorine – per Culligan person

Complaint Investigation

Ms. Vogel states that the water in her house is rusty and the lime has plugged her water valve in her bathroom. She has a whole house (WH) filter and a water softener and was upset that her whole house filter was nasty brown and slimy. She just changed the (WH) filter and said it was last changed in September. I informed her that the Water Department did hydrant flushing in October and that her filter was most likely dirtier because of that and that her WH filter was doing exactly what it was suppose to be doing. She claimed that we have not flushed her hydrant in years.

I looked on the Fall 2019 Flushing Schedule and confirmed that the hydrant (#1024) next to her house was on the flush list for Wednesday October 15 and also looked on the hydrant repair list to see if there was any issues with that hydrant. There was no listed issues with this hydrant. I called Ms. Vogel back the next day and informed her that it was flushed and there was no indications of excessively dirty water. She was not happy with my answers and was again upset that her water was not good. I then informed her that if she was having issues with dirty water at her faucets then there is a problem with her WH filter and if lime is plugging her valves then, she is having an issue with her water softener. She again did not like my answers and felt that we were unwilling to do anything. I told her that I would like for her to have her service line flush out. She said that she does not have a way to flush the line before the WH filter.

After we hung up I asked Jason S. if he knew anything about this area and informed him of this situation. He went out and did a slow flush on the hydrant by her house and said that the water seemed fine. Jason and I went out to her house again on 12/6/19 and tested the chlorine. There was zero chlorine at her kitchen sink and 3.8 ppm from her outside spigot. She informed me that Culligan has a carbon filter after the WH filter and before the water softener. I informed her that this was the reason why there was no chlorine at her sink. It appears that the water that is supplied to her house is good from a chlorine and clarity stand point. There does seem to be a plumbing issue inside the house that is causing spots of rusty water from some faucets.

