Greatrock North WSD
Water Quality Calls 2010 - 2012

	Date	Complaint	Name	Address	Phone	Subd	Action Taken	Notes
1	02/08/10	Fluoride	Greer, Sherry	16385 Jalna Ct	303-637-9200	RHF	Discussion and forward lab results	
2	03/22/10	Brown water	Lloyd	16588 Joppa Ct.		RHF	Flush on 3/22	
3	04/02/10	Bad Hot Water Tank		16460 Tree Haven		BOX	Discussed with Rob Fleck	
4	04/26/10	Gray water turning whites gray, smelly	Roppo, Mary	16715 Shadowwood Ct	303-659-4688	BOX	Discussed with homeowner; flush on 4/28	
5	05/07/10	Brown water	Randall	16481 Tree Haven St.	303-667-7222	BOX	Asked him to run water for a few minutes to see if it would clear	
6	05/12/10	Brown water	Arnold, Brian	16530 Treehaven	303-655-8121	BOX	Flush on 5/12	
7	05/18/10	Brown water	Lovato	31305 E. 166th Ave.	303-659-2616	BOX	Flush on 5/18	
8	05/29/10	Murky water; musky smell	Paustian, Corinne	16555 Umpire Ct	303-655-1954	BOX	Asked her to run water for a few minutes to see if it would clear	
9	06/04/10	Brown water	Dahlin	16181 Rayburn St.	303-655-1289	BOX	Flush on 6/4	
10	06/04/10	Brown water	Obrechet, Ted	16651 Treehaven	303-659-1914	BOX	Flush on 6/4	
11	07/10/10	Brown water	Montoya, Jeff	31450 E 167th Ave	303-655-0606	BOX	Flush on 7/12	
12	07/15/10	Brown water	Cheserinick	32285 E. 166th Ct.	303-637-0079	BOX	Flush on 7/16	
13	07/23/10	Brown water	Frank	16261 Timber Cove St.		BOX	Flush on 7/26	
14	08/03/10	Brown water	Leonard, Travis	16720 Kenuil Ct.	303-655-3744	RHF	Flush on 8/3	
15	08/03/10	Brown water	Zaiss, Brian	31351 E 167th	303-710-0193	BOX	Flush on 8/3	
16	08/10/10	Brown water	Fleck, Rob	16460 Tree Haven St	via email	BOX	Flush on 8/10	Also 2 neighbors
17	08/12/10	Milky then brown water	Watt	29365 E. 160th Ct.	303-6551757	GN	Flush on 8/12	Caused by system losing pressure
18	08/13/10	Brown water	Campbell, Robert	28355 E. 160th Ave.	303-655-0148	GN	Flush on 8/13	Caused by system losing pressure
19	8/17/10	Brown water	Fleck, Rob	16460 Tree Haven St	via email	BOX	Waiting for controlled flush with Olsson	Also 1 neighbor
20	9/14/10						FLUSH ALL OF BOX ELDER CREEK SUBD.	
21	9/15/10	Brown water	Gerry	16290 Greatrock Way	303-325-6894	GN	Called customer	Water was not brown anymore
22	9/20/10	Brown water	Moore, Ken	16480 Timber Cove	720-685-7167	BOX	flush lines and met with customer	
23	10/4/10	Tea colored	Moore, Ken	16480 Timber Cove	303-906-1355	BOX	Flush on 10/4	
24	10/12/10	Reddish Brown	Moore, Denise	16480 Timber Cove		BOX	Inspection by Brad Simons - see Olsson memo 16480 timbercove 10-12-10.xls	
25	10/21/10	particles in water	Dahlberg, Julie	16600 Umpire Ct.	303-498-0419	BOX	flush on 10/21/10	
26	11/5/10	bad taste	Jimison, Robert	16580 Umpire St.	Stopped Katie reading meters	BOX	explained RO just went back online	Wanted to bring a jug to the District and make us drink it. Asked when are we getting our good water back? Didn't notice brown water
27	11/5/10	bad taste	Howes, Angie	16141 Rayburn St.	Stopped Katie reading meters	BOX	explained RO just went back online	Katie tasted seemed fine. Also asked when they were getting their good water back? Didn't notice brown water
28	12/8/10	Water filter turns brown very quickly	Curl, Jo Ann	29430 E 160th Ct	303-654-0132	GN	Discussed status of water looping project and present blending of RO and well water	Recent fire flows could have stirred up main lines
29	1/5/11	Update	Leonard, Travis	16720 Kenuil Ct.	303-655-3744	RHF		Katie saw Travis while reading the meters. Travis said "Thanks, the water has been good lately"
30	2/17/11	Update	Leonard, Travis	16720 Kenuil Ct.	303-655-3744	RHF	Flushed this date; water was clear	
31	2/19/11	Update	Williams, Ken	32505 E 167 Dr	303-637-0708	BOX		While responding to a call about a leak; Ken said the water has been good, no more "blue water"
32	2/21/11	Brown water	Moore, Ken	16480 Timber Cove	303-906-1355	BOX	Flush fire hydrants one South of address and one North of address on 2/22/11	Says filters are still plugging every month; if he bypasses it plugs the refrig filter
33	2/21/11	Lt Brown Water	Allain, Kimberly	16321 Timber Cove	303-637-9886	BOX	Flush Timber Cove & Umpire St. fire hydrant and the Timber Cove cul-de-sac blowoff on 2/22/11	Still slight yellow color in water; not as bad as before; mostly from hot water; told her she might want to drain the hot water tank
34	2/21/11	Brown water	Ross, Don	29957 E 166th Place	720-685-0905	RHF	Flush on 2/22/11	Water still brown, hasn't seen much improvement
35	2/22/11	Light brown water	Dahlin, Mathew	16181 Rayburn St.	303-655-1289	BOX	Flush on 2/22/11	Water has been good since last flush on 6/4/10
36	2/23/11	Blue staining in cup	Fleck, Rob	16460 Tree Haven St	via email	BOX	Langelier Index sample to lab on 2/23/11	Began adding Calciquest (Re: blue water) on 3/10/11
37	2/23/11	Much better, running clear	Ross, Don	29957 E 166th Place	720-685-0905	RHF	Flush on 2/22/11	Don called back to thank us; said the water was clear this AM
38	3/12/11	Lt Brown Water	Tario, Alma	16655 Stroilway St	303-637-0121	BOX	Flushed on 3/14/11	FH at Stroilway and 168th ran cloudy for 62 minutes at around 300 gpm
39	3/14/11	Brown water	Eberle, Doug	16640 Stroilway St	303-659-3733	BOX	Flushed on 3/14/11	The water used to be great; now it's getting worse and worse; not happy. Never seen it this bad
40	3/15/11	Brown water	Best, Dan	16785 Red Lane	303-748-1800	BOX	Flushed on 3/15/11	It's been bad all week
41	5/9/11	Horrible Taste	Fleck, Rob	16460 Tree Haven St	via Brad	BOX	No Action	
42	8/5/11	Ruining his evaporative coolers	Whitley, William	31451 E 167th Ave	303-961-8859	BOX	Discussed changes in blending and % of RO water	
43	8/5/11	Pleased with water quality	Leonard, Travis	16720 Kenuil Ct.	303-655-3744	RHF		Email to T. Krayenhagen
44	11/7/11	Water smells musty when first turned on	Snider, Bev	16675 Stroilway	303-467-5882	Box	Checking with Engineer	Flushed Fire Hydrant near house; smelled like chlorine; called Bev to let her know we had flushed to see if that helped
45	11/25/11	Brown water	Moore, Ken	16480 Timber Cove	720-685-7167	BOX	Sent email to Terry K.	

46	2/21/12	high water usage	Neff, Linda	28580 E. 160th Pl	303-654-9860	GN	asked Mike to verify meter pit isn't full of water	2/21/12: Mike went onsite and confirmed the meter pit was dry.
47	3/26/12	Flushed All Hydrants	REC,Inc.	All three subdivisions		BOX,GN.RHF	Will provide Separate Memo	
48	06/20/12	Low PSI and yucky water in filters	Greer, Sherry	16385 Jalna Ct	303-637-9200	RHF	Increased pressure at Rocking Horse Farms Pump station from 60 to 65 psi.	
49	07/20/12	Brown Water	Keith	16685 Keniul Ct	303-915-0918	RHF	Flushed Hydrant next to house	
50	09/15/12	Brown Water	Ted Obrecht	16460 Tree Haven St	303-659-1914	BOX	Flushed Hydrant next to house	
51	01/24/13	Brown Water/odor	Terry Snyder	16675 Stroilway	303-655-1292	BOX	previous day had a water leak/	
52	04/08/13	Low Water Pressure	Debra Brown	16685 Keniul Ct	303-915-0918	RHF	Operator checked outside facuet with pressure gauge and it was showing 70 psi. Opeartor called and left homeowner a message of his findings.	
53	04/18/13	Low Water Pressure/Brown Water	Several Customers			GRN	Large Fire in the area and Fire Department was pulling water from hydrants creating low and high pressure spikes along with brown water from stirring up the lines. Operator checked out and found no issues upon arrival	
54	05/29/13	Low Water Pressure	Tony	30265 E. 166th Ave	720-352-0290	RHF	Spoke with the Tony and advised him I would increase the pressure at the pump station a couple pounds. Also advised him to double check his pressure reducing valve setpoint.	
55	06/11/13	Low Water Pressure	John and several others	30061 East 163rd Ave.	303-655-8614	RHF	Spoke with the John and advised him we were looking into the issue.	
56	June 19-23	Low Water Pressure	several residents	Rocking Horse Farms		RHF	Working with Timberline on low pressure issues	
57	06/25/13	Brown/smelly Water	Greg Mott	16770 Kenosha Ct		RHF	Flushed Hydrant next to house	
58	07/24/13	Blue/Pink Water	Joe Martinez	16450 Timber Cove St.	303-591-5726	BE	Blue marks are due to leaking facuet and toliet that he has repaired and will keep an eye on	
59	July 25 - August 12	Low Water Pressure	several residents	Rocking Horse Farms		RHF	Working with Timberline on low pressure issues	
60	8/19/2013	Low Water Pressure	Buck Benke	30002 E. 163rd Place		RHF	Mr. Benke is experiencing low water pressure issues. Brad, John, Lisa and Dan met with him and inititally determined that he is experiencing a flow issue. Staff continues to reseach the issue.	
61	8/22/2013	Cloudy water/grit in bowls	Mary Houston	28820 E. 160th Place	303-659-0668	GRN	cloudy dishes, dirt or grit in sinks and toilet bowls, ice leaves white floaty things in drinks. REC staff flushed hyrdants in the area on 8/23/13.	
62	9/23/2013	White Spots on canning jars	Karen	28540 E. 162nd Ct	303-558-0063	GRN	Had white spots on canning jars after boiling. Sent Operator over to investigate.	
63	10/10/2013	Spots on dishes	Denise	16480 Timber Cove	720-685-7167	GRN	Had spots on canning jars after boiling. Sent Operator over to speak with owner and flush two hydrants	
64	10/10/2013	Bad tasting water and low pressure	Sharon	16385 Jalna Ct		RHF	Spoke to Shraon and listened to her concerns. Flushed two hydrants near her house.	
65	10/10/2013	Bad tasting water and low pressure	Susan	29145 East 16th Ct	303-659-7857	GRN	Spoke to Susan and listened to her concerns and explained how the RO works and why the water is harder now than in the past.	
66	10/23/2013	Bad tasting water and Water Spots	Kathy	28455 East 162nd Ave	303-655-0061	GRN	Spoke to Kathy and listened to her concerns and explained how the RO works and why the water is harder now than in the past.	
67	12/21/2013	Brown Water	Richard & Kelly	16531 Timber Cove	303-637-7537	BE	Spoke to Kelly who had concerns with some brown water, notified Kelly someone would be out to flush a couple hydrants near her home. This was in the same area as the leak that was repaired 12/20/13. Two hydrants were flushed near home.	
68	12/30/2013	Blue Water Stains	Shela	29000 East 160th	303-637-7537	GRN	Spoke to Kelly who was seeing blue spots on her dishes and tolites. Explaind to Shela about how the water is treated and why the water is harder now than in the past. Also gave her the name of a dishwater cleaner called "Limi Shine" that one other resident stated worked very well to remove these stains.	
69	5/6/2014	Change in Water Quality	Ken Kirwin	28565 E. 162nd Ave		GRN	He has lived in the District for 14 years. In the past year or two he has noticed a significant change in the water quality. He has found much more mineral deposits on his faucets and valves. He has replaced four faucets and six valves in his home in that period of time. The Board explained the history and reason for looping the system and the struggles the District has faced with management of the brine concentrate. Mr. Kirwin thanked the Board for their time and the Board thanked him for sharing his comments. Mr. Kirwin left the meeting at this time.	
70	6/2/2014	Brown Water	John Wycoff	30061 East 163rd Ave.		RHF	Brown water in tub, Operator flushe hydrants in the area on 6/4/14.	
71	6/2/2014	Low Water Pressure	Laura	28410 E. 163rd	303-709-4895	GRN	Customer complained of low water pressure. Operator checked VFD at pump station and also made contact with owner and found preesure was fine and no issues were observed.	
72	7/24/2014	Brown Stuff on filters	Pat McMann	16195 Bently	303-637-0078	GRN	Explained Brown debris on his filters and Lisa explained the RO run time issues.	
73	7/25/2014	Noise from Water Line	Shela	29000 East 160th	303-637-7537	GRN	Hearing a noise coming from her water pipes at 4:00 a.m. Discussed what this could be and to try and pinpoint the noise in the house and call me on Monday to discuss further.	
74	11/13/2014	Mineral Build up and once in awhile brown water out of tub that is not used often	Matt	16181 Rayburn St.	303-489-4876	BE	Has a lot of mineral build up on facuets and once in ahwile has brown water out of a tub that's not used much. Explained to Matt about how the water is treated and the history and manegement of the RO brine. I also suggested matt flush his hot water heater and if he could obtain a sample of the brwon water next time tus is used we would be happy to come and look at the sample. Matt was interested in a treatment system for his house so I suggested he look up John Wycoff's number from the news letter and discuss what John put in his house. Matt also complained about the watr rates and I explained he would need to addres that with the District board.	
75	2/10/2015	Sent letter to Board about changes in water over the years	Albert and Linda Johnson	28320 East 163rd Place	303-659-1321	BE	2/10/15 - Left message at 7:40 p.m. Left another message on 2/13. Linda returned my call on 2/13. Explained the situation with not being able to run the RO as much as we would like. Also gave Linda John Wycoff's phone Number to ask about the problem and his whole house filter.	

76	2/23/2015	Water Quality from one end of GRN to the other.	Harvey Houston	16250 Delray Ct.	303-944-7044	GRN	Says the water quality has went down hill the last few years and wanted to know why the water quality is different at his house than his parents on the other end of the neighborhood. He states it's not only his parents but there neighbors as well. Was the water tested at his house and also at his paretns house to see the differences. Harvey also wants to know what the District is goning to do about the valves in the road and the pavement sinking around them? I explained the RO situation to Mr. Houston like I have done to the others. I told him I could not sample the water as he requested without out discussing with the District Manager first and that goes the same with the valves in the road.	
77	3/6/2015	Sulfide Smell in Water	John Wycoff	30061 East 163rd Ave.		RHF	John stated his wife could smell something in the water similar to rotten eggs. Mike Atwood responded right away and could not duplicate the smell.	
78	8/4/2015	Low Water Pressure	David Stevens	28425 E. 162nd Qt	720-296-5362	BE	Customer complained of low water pressure to SDMS who passed message on to Ramey. Jeff called and left two messages and never received a call back.	