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October 1, 2012

Via E-Mail

Douglas Elfner, Director
Office of Consumer Policy
New York State Public Service Commission
Agency Building 3
Albany, NY 12223-1350

Dear Mr. Elfner:

Enclosed please find the Enhanced Customer Outreach and Education Program of Long Island Water Corporation d/b/a Long Island American Water as well as the Malverne collaborative as required under the Commission's Order in Case Number 11-W-0200, issued and effective March 20, 2012. If you have any questions, please do not hesitate to contact me.

Sincerely,

Suzana Duby
Corporate Counsel

Enc.

cc: Kevin Manz (via e-mail)
Bruce Alch (via e-mail)
Susan Katz (via e-mail)

**CUSTOMER OUTREACH PROGRAM
MALVERNE SPECIFIC AND SYSTEM WIDE PROGRAM
SECOND QUARTERLY REPORT**

INTRODUCTION:

Pursuant to the Order of the New York State Public Service Commission (NYSPSC), Case No. 11-W-200 Long Island American Water (LIAW)¹ is (1) required to initiate a collaborative with the NYSPSC Staff and Malverne customers and community members, "to clarify exactly where and when [water] discoloration is a problem...identify reasonable and effective remedies" and report on the results of the collaborative on a quarterly basis; and (2) to "renew and expand cost effective mechanisms by which customers can alert the Company to (water quality) problems" as set forth in the Order and also report the results of these efforts to the NYSPSC on a quarterly basis beginning June 30, 2012.

The Company's plans regarding the collaborative and enhanced customer outreach and education plan were submitted to the NYSPSC on April 16, 2012. On June 29, 2012 the Company submitted its first quarterly report on the progress of this program (the "June report"). We have attached a copy as a reference. In the June report we stated we would include specific projects implemented in terms of capital improvement and redirection of capital to specific areas addressing discolored water complaints within the Company's next report. Additionally, any results of customer responses to an online and/or mail-in survey would also be provided. The summary provided below will address these commitments, as well as provide a year-to-date overview of our entire system as well as the Malverne area.

CAPITAL IMPROVEMENTS: MALVERNE

As was discussed in the June report, as a result of the field surveys conducted and a review of the distribution system with respect to age, materials of construction and frequency of complaints registered in specific area, we have redistributed our capital expenditures to address key areas in the Malverne service territory. An immediate project that will be completed prior to the end of 2012 is the replacement of 400 feet of 8-inch water main on Maldon Street. The estimated cost of this project is \$90K.

Moreover, in 2013, we have planned to reallocate \$1.3M of capital to specifically address discolored water complaints in Malverne. The following is a list summarizing the street location and length and diameter of pipe to be installed in Malverne. These projects represent a commitment to replace 5,775 feet of aging water mains at a total investment of \$1.3M. :

- Spruce Street – 275 feet of 8-inch main
- Oak Street – 300 feet of 8-inch main
- Wolf Avenue – 375 feet of 8-inch main
- Slaby Avenue – 450 feet of 8-inch main
- Bond Street – 1,200 feet of 8-inch main
- Drake Street – 675 feet of 6-inch main
- Prince Street – 200 feet of 6-inch main
- Michel Court – 250 feet of 6-inch main
- Horton Street – 600 feet of 8-inch main
- Coolidge Street – 900 feet of 8-inch main
- Home Street – 550 feet of 8-inch main

The Company believes that this additional investment in the Malverne area will serve to mitigate future discolored water complaints from these Village residents. We base this on the fact that on a year to date basis there have been a total of 9 discolored water complaint calls to our Customer Call Center in Malverne as compared to 64 at the same time last year. This represents an 86% reduction in calls year to date. Please note that additionally, we have received several complaints of discolored water from

Malverne residents via mail as noted in the attachment to this report, and the Company is in the process of addressing these separately.

OTHER CAPITAL IMPROVEMENTS:

In a normal course of capital improvements and as required in our most recent rate order, NYAW will spend \$7.75M on main replacement infrastructure improvements. This usually encompasses 30 projects per year. This work will vary based on the size of the projects required.

OVERALL WATER QUALITY AND SYSTEM IMPROVEMENT METRICS:

As a result of the construction of the new iron removal treatment facility and previous facilities constructed, as well as successful implementation of a DSIC program, we have seen a significant, overall system wide reduction in discolored complaints. Year to date, we have registered a total of 329 discolored water complaints called in to our Customer Call Center, as compared to the 2011 year to date total for the same period of 563 complaints. This represents a 41% decrease in discolored water complaints compared to the same year to date period in 2011. In terms of activity in the field taken to mitigate future complaints and address registered complaints, we conducted a total of 285 water main flushes over and above the routine flushes, which total 656 year to date. Our overall capital implementation and reactions to field conditions has resulted in the success of this on going program to address discolored water complaints as a result of naturally occurring iron in the groundwater source of supply. As noted for Malverne residents, above, we have also received water quality complaints by mail and online survey and the Company is in the process of addressing these issues as well.

WATER QUALITY:

In May 2012 we posted an online water survey on our website for customers to fill out and submit if they had any water quality issues. Additionally in July 2012 we placed water quality survey bill inserts with customer bills to provide another means by which to solicit water quality concerns and/or complaints. To date we have had a total of 191 surveys completed. Thirty-nine of these surveys were completed online, and the remainder were received as a result of the write-in bill insert survey. We have attached a copy of a log of every survey received along with the customer's name, address, town, description of complaint, along with the department assigned the complaint and the actions taken. The results of the survey serve two purposes. The primary purpose is to address the customers issue as soon as possible. Currently, as already noted, the Company is investigating concerns as appropriate and responding to the customers as soon as practicable. The second benefit of this survey will be for NYAW to utilize this information to redistribute capital where it is practical and cost effective to do so in order address any areas where we receive repeated complaints about water quality, (as the Company has done with respect to Malverne, discussed above).

UPCOMING DELIVERABLES:

The Company will complete the YouTube video demonstrating how to flush hot water heaters by year-end 2012. A link to the video will be provided in the corresponding quarterly report.

The Company is currently conducting its fall flush program, and has communicated this program to its customers via mailings, Facebook and newspaper advertising. We will provide an update of any notable results from this flushing program within our next quarterly report.

ⁱ On August 17, 2012, in Case 12-W-0217, the New York State Public Service Commission approved the merger of Aqua New York of Sea Cliff, Inc., Aqua New York, Inc., and New York Water Service Corporation with and into Long Island Water Corporation, with Long Island Water Corporation emerging as the surviving entity. Long Island Water Corporation would then be renamed New York American Water Company, Inc. On October 1, 2012, the endorsed merger certificates were filed with the New York Secretary of State, thus completing the merger process. Throughout this document, Long Island Water Corporation will be referred to as New York American Water

Company, Inc. (“NYAW” or the “Company”). Please note that the requirements concerning the submittal of quarterly water quality reports as set forth under Case 11-W-0200 relate only to the former Long Island Water Corporation.

Water Quality Survey - 2012

Method Rec'd	Address	Town	Complaint	Department Handling	Results/Action Taken
Mail	1063 Highland St.	Baldwin	Hot and cold water discolored.	Distribution	Left message. Issued flush.
Mail	1285 Village Ave.	Baldwin	Hot and cold water discolored.	Distribution	Phone out of order. Issued flush order.
Mail	1530 Coolidge Ave.	Baldwin	Odor.	Lab	Flushed hydrant. Customer is satisfied.
Mail	19 Linden Ave.	Baldwin	Quality has improved. A little discolored.	Distribution	Customer satisfied with improvement of water quality.
Online	1A North Dr.	Baldwin	Feels water not safe. Too much chlorine. Discolored on occasion.		
Mail	2295-7 Milburn Ave.	Baldwin	Hot water discolored.	Distribution	
Mail	2349 Central Ave.	Baldwin	Hot water discolored.	Distribution	Called and spoke to cust. Customer said his hot water tank needed flushing. He will flush tank.
Online	2516 Lakeside Dr.	Baldwin	Filter user. Discolored. Taste.	Lab	System bumped and flushed. Customer satisfied.
Mail	3022 Grand Ave.	Baldwin	Low water pressure. Water is expensive.	Rich Ruge	Made appointment to visit the home.
Mail	579 Emerson Ave.	Baldwin	Hot and cold water discolored	Distribution	Called customer. Left msg.
Mail	696 Barnes Ave.	Baldwin	Taste. Odor.	Lab	Flushed hydrant. Customer is satisfied.
Mail	699 William St.	Baldwin	Hot water discolored.	Distribution	
Mail	807 Dean Dr.	Baldwin	Hot and cold water discolored	Distribution	Issued flush. Sent Corrbrite.
Mail	847 Adams St.	Baldwin	Taste. Sediment.		Appointment on 7/20 to inspect home to determine if periodic flushing is necessary. Customer is satisfied after visit.
Mail	929 Wallace Ave.	Baldwin	Copper/Iron	Distribution	Galvanized service. Flushed hydrant. Customer satisfied.
Mail	955 Pacific St.	Baldwin	Hot water discolored.	Distribution	Called. Will flush and sent hot water kit.
Online	15 Lotus	Cedarhurst	Hot and cold water discolored.	Distribution	Issued flush. Sent hot water kit. Flushed 8/12
Mail	328 Westminster Rd.	Cedarhurst	Taste.	Lab	
Mail	341 Livingston Pl.	Cedarhurst	Cold water discolored.	Distribution	Called. Issued flush.
Mail	365 Clinton Ave.	Cedarhurst	Hot and colored water discolored. Taste.	Lab	
Online	402 Argyle Rd.	Cedarhurst	Hot. Cold. Taste. Pressure.	Distribution	Unable to reach customer. Issued flush.
Mail	522 Oxford Rd.	Cedarhurst	Taste.	Lab	Lead service line. Flushed hydrant. Educated customer. Customer is satisfied.
Online	567 Oxford Rd.	Cedarhurst	Taste.	Lab	
Mail	33 Gail Dr.	East Rockaway	Hot and cold water discolored at times.	Distribution	
Mail	7 Yarmouth Rd.	East Rockaway	Hot water discolored. Highly Chlorinated. Extremely hard, stains on glasses. Too expensive.	Lab	
Mail	10 Oak St.	Freeport	Hot water discolored.	Distribution	Called customer. Left msg. Sent hot water kit.
Mail	453 Babylon Tpke.	Freeport	Discolored hot and cold water.	Distribution	
Online	100 Crystal Court	Hewlett	Filter user. Hot and cold discolored.		
Mail	70 Prospect Ave.	Hewlett	Hot water discolored.	Distribution	
Online	9 Milbare Health	Hewlett	Hot water discolored.		
Online	105 Soloff Blvd.	Inwood	Hot and cold water discolored	Distribution	Left message. Issued flush.
Mail	139 Bayview Ave.	Inwood	Cold water discolored.	Distribution	Customer did not speak English. Issued flush.
Mail	150 Wanser Ave.	Inwood	Hot water discolored. Chlorine taste. Sewer odor in bathroom sink.	Lab	
Online	17 Bayswater Blvd.	Inwood	Discolored hot and cold water. Odor in hot water and in toilet. Mostly lower level.	Distribution	Called. Left msg. Send hot water kit. Issued flush.

Mail	221 Lawrence Ave.	Inwood	Cold discolored. Odor. Smells like Clorox.	Lab	
Mail	296 Mott Ave.	Inwood	Cold water discolored.	Distribution	Contacted customer. Issued flush.
Mail	43 Maple Rd.	Inwood	Hot and cold water discolored.	Distribution	Issued flush.
Mail	68 Meadow Rd.	Inwood		Lab	
Mail	75 Bayswater	Inwood	Rust.	Distribution	
Mail	133 Nassau La.	Island Park	Low water pressure.	Distribution	Appointment on 8/6 to inspect home.
Mail	189 Jefferson Ave.	Island Park	Cold water discolored.	Distribution	Issued flush.
Mail	208 Quebec Rd.	Island Park	Taste and Odor.	Lab	
Mail	238 Franklin Ave.	Island Park	Filter user. Discolored.	Distribution	
Mail	251 Lincoln Ave.	Island Park	Pressure/Flow	Distribution	Appointment on 8/8 to inspect home.
Mail	251 Lincoln Ave.	Island Park	Pressure/Flow	Distribution	Appointment on 8/8 to inspect home.
Mail	257 Washington Ave.	Island Park	Hot water discolored.	Distribution	Called customer. Left msg.
Online	27 Island Park Pl.	Island Park	Hot and cold discolored.	Lab	Hot water issued. Explained how to reduce discolored water in the hot water. Customer to call back if cold water becomes discolored again.
Mail	27 Sagamore Rd.	Island Park	Taste. Odor. Hot and cold water discolored.	Lab	
Online	43 Kent Rd.	Island Park	Odor.	Lab	
Mail	62 Warwick Rd.	Island Park	Hot and cold water discolored.	Distribution	Called. Issued flush. Sent hot water kit and Corrbrite.
Mail	66 Waterford Rd.	Island Park	Hot water discolored.	Distribution	Hot water issued. Explained how to reduce discolored water in the hot water.
Mail	104 Lakeside Dr. E.	Lawrence	Hot and cold water discolored.	Distribution	Left msg. Issued flush.
Mail	110 Causeway	Lawrence	Hot water discolored.	Distribution	
Mail	136 Harborview East	Lawrence	Discolored hot and cold water. Taste.	Lab	
Mail	14 Herrick Dr.	Lawrence	Hot and cold water discolored.	Distribution	Issued flush. Sent hot water kit.
Mail	167 Lakeside Dr. S	Lawrence	Taste.	Lab	Contacted customer. Flushed hydrant.
Mail	19 Rockaway Tpke.	Lawrence	Filter user. Hot and cold water discolored.	Distribution	Contacted customer. Left msg.
Mail	198 Sage Ave.	Lawrence	Hot water discolored.	Distribution	
Mail	21 Herrick Dr.	Lawrence	Filter user. Hot and cold water discolored. Water filter discolors quickly.	Distribution	
Mail	251 Union St.	Lawrence	Discolored cold water. Poor pressure.	Distribution	Called. Left msg. Issued flush.
Mail	376 Mulry La.	Lawrence	Hot and cold water discolored. Clothing stained.	Distribution	Issued flush. Sent hot water kit.
Online	55 Lord Ave.	Lawrence	Hot water discolored.		
Mail	63 Muriel Ave.	Lawrence	Discolored hot and cold water.	Distribution	Issued flush. Sent hot water kit.
Mail	112 Atlantic Ave. #76	Lynbrook	Hot and cold water discolored. Taste like there are a lot of minerals in water and has an after taste. Faucet has a white residue and sink sprayer is clogged.	Lab	
Mail	121 Lyon Pl.	Lynbrook	Hot and cold water discolored. Sinking yard. Possible leak in yard.	Distribution	Sent supervisor to check sinking yard. Found tree uprooting sidewalk causing rain to run onto property. Lab collecting samples.
Online	15 Stuart St.	Lynbrook	Hot and cold water discolored.	Distribution	Issued flush. Mailed customer Corrbrite.
Online	176 Bixley Heath	Lynbrook	Stained fixtures	Lab	
Mail	185 Charles St.	Lynbrook	Hot and cold water discolored.	Distribution	Spoke to customer. Issued flush.
Mail	189 Charles St.	Lynbrook	Hot and cold water discolored. Odor.	Distribution	Spoke to customer. Issued flush.
Mail	19 Catherine St.	Lynbrook	Yellow ring in dog's water bowl and teapot.	Lab	
Mail	192 Charles St.	Lynbrook	Hot and cold water discolored.	Distribution	Spoke to customer. Issued flush.
Mail	2 Crab Ave.	Lynbrook	Odor.	Lab	
Mail	231 Piccadilly Downs	Lynbrook	Hot and cold water discolored. Taste.	Lab	

Mail	241 Kensington Rd.	Lynbrook	Cold water discolored. Taste.	Lab	Contacted customer. Hydrant flushed.
Mail	38 Elm St.	Lynbrook	Discolored. Taste.	Lab	
Mail	45 Franklin Ave.	Lynbrook	Filter user. Odor. Black particles floating on Brita filter.	Lab	
Mail	474 Whitehall St.	Lynbrook	Hot and cold water discolored.	Distribution	Customer said water has improved. Sent hot water kit and Corrbrite. Customer asked for directions on how to clean water tank.
Mail	53 Marion St.	Lynbrook	Hot water discolored.	Distribution	
Online	60 Charing Cross	Lynbrook	Filter user. Hot and cold discolored.		
Mail	74 Lakeview Ave.	Lynbrook	Hot and cold water discolored.	Distribution	Called. Left msg.
Mail	80 Peterson Pl.	Lynbrook	Chlorine smell	Lab	
Mail	82 Webster St.	Lynbrook	Odor.	Lab	
Mail	102 Sydney Ave.	Malverne	Discolored at times. Odor.	Lab	
Mail	105 Slabey Ave.	Malverne	Stained fixtures	Distribution	Sent Corrbrite and hot water kit.
Mail	15 North Cambridge St.	Malverne	Discolored hot water.	Distribution	Issued flush. Sent hot water kit.
Mail	2 Roosevelt Ave.	Malverne	Residue.	Lab	
Mail	21 Maple St.	Malverne	Hot and cold water discolored.	Distribution	
Mail	255 Rider Ave.	Malverne	Hot and cold water discolored. Taste.	Lab	
Mail	35 Croyden St.	Malverne	Hot water discolored.	Distribution	Called. Left msg.
Mail	43 Croyden St.	Malverne	Cold water discolored. On and off.	Distribution	Customer said water has improved. Issued flush.
Mail	5 Cambridge St.	Malverne	Hot and cold water discolored. Odor. Residue.	Lab	
Mail	64 Norwood Ave	Malverne	Cold water discolored.	Distribution	
Mail	74 Nottingham Rd.	Malverne	Hot water discolored.	Distribution	Spoke to customer. Educated customer on hot water maintenance.
Mail	75 Park Ave.	Malverne	Hot and cold water discolored. Metallic Taste.	Lab	
Mail	91 Ambrose Ave.	Malverne	Hot water discolored. Chemical taste. Odor at tap.	Lab	
Mail	736 Vandam St.	North Woodmere	Hot and cold water discolored.	Distribution	Spoke to customer. Issued flush.
Mail	916 Park La.	North Woodmere	Rust. Fixtures stained.	Distribution	Called customer. Left msg.
Online	100 Daly Blvd #2705	Oceanside	Chorine odor.	Lab	Contacted customer. Educated customer.
Mail	100 Daly Blvd. #3102	Oceanside	Cold water cloudy.	Distribution	
Mail	145 Evans Ave.	Oceanside	Hot and cold water discolored. Taste. Odor.	Lab	Internal issue. Educated customer.
Mail	166 Carlton Ct.	Oceanside	Chlorine taste.	Lab	
Online	2301 Saratoga St.	Oceanside	Discolored.		
Mail	2601 Washington Ave.	Oceanside	Taste. Odor.	Lab	Flushed hydrant. Left msg. for customer. Didn't call us back.
Online	2623 Southard Ave.	Oceanside	Cold water discolored.	Distribution	Appointment to visit home on 7/20.
Online	2747 Harrison Ave.	Oceanside	Cold water discolored.		
Online	2853 Willard Ave.	Oceanside	Discolored hot water.	Distribution	Called. Issued flush.
Mail	3003 Roxbury Rd.	Oceanside	Hot and cold water discolored.	Lab	Flushed hydrant.
Mail	3403 Knight St.	Oceanside	Hot water discolored.	Distribution	Contacted customer. Educated customer on hot water maintenance.
Online	396 Christopher St.	Oceanside	Taste.		
Mail	4042 Greentree Dr.	Oceanside	Discolored water. Taste.	Lab	Flushed hydrant. Customer is satisfied.
Mail	433 Foxhurst Ave.	Oceanside	Filter user. Filter is clogged.	Lab	Educated customer on filter use. Customer is satisfied.
Mail	491 Abbey Rd.	Oceanside	Filter user. Taste and Odor.	Lab	
Mail	493 Chelsea Rd.	Oceanside	Metal Taste. Hot and cold water discolored.	Lab	
Online	504 Rebecca La.	Oceanside	Chlorine taste.		

Online	566 Grove Pl.	Oceanside	Hot water discolored.	Distribution	Contacted customer. Explained hot water tank maintenance.
Mail	635 Patten Ave.	Oceanside	Discolored.	Distribution	Called. Issued flush.
Mail	416 Westminster Rd.	Rockville Centre	Taste. Odor. Discolored.	Lab	Sent inspector over to home.
Mail	467 York Ct.	Rockville Centre	Hot water discolored.	Distribution	
Mail	484 Arizona Ave.	Rockville Centre	Hot and cold water discolored.	Distribution	Called. Left msg. Sent hot water kit.
Mail	8 Major Ct.	Rockville Centre	Taste.	Lab	
Mail	121 Forest Ave.	Roosevelt	Hot and cold water discolored. Taste. Odor.	Lab	Flushed hydrant. Flushed hot water heater.
Mail	124 Forest Avenue	Roosevelt	Discolored cold water. Taste.	Lab	Blow offs flushed on ends of lines. Customer satisfied
Mail	134 Pennsylvania Ave.	Roosevelt	Hot water discolored.	Distribution	Mailed customer hot water kit. Phone # invalid.
Mail	140 Hudson Ave.	Roosevelt	Cold water discolored.	Distribution	Called. Issued flush.
Mail	18 W. Raymond Ave.	Roosevelt	Hot water discolored.	Distribution	Called customer. Explained how to reduce discolored water in hot water.
Mail	20 Hausch Blvd.	Roosevelt	Hot and cold water discolored. Taste.	Lab	Contacted customer. Flushed hydrant. Customer satisfied.
Mail	207 E. Clinton Ave.	Roosevelt	Hot water discolored. Cold sometimes discolored. Taste.	Distribution	
Mail	208 Ellison Ave.	Roosevelt	Discolored hot water.	Distribution	Called. Left msg. Issued flush. Sent hot water kit.
Mail	240 Beechwood Ave.	Roosevelt	Hot water discolored. Cloudy.	Distribution	Contacted customer.
Mail	245 Washington Ave.	Roosevelt	Hot and cold water discolored.	Distribution	Called. Issued flush.
Online	305 Park Ave.	Roosevelt	Filter user. Filter clogged. Hot discolored.		
Mail	86 Washington Ave.	Roosevelt	Hot and cold water discolored.	Distribution	
Mail	92 Bennet Ave.	Roosevelt	Discolored. Odor.	Lab	
Mail	984 Clinton Place	Roosevelt	Taste.	Lab	Contacted customer. Flushed hydrant. Customer satisfied.
Online	302 Oak St.	S. Hempstead	Filter user. Cold water discolored.	Lab	Sample taken. Meets state standards. Follow up ltr. sent to customer.
Mail	626 Woodland Dr.	S. Hempstead	Filter user. Taste.	Lab	Clogged filter. Flushed.
Online	2319 Maple St.	Seaford	Filter user. Hot water discolored. Odor. Concerned with price of water.	Bill Varley	Contacted the customer. Educated customer on filters, hot water maintenance. Customer was pleased with our quick reply.
Mail	104 E. Euclid St.	Valley Stream	Hot and cold water discolored.	Distribution	
Mail	108 Copiague St.	Valley Stream	Discolored. Sediment.	Lab	
Mail	122 South Brush Dr.	Valley Stream	Hot water discolored.	Distribution	
Mail	145 Broadway	Valley Stream	Hot water discolored.	Distribution	
Mail	149 Bway	Valley Stream	Taste. Odor.	Lab	
Online	152 East Oxford	Valley Stream	Hot and cold water discolored.	Distribution	Issued flush.
Mail	17 DuBois Ave.	Valley Stream	Hot and cold water discolored (sometimes). Pet bowls have orange rings.	Distribution	Called. Issued flush.
Mail	174 Gibson Blvd.	Valley Stream	Taste like chemicals.	Lab	
Online	180 North Corona Ave.	Valley Stream	Cold water discolored.	Distribution	Called. Issued flush.
Mail	19 Shine Pl.	Valley Stream	Discolored. Tastes like iron and metal. Very hard water. Toilet tank rusty.	Distribution	
Mail	196 E. Maujer St.	Valley Stream	Discolored water.	Distribution	
Online	199 Ash St.	Valley Stream	Odor		
Mail	2 N. Henry St.	Valley Stream	Rusty. Customer says water line ends two doors from her house.	Distribution	Called. Issued flush.
Mail	21 Eastwood La.	Valley Stream	Hot water discolored.	Distribution	
Online	25 Green St.	Valley Stream	Hot water discolored.	Distribution	Issued flush. Sent hot water kit. Flushed 8/11

Mail	26 S. Montague St.	Valley Stream	Filter user. Hot water discolored.	Distribution	
Mail	278 dogwood Rd.	Valley Stream	Chlorine taste.	Lab	
Mail	29 Forest Rd.	Valley Stream	Hot water discolored.	Distribution	Contacted customer. Educated customer. Sent hot water kit.
Mail	30 Trafalgar Sq.	Valley Stream	Hot and cold water discolored.	Distribution	Unable to reach customer. Issued flush.
Mail	31 Jedwood Pl.	Valley Stream	Taste. Odor.	Lab	
Mail	31 Victor St.	Valley Stream	Filter user. Hot and cold water discolored. Odor.	Lab	Called. Issued flush.
Mail	318 Hungry Harbor Rd.	Valley Stream	Hot and cold water discolored. Sulphur odor. Iron is staining fixtures.	Lab	Called. Issued flush.
Mail	41 Hudson Ave.	Valley Stream	Hot and cold water discolored.	Distribution	
Online	5 Vanderbilt Way	Valley Stream	Hot and cold water discolored. Taste.	Distribution	Called. Issued flush.
Mail	50 Meadowbrook La	Valley Stream	Filter user. Hot water discolored.	Distribution	
Mail	58 Wilson Rd.	Valley Stream	Hot water discolored.	Distribution	Left msg. Sent customer hot water kit.
Mail	63 Flower Rd.	Valley Stream	Hot water discolored. Taste. Odor.	Lab	
Mail	648 June Pl.	Valley Stream	Hard Water. Stained Counters.	Lab	
Mail	68 Horton Ave.	Valley Stream	Hot and cold water discolored.	Distribution	Contacted customer. Left msg.
Mail	728 Hillcrest Pl.	Valley Stream	Hot water discolored at times.	Distribution	Called. Left msg.
Mail	738 Coldwell Ave.	Valley Stream	Chlorine odor.	Lab	
Mail	801 Golf Dr.	Valley Stream	Hot and cold water discolored. Taste. Odor.	Lab	
Mail	98 S. Franklin Ave.	Valley Stream	Cold water discolored.	Distribution	Issued flush. Left message for customer.
Mail	220 Erie Rd.	West Hempstead	Hot water discolored.	Distribution	Called. Left msg.
Online	407 Barbara La.	West Hempstead	Discolored.		
Mail	724 Oriole Ave.	West Hempstead	Discolored water in the evenings	Distribution	Called customer. Issued flush.
Mail	968 Glenwood Rd.	West Hempstead	Discolored hot and cold water.	Distribution	Customer said water has improved.
Mail	1056 Fulton St.	Woodmere	Foggy.	Distribution	Called customer. Water has improved.
Online	2 Woodmere Blvd. S.	Woodmere	Hot water discolored. Taste.		
Mail	230 Mosher Ave.	Woodmere	Hot and cold water discolored.	Distribution	
Online	338 Edward Ave.	Woodmere			
Online	377 Midwood Rd.	Woodmere	Cold water discolored.		
Online	506 Stuart Dr.	Woodmere	Hot and cold water discolored	Distribution	Spoke to customer. Water issue has been resolved. No problems.
Online	647 Arbuckle Ave.	Woodmere	Hot and cold water discolored.	Distribution	Called. Issued flush.
Online	664 Arbuckle Rd.	Woodmere	Hot water discolored. Cannot locate curb box.	Distribution	
Mail	714 Emerson St.	Woodmere	Discolored sometimes.	Distribution	Contacted customer. No issues. Water is fine.
Mail	749 Lark Ct.	Woodmere	Filter user. Taste.	Lab	
Mail	787 Arbuckle Ave	Woodmere	Hot water discolored.	Distribution	Issued flush. Sent hot water kit.
Mail	828 Ibsen St.	Woodmere	Hot water not clear. Customer feels she must boil water.	Distribution	
Mail	880 Peninsula Blvd.	Woodmere	Discolored. Gritty.	Distribution	Called. Left msg.
Mail	905 N. Central Ave.	Woodmere	Cold water discolored. Clothing stained.	Distribution	Issued flush. Sent Corrbrite
Online	942 Greenfield Rd.	Woodmere	Cold water discolored.	Distribution	Issued flush.