

**From:** Brittany Siadek  
**Sent:** Tuesday, May 5, 2020 3:10 PM  
**To:** John Burkhart; Jonathan Maas  
**Subject:** Quality Complaint Form - 12216

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Acti
5/5	3:06	Kim Molitor	Private Turquoise Way	Private	BLS	Customer states that water specifically smells like sewage coming from one of her bathroom sinks	

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

**Brittany Siadek**  
Normal Water Department  
309-433-3411

**From:** [Brittany Siadek](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Tuesday, May 5, 2020 3:09:53 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
5/5	3:06	Kim Molitor	████ Turquoise Way	Private	BLS	Customer states that water specifically smells like sewage coming from one of her bathroom sinks	

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

Thanks,

***Brittany Siadek***

Normal Water Department

309-433-3411

From: [Brittany Siadek](#)  
To: [John Burkhardt](#); [Jonathan Maas](#)  
Subject: Quality Complaint Form - 12216  
Date: Monday, March 30, 2020 9:48:10 AM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
3/30	9:40 am	Delores Moore	 Sandra Ln	<b>Private</b>	Brittany Siadek	Her water smells bad, just noticed it this last week almost like sewage Both in kitchen and bathroom	

Good Morning!

Customer would prefer that we don't call her back today because she is burying



**Invasion of**

Thanks!

**Brittany Siadek**

Normal Water Department  
309-433-3411

**From:** [Dan Sacry](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Wednesday, March 25, 2020 1:21:18 AM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
3/25/20	9:25 pm	Morehead	 S grove		DS	Discolored water	Called John M & Jason will speak to customer

Dan Sacry  
Town of Normal Water Dept.  
Phone 309-454-9560  
E-mail [dsacry@gmail.com](mailto:dsacry@gmail.com)

**From:** [Brittany Siadek](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Wednesday, March 11, 2020 3:06:17 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
3/11/20	3:00pm	Evie, Leichtenberg	Private S Grove St	Private	BLS	Pediatrician recommended for their water to be tested for lead- live in an older home and wanted to make sure it was okay	

Thanks!

**Brittany Siadek**  
Normal Water Department  
309-433-3411

**From:** [Brittany Siadek](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Monday, March 9, 2020 10:53:31 AM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
3/9/20	10 51am	Susan Popejoy	Private S Adelaide St	Private	BLS	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	

Thanks!

**Brittany Siadek**

Normal Water Department  
309-433-3411

**From:** [Brittany Siadek](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Wednesday, January 15, 2020 3:27:23 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
1/15/20	3:24 pm	Sharon Fowler	Pr N Grove St	Private	Brittany Siadek	Everytime she drinks her water during the last couple days she is [redacted] [redacted] Hasn't noticed change in taste, smell or sight	

**Brittany Siadek**  
Normal Water Department  
309-433-3411

**From:** [Marilyn Beal](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Bcc:** [Marilyn Beal](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Tuesday, January 7, 2020 1:32:12 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
1/7/2020	1:15 PM	Linda Ritter	Private N School St	Private	MB	She has had to replace fixtures in her house every 3 years and she wants to know what is in the water that causes this problem	

Marilyn Beal, Utility Billing Coordinator  
Town of Normal Water Department  
(309) 454-9563



**From:** [Marilyn Beal](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Cc:** [Marilyn Beal](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Monday, November 25, 2019 4:04:19 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
11/25/2019	4:02 pm	Sharon Vogel	 Norbloom		mbeal	Rusty, Limey Water, and no chlorine – per Culligan person	Please call her tomorrow after 2:00 pm

Marilyn Beal, Utility Billing Coordinator  
Town of Normal Water Department  
(309) 454-9563

**From:** [Chelsea White](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Friday, November 1, 2019 2:50:12 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
11/1/2019	14:47	Tim Shriver	Private Estate Dr	Private	C White	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)	

**From:** [Chelsea White](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Monday, October 7, 2019 1:17:10 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
10/7/19	13:11	Mrs Jodts	Pri Cascade Ct	Private (home) Private (Cell)	C White	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)	

**From:** [Marilyn Beal](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Monday, October 7, 2019 1:10:49 PM

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Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action

**From:** [Crystal Stremelau](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Wednesday, October 2, 2019 3:34:40 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
10-2-19	3:30pm	Charline Dose	99 E Poplar St	Private	CLS	Tenant Charline Dose concerned regarding white cloudy water visible when using both hot/cold taps	



Thank you, and have a nice day  
*Crystal Stremelau*  
Normal Water Department

**From:** [Hilary Houk](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Thursday, September 19, 2019 7:49:36 AM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
09/19/19	7:47am	Marcia Hirst	P Ruston Ave	Private	Hilary Houk	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	

*Hilary Houk*  
Normal Water Department

**From:** [Marilyn Beal](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Friday, August 30, 2019 1:34:34 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
8/30/2019	1:30 PM	Chelsea Peck	 Essex Ct		Mbeal	Yellow Water	

**From:** [Marilyn Beal](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Wednesday, August 28, 2019 1:42:40 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
8/28/2019	1:40 PM	Chistian Rios	603 Hester Ave P	Private	mbeal	Intermittently, water is cloudy and has black stuff He mentioned he has a filter	



**From:** [Jonathan Maas](#)  
**To:** [Hilary Houk](#); [John Burkhart](#)  
**Subject:** RE: Quality Complaint Form - 12216  
**Date:** Tuesday, August 27, 2019 3:17:12 PM

I spoke with this gentleman last Friday His water was brown and then clear up and would be fine for a while and turn brown again the next day It was clear when I talked with him at 1 50 last Friday I told him to see if it did it again over the weekend and call us if it does He has copper through out his house and service line to the curb stop The house was built in the late 1800 s  
Jon

**From:** Hilary Houk  
**Sent:** Tuesday, August 27, 2019 2:49 PM  
**To:** John Burkhart ; Jonathan Maas  
**Subject:** Quality Complaint Form - 12216

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
8/27/19	2:47pm	Mike McKnight	█ W Vernon Ave	Private	Hilary Houk	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	

*Hilary Houk*  
Normal Water Department

**From:** [Hilary Houk](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Tuesday, August 27, 2019 2:48:51 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
8/27/19	2:47pm	Mike McKnight	█ W Vernon Ave	Private	Hilary Houk	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.	

*Hilary Houk*  
Normal Water Department

**From:** [John Burkhart](#)  
**To:** [Hilary Houk](#); [Jonathan Maas](#)  
**Subject:** RE: Quality Complaint Form - 12216  
**Date:** Monday, August 26, 2019 2:45:29 PM

Nate Goldman – maintenance for 1 Uptown

**Private**

Informa  
Jon – Can you reach out to him for this complaint?

Thanks!

John

**John Burkhart**  
**Director of Water**  
**Town of Normal**  
**Office - (309) 454-9564**  
**Fax - (309) 454-9629**  
**E-mail - [jburkhart@normal.org](mailto:jburkhart@normal.org)**  
**“Committed to Service Excellence”**

**From:** Hilary Houk

**Sent:** Monday, August 26, 2019 12:04 PM

**To:** John Burkhart ; Jonathan Maas

**Subject:** Quality Complaint Form - 12216

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
08/26/2019	12:02PM	Steve Muelemans	1 Uptown Cr Pii	<b>Private</b>	Hilary Houk	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	

*Hilary Houk*

Normal Water Department

**From:** [Hilary Houk](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Tuesday, August 27, 2019 2:48:51 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
8/27/19	2:47pm	Mike McKnight	Private Vernon Ave	Private	Hilary Houk	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.	



*Hilary Houk*  
Normal Water Department

**From:** [Hilary Houk](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Monday, August 26, 2019 12:04:18 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
08/26/2019	12:02PM	Steve Muelemans	1 Uptown Cr Pri	Private	Hilary Houk	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	

*Hilary Houk*  
Normal Water Department

**From:** [Marilyn Beal](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Friday, August 23, 2019 10:54:11 AM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
8/23/2019	10:49 AM	Michael McKnight	 W Vernon Ave	 Private	Marilyn Beal	Brown Water	Call after 1:30 PM

**From:** [Chelsea White](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Monday, August 19, 2019 12:45:04 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
08/19/2019	12:32	Laurine Ross	103 College Park <b>Pr</b> (moving to <b>Pr</b> Wednesday)	<b>Private</b>	C. White	Water is brown (entire apartment/building, and both hot and cold)	

\*\* Would like to have someone come out there before Wednesday \*\*

**From:** [Crystal Stremelau](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Thursday, August 8, 2019 1:16:29 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
8-8-19	1:12pm	Mike Penn	903 N LindenSt P (condos)	Private	Crystal	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	

Thank you, and have a nice day  
 Crystal Stremelau  
 Normal Water Department



**From:** [Hilary Houk](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Monday, July 29, 2019 2:20:42 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
07/29/2019	2:18pm	Brenda	326 Susan Dr	Private	Hilary	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.	

*Hilary Houk*  
Normal Water Department

**From:** [Hilary Houk](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Friday, July 12, 2019 4:07:53 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
7-12-19	4:02 pm	Tensiha Terrell	Private Jacobsen Dr	Private	Hilary Houk	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	

*Hilary Houk*  
Normal Water Department

**From:** [Leigha R. Adelsberger](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Monday, July 1, 2019 10:55:44 AM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
7/1/19	10:53A	Sandra Goble	<b>Priv</b> University St	<b>Private</b>	Leigha	Advised resident to remove strainers and run water to try and see if it will clear up. She said that the water is orangish in color and is not clear like it was this morning.	

*Leigha Adelsberger*

Utility Billing Coordinator  
Normal Water Department  
Ph: 309.433.3411  
Fax: 309.454.9629

"Committed to Service Excellence."

Visit our newly updated website, [Town of Normal Water Department](#)  
[Mandatory Meter Replacement Project](#)

**From:** [Crystal Stremelau](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Monday, June 24, 2019 8:46:46 AM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
6-24-19	8:41am	Sally Nadeau	Wilmette Dr	Private	Crystal	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.	

Thank you, and have a nice day  
Crystal Stremelau  
Normal Water Department

**From:** [Crystal Stremelau](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Friday, June 21, 2019 4:32:38 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
6-21-19	4:29pm	Hildegard Watson	P Manchester Rd	Private	Crystal	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	

Thank you, and have a nice day  
*Crystal Stremelau*  
Normal Water Department

**From:** [Leigha R. Adelsberger](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Friday, June 21, 2019 2:07:05 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
6/21/19	2:04PM	Katya Reno	Wilmette Dr	Private	Leigha A	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.	

*Leigha Adelsberger*

Utility Billing Coordinator

Normal Water Department

Ph: 309.433.3411

Fax: 309.454.9629

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[Mandatory Meter Replacement Project](#)

**From:** [Marilyn Beal](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Cc:** [Marilyn Beal](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Wednesday, June 12, 2019 10:26:31 AM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
6/12/2019	10:24 AM	Marcia Hirst	<b>Pr</b> Ruston	<b>Private</b>	mbeal	Water has been yellowish for the last 2-3 weeks and the laundry is not coming out very white	

**From:** [Crystal Stremiau](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Monday, June 10, 2019 9:20:08 AM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
6-10-19	9:15	Dorothy Green	Private Major St	Private	Crystal S	(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	

Thank you, and have a nice day  
Crystal Stremiau  
Normal Water Department



**From:** [Leigha R. Adelsberger](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Tuesday, May 28, 2019 12:29:26 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
5/28/19	12:27pm	Dorothy Green	1210 Major St Pri	Private	Leigha A	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	

*Leigha Adelsberger*

Utility Billing Coordinator

Normal Water Department

Ph: 309.433.3411

Fax: 309.454.9629

"Committed to Service Excellence."

Visit our newly updated website, [Town of Normal Water Department](#)

[Mandatory Meter Replacement Project](#)

**From:** [Hilary Houk](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Monday, May 20, 2019 11:38:40 AM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
05/20/2019	11:30pm	Greg Beckman	Pr Orlando Ave	Private	Hilary Houk	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.	



*Hilary Houk*  
Normal Water Department

**From:** [Crystal Stremelau](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Wednesday, May 15, 2019 4:38:05 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
5-15-19	4:35	Laural Brown	Private Courtland Ave	Private	Crystal S	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	

Thank you, and have a nice day  
Crystal Stremelau  
Normal Water Department

**From:** [Marilyn Beal](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Thursday, May 2, 2019 11:45:34 AM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
5/2/2019	11:40 AM	Greg Beckman	 Orlando Ave		mbeal	Water has sediment and is yellow in color	

Call him in about 3 hours, he is going to the movies to see the Avengers

**From:** [Marilyn Beal](#)  
**To:** [Jonathan Maas](#); [John Burkhart](#)  
**Subject:** RE: Quality Complaint Form - 12216  
**Date:** Friday, Apr 12, 2019 11:48:52 AM

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Sorry, phones kept ringing. They have what looks like dirt in the water.



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**From:** Jonathan Maas  
**Sent:** Friday, April 26, 2019 11:37 AM  
**To:** Marilyn Beal; John Burkhart  
**Subject:** RE: Quality Complaint Form - 12216

Is it safe to assume that this person just called to compliment us on water?

---

**From:** Marilyn Beal <[mbeal@normal.org](mailto:mbeal@normal.org)>  
**Sent:** Friday, April 26, 2019 11:32 AM  
**To:** John Burkhart <[jburkhart@normal.org](mailto:jburkhart@normal.org)>; Jonathan Maas <[jmaas@normal.org](mailto:jmaas@normal.org)>  
**Cc:** Marilyn Beal <[mbeal@normal.org](mailto:mbeal@normal.org)>  
**Subject:** Quality Complaint Form - 12216

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
4/26/2019	11:31 AM	Dennis Garrigus	 Heritage Rd West		mbeal		

**From:** [Jonathan Maas](#)  
**To:** [Marilyn Beal](#); [John Burkhart](#)  
**Subject:** RE: Quality Complaint Form - 12216  
**Date:** Friday, Apr 12, 2019 11:37:04 AM

---

Is it safe to assume that this person just called to compliment us on water?

---



**From:** Marilyn Beal

**Sent:** Friday, April 26, 2019 11:32 AM

**To:** John Burkhart ; Jonathan Maas

**Cc:** Marilyn Beal

**Subject:** Quality Complaint Form - 12216

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
4/26/2019	11:31 AM	Dennis Garrigus	 Heritage Rd West		mbeal		

**From:** [Marilyn Beal](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Cc:** [Marilyn Beal](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Friday, April 26, 2019 11:31:54 AM


Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
4/26/2019	11:31 AM	Dennis Garrigus	 Heritage Rd West		mbeal		

**From:** [Marilyn Beal](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Tuesday, April 23, 2019 4:21:52 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
4/23/2019	4:15 PM	Garlic Press	108 Beaufort St	309-452-8841	mbeal	The water has a chemical taste at 108 Beaufort but tastes ok at 106 Beaufort	



**From:** [Hilary Houk](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Wednesday, March 27, 2019 4:17:38 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
03/27/2019	4 00PM	Amanda Hoback	 Fairchild Ave	<b>Private</b>	Hilary Houk	Customer called and her water smells in her kitchen and bathroom. She stated that the hot and cold water both smell. She said it is a chemical and mildew smell. She thought maybe it has something to do with her neighbor.	

*Hilary Houk*  
Normal Water Department

**From:** [Crystal Stremelau](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Tuesday, February 26, 2019 8:52:23 AM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
2-26-19	8:45	Bobetta Kolbus	[REDACTED] Keller Rd [REDACTED] Private	[REDACTED] Private	Crystal	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.	

Thank you, and have a nice day  
 Crystal Stremelau  
 Normal Water Department



**From:** [Marilyn Beal](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Cc:** [Marilyn Beal](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Monday, February 11, 2019 9:27:24 AM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
2/11/2019	9:25 AM	Larry Ross	 Perry Ln		mbeal	Water smells and tastes bad and has since Thursday 2/7/2019	

**From:** [Marilyn Beal](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Cc:** [Marilyn Beal](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Monday, February 4, 2019 9:22:17 AM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
2/4/2019	9:21 AM	Rochelle Minor	 Oakdale		mbeal	Yellow water – hot and cold water	

**From:** [Marilyn Beal](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Cc:** [Marilyn Beal](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Thursday, January 31, 2019 1:28:22 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
1/31/2019	1:25 pm	Jacob Smith	 Ruston Ave		mbeal	Water is yellow and there are yellow floaters in the water	

**From:** [Crystal Stremelau](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Monday, December 10, 2018 3:44:54 PM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
12-10-18	3:40pm	Anilkumarreddy Daggavolu (pronounced Dag-av-o- loo)	Private St Jean Rd	Private	Crystal	Customer states water spots from dishwasher/shower. Describing sediment coming through water fixtures. States neighbor w/ our water does not have these issues. Does not have water softener in home. If we call before 3:30pm, his wife will answer.	

Thank you, and have a nice day  
Crystal Stremelau  
Normal Water Department

**From:** [Marilyn Beal](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Monday, December 3, 2018 11:26:54 AM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
12/3/2018	11:25 AM	First Site - Morgan	1227 W Hovey apartment building	<b>Private</b>	mbeal	Black specks in the water – could it be tested	

**From:** [Marilyn Beal](#)  
**To:** [John Burkhardt](#); [Jonathan Maas](#)  
**Bcc:** [Marilyn Beal](#)  
**Subject:** Quality Complaint Form - 12216  
**Date:** Thursday, May 21, 2020 11:23:21 AM

Opened Date	Time of Complaint	Customer Name	Address	Phone Number	Opened By	Nature of Complaint	Action
5/21/20	11:20 AM	John Buynack	Striegel Ct	Private	mbeal	Brown Water	

Marilyn Beal, Utility Billing Coordinator  
Town of Normal Water Department  
(309) 454-9563