TOWN OF SUFFIELD WPCA CUSTOMER COMPLAINT FORM

DATE:NAME OF INVESTIGATORS:				
	187			
CALL RECEIVED B	Y:			
TIME RECEIVED:_				
LOCATION/ADDRI			TER SOLVING THE PROBLEM:	
PHONE NUMBER (JF OWNEROR TO	CALL BACK AFT	ER SOLVING THE PROBLEM:	
NATURE OF CALL	:			
	(SEWER BLOCK	AGE, LOOSE COV	VER, ODOR, ETC. ETC., DRAINAGE	
ISSUE)				
INVESTIGATION	RESULTS/SOLU'	TION		
EQUIDMENT QUE	MICALO OTHER		r	
EQUIPMENT, CHE	MICALS, OTHER	USED AT JOB SIT	E:	
JET TRUCK	VES OP NO	WAS A VIDE	O TAKEN OF THE PROBLEM?	
JET TRUCK	I LS OK NO		TAPE FOOTAGE	
POWER RODDER	VES OR NO	ΙΑΙ Ε π	TALE FOOTAGE	
		WASTV IIN	IT USED TO FIND PROBLEMS?	
NOZZLE USED		WAS I.V. OIV	II USED TO FIND I ROBLEMS.	
OTHER:				
DISTANCE FLUSHI	 ED FT:	NUMBER	OF PASSES:	
MATERIAL CAUSI	NG THE CLOG (G	REASE, ROOTS, O	GRIT):	
PICTURES TAKEN:	`	1121102,110012,		
PIPE MATERIAL (C				
WAS CONTRACTO	,	CALLED FOR LAT	ERAL WORK?	
WHO?				
AREA CLEANED AND DECONTAMINATED? HOW?				
FLOW TO CATCH I	BASIN?			
			RING THE CALL. WHY WERE VARIOUS	
			EN AS THE CAUSE OF THE PROBLEM. NOTES OTHER ACTIONS NECESSARY TO RESOLVE	
			HOLES AFTER THE BLOCKAGE WAS	
CLEARED? PIPE DEFE				

REVIEWED BY:		DATE:	
	(MANAGEMENT)		-
CORRECTIVE			
ACTIONS:			

IF CALL WAS DUE TO ODOR USE ODOR PLEASE EXPLAIN.

FILE;BLOCK.DOC UPDATE;9/5/12

IF YOU RESPOND TO A BACKUP IN A BUILDING/HOUSE YOU MUST GET THE FOLLOWING INFORMATION BEFORE YOU LEAVE THE SITE;

- OWNER'S NAME, ADDRESS, PHONE # FOR OWNER
- FIND OUT HOW SEWAGE ENTERED THE BUILDING/HOUSE
- HOW IS THE AREA GOING TO BE CLEANED/DISINFECTED.....MAKE SURE THE OWNER UNDERSTANDS THAT THE INSIDE OF BUILDINGS SHOULD BE CLEANED AND DISINFECTED PROPERLY.
- **GIVE HOMEOWNER THE NAMES OF CLEANUP CONTRACTORS
- RECORD THE (INCHES) OR AMOUNT OF WATER IN THE BASEMENT, APPROX, GALLONS ETC.
- TAKE PICTURES! A PICTURE IS WORTH A THOUSAND WORDS!!!