

Quick Guide to Drinking Water Sampling

New Installation of Water Outlets by Contractor

Installation completed by contractor



Contractor conducts sampling



Contractor provides results to ORF and DOHS

ORF Drinking Fountain Repair/Replacement

Repairs completed by ORF employees



Contact DOHS to request sampling of fountain



DOHS Conducts sampling and provides results to ORF

Drinking Water Quality Complaints

Water complaint received by ORF



Preliminary Investigation (PI) completed by ORF



ORF Provides PI results to DOHS & requests assistance if needed



DOHS reviews PI, provides ORF guidance, determines necessary sampling



DOHS completes indicated sampling



DOHS provides ORF sampling results & any additional guidance



ORF completes necessary remediation



ORF completes necessary communication with complainant



Quick Guide to the Drinking Water Aesthetics (Odor, Taste, Color) Complaint Process

- Preliminary Investigation completed by ORF
- Facility Management (FM) contacts DOHS to provide investigation results and request assistance if needed
- Preliminary Investigation should outline the applicable items below:
 - Complainants name and contact info
 - Complaint location (one fixture or several), duration, and frequency
 - Nature of complaint
 - Taste/odor: metallic, chlorine, stale, musty, sewage, fishy, solvent-like, etc.
 - Dirty Water: yellow, brown, black, milky, particulates, soapy, rusty, etc.
 - Outlet condition: working, staining, etc.
 - Other relevant information
 - Whether conditions outlined in complaint were verified by ORF
 - Source of complaint
 - Point of Use: fixture, water treatment unit, dispenser (ice machine), etc.
 - Distribution system: water tanks, boilers, heat exchanger, plumbing, cross connection, air, construction/repair, low volume/pressure, dead end, closed valve
 - Maintenance completed: opening valves, blow-offs, repairs, pulled meters, etc.
 - Reason referred to DOHS
- DOHS will recommend additional actions and conduct indicated sampling
- DOHS will provide assistance/guidance and results of indicated sampling to FM
- Note: Contact DOHS immediately if drinking water is perceived to be an immediate threat to human health