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
- ORF completes necessary remediation
- ORF completes necessary communication with complainant
- DOHS provides ORF sampling results & any additional guidance
- DOHS completes indicated sampling

**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