

**Complaint Investigations, FY 2021 (9/1/2020 – 8/31/2021)**

	AGRI	APO	AIR	EA	ER	IHW <sup>1</sup>	MSW	OC	OSSF	PST	PWS	WQ	WR	MM <sup>2</sup>	TOTAL
<b>Region 1</b>	5	0	27	0	0	8	16	1	0	2	1	0	0	0	60
<b>Region 2</b>	3	0	26	0	0	3	23	2	0	2	24	12	0	4	99
<b>Region 3</b>	7	0	24	0	0	2	19	0	10	7	45	28	6	6	154
<b>Region 4</b>	7	13	378	0	0	18	34	6	22	24	140	160	7	6	815
<b>Region 5</b>	14	0	136	0	0	0	8	0	4	2	87	102	2	21	376
<b>Region 6</b>	0	0	328	0	1	0	9	0	1	0	3	7	0	1	350
<b>Region 7</b>	1	2	86	0	0	15	12	0	0	3	16	7	0	7	149
<b>Region 8</b>	0	0	10	0	0	1	10	0	0	0	15	9	3	17	65
<b>Region 9</b>	2	2	75	0	1	3	25	0	0	2	53	56	19	3	241
<b>Region 10</b>	0	1	176	0	1	6	75	0	103	8	78	75	2	0	525
<b>Region 11</b>	0	3	82	28	2	0	21	8	1	4	42	83	13	19	306
<b>Region 12</b>	1	3	98	0	0	7	51	3	17	4	239	183	1	5	612
<b>Region 13</b>	3	0	185	20	1	7	52	3	0	6	40	59	36	32	444
<b>Region 14</b>	0	1	172	0	0	3	12	0	0	4	48	37	9	6	292
<b>Region 15</b>	0	1	43	0	0	1	20	0	0	1	13	22	0	15	116
<b>Region 16</b>	0	0	21	0	0	0	17	0	0	1	11	12	2	7	71
<b>Water-Master Programs</b>	0	0	0	0	0	0	0	0	0	0	0	0	70	0	70
<b>TOTALS</b>	43	26	1,867	48	6	74	404	23	158	70	855	852	170	149	<b>4,745</b>

1 Dry Cleaner is included with IHW.

2 The "Multi-Media" category includes any complaint associated with more than one media. Those complaints are not included in individual media counts.

**Complaint Investigations, FY 2020 (9/1/2019 – 8/31/2020)**

	AGRI	APO	AIR	EA	ER	IHW <sup>3</sup>	MSW	OC	OSSF	PST	PWS	WQ	WR	MM <sup>4</sup>	TOTAL
<b>Region 1</b>	6	0	24	0	0	13	20	0	3	3	2	4	0	10	85
<b>Region 2</b>	6	0	27	0	0	1	26	0	1	3	7	8	0	5	84
<b>Region 3</b>	8	0	23	0	0	3	13	0	5	2	47	39	5	1	146
<b>Region 4</b>	9	5	296	0	2	8	31	1	29	31	143	143	12	3	713
<b>Region 5</b>	9	3	199	0	0	0	5	1	2	0	94	105	7	9	434
<b>Region 6</b>	0	0	140	0	0	0	9	0	0	0	3	5	0	2	159
<b>Region 7</b>	0	1	65	0	2	8	10	0	1	1	11	6	3	6	114
<b>Region 8</b>	0	0	23	0	0	0	12	0	3	2	10	15	2	4	71
<b>Region 9</b>	0	0	71	0	3	6	41	0	0	2	54	60	17	6	260
<b>Region 10</b>	0	3	220	0	0	14	63	1	92	5	78	68	3	4	551
<b>Region 11</b>	1	1	78	15	0	1	29	1	4	5	24	70	12	21	262
<b>Region 12</b>	0	18	247	0	0	5	51	0	10	17	223	208	4	9	792
<b>Region 13</b>	4	2	180	26	1	5	59	1	1	7	45	78	21	39	469
<b>Region 14</b>	0	1	119	0	0	6	7	1	0	4	66	32	7	7	250
<b>Region 15</b>	0	0	38	0	0	0	23	1	0	0	14	12	0	10	98
<b>Region 16</b>	0	2	16	0	0	4	15	0	0	0	17	11	2	4	71
<b>Water-Master Programs</b>	0	0	0	0	0	0	0	0	0	0	0	0	55	0	55
<b>TOTALS</b>	43	36	1,766	41	8	74	414	7	151	82	838	864	150	140	<b>4,614</b>

<sup>3</sup> Dry Cleaner is included with IHW.

<sup>4</sup> The "Multi-Media" category includes any complaint associated with more than one media. Those complaints are not included in individual media counts.

**Complaint Investigations, FY 2019 (9/1/2018 – 8/31/2019)**

	AGRI	APO	AIR	EA	ER	IHW <sup>5</sup>	MSW	OC	OSSF	PST	PWS	WQ	WR	MM <sup>6</sup>	TOTAL
<b>Region 1</b>	6	0	20	0	0	13	20	1	3	2	3	2	0	1	71
<b>Region 2</b>	2	0	31	0	0	5	24	0	2	0	10	8	0	6	88
<b>Region 3</b>	7	0	26	0	0	4	21	0	11	2	59	71	8	4	213
<b>Region 4</b>	22	5	346	0	0	11	42	6	19	21	237	185	14	8	916
<b>Region 5</b>	5	2	102	0	0	0	2	5	1	1	68	168	5	5	364
<b>Region 6</b>	0	0	36	0	0	0	14	1	1	0	2	3	0	1	58
<b>Region 7</b>	0	0	93	0	1	32	19	0	3	1	19	9	0	7	184
<b>Region 8</b>	0	0	15	0	0	5	17	0	2	0	5	19	6	8	77
<b>Region 9</b>	4	2	86	0	0	7	36	0	0	3	82	68	22	6	316
<b>Region 10</b>	0	0	162	0	0	5	76	0	79	3	100	52	2	7	486
<b>Region 11</b>	1	6	100	37	0	3	33	1	5	3	44	57	4	15	309
<b>Region 12</b>	6	21	224	0	1	9	60	7	34	18	234	193	6	8	821
<b>Region 13</b>	5	3	214	14	1	7	53	1	2	11	57	84	26	19	497
<b>Region 14</b>	0	4	178	0	1	2	22	0	0	4	80	57	2	11	361
<b>Region 15</b>	0	0	29	0	1	0	27	0	0	9	21	11	0	9	107
<b>Region 16</b>	1	2	20	0	0	0	18	0	2	2	4	13	2	3	67
<b>Water-Master Programs</b>	0	0	0	0	0	0	0	0	0	0	0	0	47	0	47
<b>TOTALS</b>	59	45	1,682	51	5	103	484	22	164	80	1,025	1,000	97	118	<b>4,982</b>

<sup>5</sup> Dry Cleaner is included with IHW.

<sup>6</sup> The "Multi-Media" category includes any complaint associated with more than one media. Those complaints are not included in individual media counts.

**Complaint Investigations, FY 2018 (9/1/2017 – 8/31/2018)**

	AGRI	APO	AIR	EA	ER	IHW <sup>7</sup>	MSW	OC	OSSF	PST	PWS	WQ	WR	MM <sup>8</sup>	TOTAL
<b>Region 1</b>	7	1	23	0	0	9	21	0	3	1	3	6	0	0	74
<b>Region 2</b>	1	2	41	0	0	5	29	0	2	1	13	8	0	4	106
<b>Region 3</b>	2	0	32	0	0	5	13	0	6	7	44	30	5	7	151
<b>Region 4</b>	12	9	363	0	0	15	26	8	23	45	250	143	7	10	911
<b>Region 5</b>	5	6	99	0	0	1	5	2	8	1	76	105	8	8	324
<b>Region 6</b>	0	0	65	0	0	3	24	0	1	0	2	9	0	3	107
<b>Region 7</b>	0	1	110	0	0	34	10	0	0	0	11	13	2	9	190
<b>Region 8</b>	1	1	29	0	0	1	12	0	10	1	3	8	2	8	76
<b>Region 9</b>	7	1	100	0	2	2	23	0	0	6	81	65	3	3	293
<b>Region 10</b>	0	1	105	0	0	6	61	0	106	5	81	53	2	9	429
<b>Region 11</b>	0	2	131	26	0	5	27	0	1	2	27	42	7	5	275
<b>Region 12</b>	2	20	189	0	1	8	71	0	1	11	234	159	7	8	711
<b>Region 13</b>	2	4	181	10	0	8	43	1	5	9	48	67	0	17	395
<b>Region 14</b>	4	0	105	0	1	2	13	0	0	3	46	29	0	18	221
<b>Region 15</b>	0	0	36	0	0	2	32	0	1	3	13	23	0	11	121
<b>Region 16</b>	0	3	29	0	0	1	13	0	0	1	14	25	0	3	89
<b>Water-Master Programs</b>	0	0	0	0	0	0	0	0	0	0	0	0	72	0	72
<b>TOTALS</b>	43	51	1,638	36	4	107	423	11	167	96	946	785	43	123	<b>4,545</b>

<sup>7</sup> Dry Cleaner is included with IHW.

<sup>8</sup> The "Multi-Media" category includes any complaint associated with more than one media. Those complaints are not included in individual media counts.

**Complaint Investigations, FY 2017 (9/1/2016 – 8/31/2017)**

	AGRI	APO	AIR	EA	ER	IHW <sup>9</sup>	MSW	OC	OSSF	PST	PWS	WQ	WR	MM <sup>10</sup>	TOTAL
<b>Region 1</b>	3	1	11	0	0	8	18	2	0	0	3	6	2	0	54
<b>Region 2</b>	5	0	23	0	0	0	12	3	4	4	17	13	0	7	88
<b>Region 3</b>	0	0	34	0	0	3	6	3	2	2	37	29	2	0	118
<b>Region 4</b>	9	6	551	0	0	20	34	16	29	38	230	166	7	4	1,110
<b>Region 5</b>	7	4	77	0	0	1	7	6	7	2	108	74	9	17	319
<b>Region 6</b>	0	0	75	0	0	0	28	1	4	1	4	12	0	1	126
<b>Region 7</b>	0	0	112	0	1	26	16	0	2	3	6	21	0	4	191
<b>Region 8</b>	1	0	22	0	0	0	14	0	5	7	12	11	6	7	85
<b>Region 9</b>	2	2	96	0	1	5	36	1	0	5	82	70	18	5	323
<b>Region 10</b>	0	0	100	0	3	13	87	1	86	13	73	55	0	8	439
<b>Region 11</b>	1	1	130	24	3	2	45	8	1	4	31	40	3	9	302
<b>Region 12</b>	1	1	243	0	1	24	65	3	17	50	244	173	12	1	835
<b>Region 13</b>	3	5	164	10	1	16	65	2	0	18	54	79	17	19	453
<b>Region 14</b>	0	0	112	0	3	15	22	1	0	5	36	27	6	28	255
<b>Region 15</b>	0	2	48	0	0	3	38	0	0	4	21	29	0	12	157
<b>Region 16</b>	0	0	23	0	0	2	13	0	0	4	10	13	1	3	69
<b>Water-Master Programs</b>	0	0	0	0	0	0	0	0	0	0	0	0	39	0	39
<b>TOTALS</b>	32	22	1,821	34	13	138	506	47	157	160	968	818	83	125	<b>4,963</b>

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9 Dry Cleaner is included with IHW.

10 Multi-Media includes any complaint associated with more than one media and Tier II. Those complaints are not included in individual media counts.

**Complaint Investigations, FY 2016 (9/1/2015 – 8/31/2016)**

	AGRI	APO	AIR	EA	ER	IHW <sup>11</sup>	MSW	OC	OSSF	PST	PWS	WQ	WR	MM <sup>12</sup>	TOTAL
<b>Region 1</b>	4	0	14	0	0	3	20	0	2	1	7	3	0	1	55
<b>Region 2</b>	5	1	26	0	0	6	14	6	2	0	20	15	0	6	101
<b>Region 3</b>	5	1	26	0	0	8	21	1	10	6	56	45	11	6	196
<b>Region 4</b>	28	1	532	0	0	22	47	46	24	51	125	170	6	4	1,056
<b>Region 5</b>	7	0	69	0	0	3	5	12	4	1	134	113	8	20	376
<b>Region 6</b>	2	0	51	0	0	0	37	3	5	1	4	6	1	8	118
<b>Region 7</b>	0	3	50	0	1	26	8	1	0	2	5	29	1	19	145
<b>Region 8</b>	1	0	17	0	0	1	16	0	2	0	6	18	28	7	96
<b>Region 9</b>	1	1	91	0	1	6	55	5	0	7	61	68	14	5	315
<b>Region 10</b>	0	1	99	0	1	8	45	0	95	11	85	54	0	3	402
<b>Region 11</b>	0	0	123	15	2	2	53	19	2	3	19	40	5	11	294
<b>Region 12</b>	2	0	213	0	2	29	64	13	19	43	213	102	7	2	709
<b>Region 13</b>	5	0	131	7	1	20	69	3	4	20	44	93	58	19	474
<b>Region 14</b>	1	0	126	0	0	7	26	1	1	3	32	58	6	5	266
<b>Region 15</b>	0	1	39	0	1	2	23	0	0	0	21	23	0	9	119
<b>Region 16</b>	0	0	24	0	0	5	23	0	0	2	16	25	2	13	110
<b>Water-Master Programs</b>	0	0	0	0	0	0	0	0	0	0	0	0	41	0	41
<b>TOTALS</b>	61	9	1,631	22	9	148	526	110	170	151	848	862	147	138	<b>4,873</b> <sup>13</sup>

11 Beginning in FY 2016, complaint investigations for the Dry Cleaner (DC) program is included in IHW (Note: There were no complaints for DC in FY2016).

12 New category "Multi-Media" includes any complaint associated with more than one media and Tier II. Those complaints are not included in individual media counts.

13 The number of complaints investigated and approved in FY 2016 is 4,832. However, since some complaints are investigated by multiple programs, the total number of complaint investigations is greater.