

Complaint Investigations, FY 2022 (9/1/2021 – 8/31/2022)

	AGRI	APO	AIR	EA	ER	IHW ¹	MSW	OC	OSSF	PST	PWS	WQ	WR	MM ²	TOTAL
Region 1	5	0	48	0	0	8	1	1	5	0	9	8	1	1	87
Region 2	6	0	34	0	0	3	9	0	0	1	22	23	1	4	103
Region 3	7	0	38	0	0	6	18	0	12	4	55	37	6	11	194
Region 4	6	0	380	0	5	8	32	11	19	26	148	206	19	21	881
Region 5	6	0	158	0	0	0	4	6	12	2	76	193	4	26	487
Region 6	0	0	113	0	0	0	11	0	1	0	1	0	0	4	130
Region 7	0	2	129	0	0	11	2	0	1	1	11	10	1	14	183
Region 8	0	0	11	0	0	2	15	0	4	0	18	2	3	7	62
Region 9	3	2	99	0	3	2	30	1	0	2	59	55	12	3	271
Region 10	0	0	232	0	1	9	66	0	107	7	72	49	6	4	553
Region 11	0	1	86	6	0	5	24	7	2	1	45	65	13	30	285
Region 12	0	1	349	0	0	8	59	1	47	2	180	204	7	8	866
Region 13	2	0	221	29	1	5	66	4	3	15	39	68	38	50	541
Region 14	0	0	178	0	0	6	16	0	1	10	70	30	7	22	340
Region 15	0	0	21	0	0	0	28	0	0	1	14	14	1	6	85
Region 16	0	0	28		0	0	9	0	0	0	19	9	2	18	85
Water-Master Programs	0	0	0	0	0	0	0	0	0	0	0	0	83	0	83
TOTALS	35	6	2,125	35	10	73	390	31	214	72	838	973	204	229	5,236

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 2021 (9/1/2020 – 8/31/2021)

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

³ Dry Cleaner is included with IHW.

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

⁵ Dry Cleaner is included with IHW.

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

⁷ Dry Cleaner is included with IHW.

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

⁹ Dry Cleaner is included with IHW.

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

¹¹ Dry Cleaner is included with IHW.

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