

Laura Brooks

Submit Date: October 13, 2026 12:00 AM PT

Comment Code: I-255-1

This is my formal comment on water quality conditions as I experience them in the downtown district. There is sometimes a faint rotten-egg odor when I run the hot water, which suggests something is wrong in the system. Even after boiling, the water keeps a chemical smell that does not go away. I have seen brownish or rusty water come out of the faucet several times, usually after heavy rain. I once filled a clear glass and found tiny particles floating in it, which really worried me. Chlorine is necessary, but I think the amount used on some days but not others is higher than it needs to be. I have sensitive skin, and my dermatologist suggested that the chlorine and hardness may be contributing. I have watched crews dig up the same street three times in five years, and each repair seems to stir up the water again. I tested my own water with a home kit, and the results did not match what the utility reports, which is troubling. Clear explanations of what each limit means and how close our results come to it would help enormously. Residents deserve to see trends over many years, not only a single snapshot of the current results. A whole-house filtration system quoted at several thousand dollars is out of reach for most people around me. I installed a reverse osmosis system under the sink, but I resent paying for a fix that the utility should have handled. Environmental groups in the region have valuable data, and I think the utility should partner with them more openly. I am willing to participate in any pilot program, survey, or focus group related to water quality.