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My family relies on city water, and lately we have had reasons to question whether it is truly safe. Coffee and tea made with this water taste flat and slightly bitter compared with what I make when I travel. Runoff from road salt and fertilizers eventually reaches our water source, and I fear the long-term effect. Hardness and total dissolved solids seem very high here, based on how quickly my appliances scale up. Treatment plant upgrades have been delayed repeatedly, and residents are left to cope with the consequences. I requested a copy of our latest water quality report and found it full of jargon that no ordinary resident can interpret. Sampling locations should include older neighborhoods and not just the sites that are easiest to reach. The cost of constantly replacing the water heater and appliances because of scale adds up to a hidden tax. Any rate increase should be tied directly to measurable improvements in water quality and reliability. Neighbors in our small town talk about this issue constantly, and almost everyone has a story about odd-looking water. Thank you for listening; the quality of our water touches every part of daily life.