Maya Jimenez

Comment Code: I-392-1

I am writing to give feedback on the quality of city water in the hillside area.
The smell of chlorine is strongest after heavy rain, and it lingers on my hands after washing dishes.
Guests have commented on the taste of the water, and I am honestly a little embarrassed to serve it.
The water often has a noticeable chlorine smell after any repair work on the street, which makes it unpleasant to drink straight from the tap.
Laundry that should come out white sometimes ends up with orange or gray stains.
The water runs cloudy for a few minutes every spring, and the haze takes a while to settle in a glass.
Stormwater and sewer overflows near the intake worry me, and I would like to see separation projects accelerated.
Storage tanks should be inspected and cleaned on a regular schedule, with the results shared with the public.
Repeated pressure drops during the summer months suggest that the distribution system needs serious investment.
The boil-water notice last year arrived after we had already been drinking the water for nearly a day.
Renters like me cannot replace pipes or fixtures, so we depend completely on the quality delivered to the building.
Water bills keep climbing, yet the quality has not improved, which feels unfair to families on fixed incomes.
Any rate increase should be tied directly to measurable improvements in water quality and reliability.
Environmental groups in the region have valuable data, and I think the utility should partner with them more openly.
Thank you for taking the time to read this, and I hope the feedback leads to concrete action.