Nia Pham

Comment Code: I-461-1

Thank you for the chance to comment; water quality is a top priority for my household in our housing development.
Occasionally there is an earthy or musty taste to the water, especially after heavy rain.
After a main break the water looked like weak tea for almost two days before it cleared.
Laundry that should come out white sometimes ends up with orange or gray stains.
We have had to buy bottled water for formula preparation because we do not trust the tap.
Storage tanks should be inspected and cleaned on a regular schedule, with the results shared with the public.
I have watched crews dig up the same street three times in fifteen years, and each repair seems to stir up the water again.
Sampling locations should include older neighborhoods and not just the sites that are easiest to reach.
I have started hauling jugs from the store, which is exhausting and not sustainable for an older person like me.
Any rate increase should be tied directly to measurable improvements in water quality and reliability.
Water bills keep climbing, yet the quality has not improved, which feels unfair to families on fixed incomes.
Thank you for taking the time to read this, and I hope the feedback leads to concrete action.