Eleanor Yang

Comment Code: I-264-1

I appreciate that this review is open to the public, because the water situation in our subdivision affects everyone.
Even after boiling, the water keeps a chemical smell that does not go away.
There is sometimes a faint rotten-egg odor when I run the hot water, which suggests something is wrong in the system.
My kids refuse to drink the tap water because of a metallic aftertaste that appears after heavy rain.
I do not want to be an alarmist, but the uncertainty about long-term exposure makes it hard to feel at ease.
The pump station near us hums loudly and the pressure fluctuates, which makes me doubt that it is properly maintained.
Stormwater and sewer overflows near the intake worry me, and I would like to see separation projects accelerated.
Residents deserve to see trends over many years, not only a single snapshot of the current results.
Real-time monitoring data for turbidity and chlorine should be available on a public dashboard.
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.
Gardeners nearby have noticed that tap water leaves white residue on leaves and seems to stunt some plants.
I would appreciate a written response explaining what steps will be taken to improve conditions in the older part of the city.