

# Longview Drinking Water Improvement Study

## Water Supply Alternatives – Community Open House and Survey Summary Report

### Public Outreach Overview

During the months of June and July 2015, the Longview Drinking Water Improvement Study held a public open house and online open house and survey to share information with the community on the study, evaluation process, and the water supply alternatives being considered; and to ask for input on the range of water supply improvement options currently being considered. The Customer Advisory Community (CAC) established by the City of Longview and the Beacon Hill Water and Sewer District Board to explore options to improve customer satisfaction with the water supply selected two preferred alternatives in June. Community feedback generated via the open house and survey was intended to inform the CAC's recommendation to the City Council and BHWSO Board on a Preferred Alternative.

### Outreach Methods

Community members were invited to attend the open house or participate in the online open house and survey in a number of ways, including:

- E-mail distribution to the project stakeholders list (more than 700 people).
- Announcement on the project website.
- Electronic roadside reader boards.
- Paid advertisement notices in *The Daily News* on Thursday, June 25 and Tuesday, June 30.
- Press release distributed to local media (articles appeared in *The Daily News* on Thursday, June 25 and Wednesday July 1).

### Public Open House

The City of Longview held a public open house for the Longview Drinking Water Improvement Study on Tuesday, June 30, 2015 from 4:00 to 7:00 p.m. at the Cowlitz County PUD Auditorium, located at 961 12th Ave, Longview, WA. More than 100 people attended, in addition to Customer Advisory Committee (CAC) members, staff from the City of Longview, and the consultant team.

The public open house was a drop-in style event which included several information stations with various displays, including project background, study process, alternatives being considered, and next steps. Several handouts were provided that covered the study process, the alternatives analysis process, the alternatives being considered and the project schedule.

Participants were given an information packet, including a project fact sheet, information about the alternatives under consideration, and a paper comment form. They were invited to visit information stations, talk with project team members and the CAC, watch a project video, and write comments at their leisure. There was no formal presentation.

### ***Online Open House and Survey***

An online open house and survey were made available to the public from June 26 through July 6. The survey was closed after July 6; however, the online open house remained live to keep the information accessible to the public.

The online open house reviewed information similar to the boards presented at the physical open house and presented information about the various water supply options that had been considered, and identified the two preferred by the CAC. For each of the 14 options, the public was asked whether or not they felt that option was acceptable or not. If they replied “No” or “Unsure” they were asked to provide an explanation. For the options that they felt were acceptable, they were asked to rank them in order of preference. Participants were also asked whether or not they felt the CAC should recommend interim improvements if one of their preferred alternatives was to move forward. There was also an opportunity to provide additional open-ended comments and to sign up for the email list.

### ***Input Received***

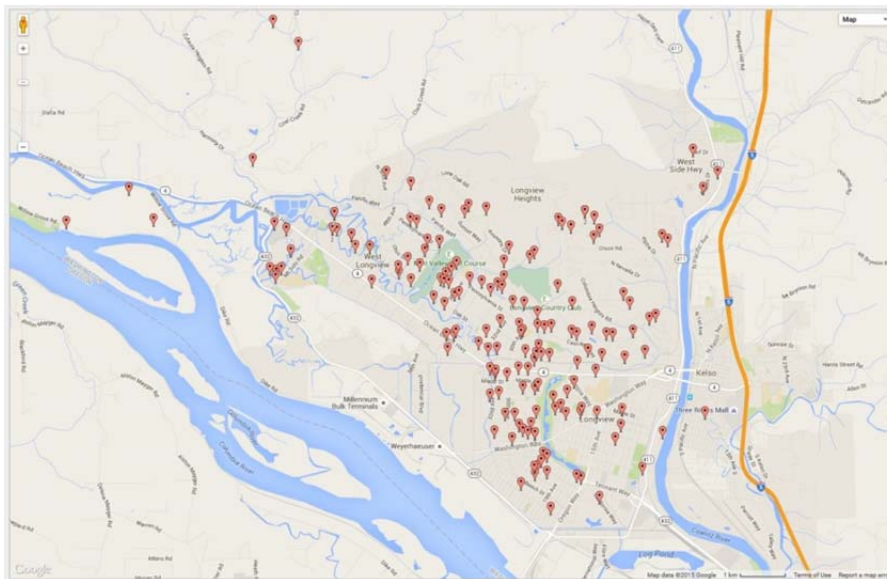
Participants provided written feedback on the water supply options by completing a comment form at the public open house or by taking the survey available on the project website or at City Hall. Thirty seven (37) comment forms were completed at the open house, 6 forms were submitted to City Hall and 280 were submitted online. Following are the response summaries.

## **Summary of Public Input**

### ***Response Overview***

A total of 323 people provided input either via the online survey or hard copy forms. Responses represented a wide distribution of respondents across the Longview/BHWSO water service areas, as shown in Figure 1.

**Figure 1: Geographic distribution of responses**



## **Overall**

Overall, the option that was chosen as the most “acceptable” by respondents was Ranney Collector on the Cowlitz River. This option received 224 (or 72%) “acceptable” responses. A new Surface Water Source on the Cowlitz River was a close runner-up, receiving 196 (or 64%) “acceptable” responses. The options that were chosen as the least acceptable by respondents due to the number of “not acceptable” responses were the Status Quo and Modified Distribution System (Mint Farm) options. 87% of respondents indicated these two options were “not acceptable”.

A little over half of the total respondents ranked their most “acceptable” options. The results of that exercise showed that a new Surface Water Source on the Cowlitz River was selected as the first choice the most often (84 times); however, a Ranney Collector on the Cowlitz River is shown as having potentially broader appeal (since it was chosen more often as a second and third choice).

When asked whether or not the CAC should consider recommending interim treatment options to improve water quality during implementation of a new potential water supply system, the majority of respondents (78%) felt that yes, the CAC should make a recommendation that included interim treatment options for the Mint Farm Water Supply.

Respondents were asked if they had any additional questions about the study or comments they’d like to share. A total of 131 people provided closing thoughts or comments. The open-ended comments received can be summarized into the following groups:

*Solutions:* Many people indicated that the water supply should be switched back to the Cowlitz River in general and a couple of people felt the Kalama River would be a better source. Some said that the Columbia River shouldn’t be considered as a source for drinking water due to potential contamination. Several stated that the current source should be treated to remove silica; that that was the only issue with the current source and several others felt that the current source was fine as is. A couple of people expressed concern with the possible change in flow/direction and chemical composition of the water in the distribution system again with a new source. One person requested that any new option be tested thoroughly before proceeding. A couple of people expressed concern about potential contamination of a surface water source. Another person requested that any new supply should require the least amount of chemical treatment as possible for health concerns. At least one person mentioned the need to be aware of future drought in regards to a surface water option. Several people indicated that the water should be “fixed” as soon as possible. A couple of people felt that any interim/temporary treatment at the Mint Farm wouldn’t be worthwhile due to the cost. At least two people indicated that a Ranney Collector System would not be a good option to explore.

*Concerns:* Several people indicated issues related to silica spotting, residue and clogging on appliances, dishes/glassware, showers, cars, etc. A couple of people mentioned issues with the taste and smell of the water (chlorine smell or taste). Dry skin, itching and stomach aches were also mentioned by a couple of people, including the unknown/potential health impacts due to silica. About a dozen people voiced concerns in regards to health effects from potential contaminants from former industrial operations near the Mint Farm site. At least one person complained about the color of the water (orange-brown). A handful of people indicated that they did not have any problems with the current water system.

*Cost:* Many were not in favor of a rate increase. Several people stated that the problem should be fixed, but not at the rate payers cost; rather the City should cover the cost to fix the water supply. Several people stated that on top of their water rates, they had significant indirect costs for bottled water,

installing filters, cleaning and replacing appliances. A couple of people felt there should be some type of reimbursement for damaged appliances. On the flip side, there were several people that indicated the current water system was fine and not to make any changes due to the increased cost to rate payers.

*Communications:* Several people placed blame on the City for the previous decision to switch to the Mint Farm groundwater and indicated there was no community input on that decision. Some expressed dissatisfaction and distrust of the City, both staff and City Council. A couple of people indicated that any decision to switch the water supply should go to a public vote. A handful of people expressed thanks to the Committee for their work towards a solution.

## Full Survey Response Summary

### Feedback on Option Categories

Respondents were asked whether or not each of the 14 options were acceptable to them or not, as well as to identify why the option wasn't acceptable or they were unsure, based upon the three key values developed by the CAC to evaluate the alternatives. The Key Values are: **Value #1:** Improve customer perception about the water supply with respect to it being high quality and having no toxic risk. This category includes criteria such as taste, smell, spotting and health concerns. **Value #2:** The recommendation should be technically feasible and have long-term viability. This category includes criteria such as long-term capacity, reliability, operability and permitting considerations. **Value #3:** Consider the cost and affordability of water, both in terms of rates paid and indirect costs to customers for bottled water, appliance repair, in-home treatment or other similar costs.

After weighing in on the individual option categories, respondents were asked to rank the options they found to be acceptable in their order of preference.

The following outlines the responses received for each of the fourteen option groups.

#### Status Quo (Mint Farm)

The majority of respondents (265 or 87%) felt that the Status Quo option was not acceptable. Only 8% (or 27 respondents) felt that it was an acceptable option. Another 3% (10 respondents) were unsure.

For those that felt the Status Quo Option wasn't acceptable or were unsure about it, 274 people indicated it wasn't acceptable was because it didn't meet Key Value #1 (Customer Perception), 72 felt that it didn't meet Key Value #2 (Technical Feasibility/Long-Term Viability), 71 felt that it didn't meet Key Value #3 (Cost) and 10 felt they didn't have enough information.

Figure 2: Responses to whether the Status Quo Option is acceptable

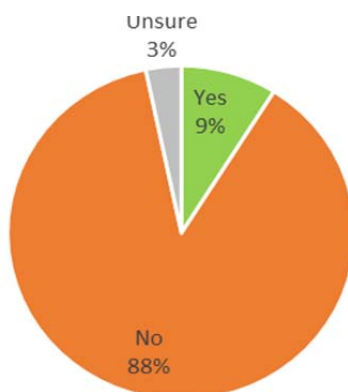
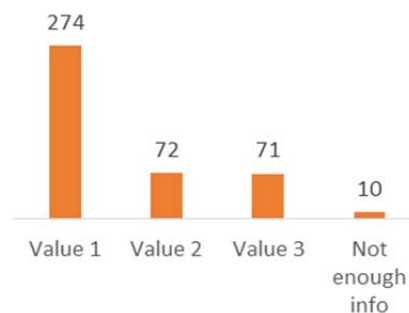


Figure 3: Responses to as to why the Status Quo was either not acceptable or unsure



### Modified Treatment System (Mint Farm)

The majority of respondents (207 or 68%) felt that modifying the Mint Farm Treatment System was not acceptable. 18% (55 people) felt that it was an acceptable option. 13% (41 people) were unsure.

For those that felt that Modifying the Mint Farm Treatment System was not an acceptable option or were unsure about it, 195 people indicated it didn't meet Key Value #1 (Customer Perception). 63 people felt that it didn't meet Key Value #2 (Technical Feasibility/Long-Term Viability) and 103 felt that it didn't meet Key Value #3 (Cost). 35 people indicated they didn't have enough information.

Figure 4: Responses to whether the Modified Treatment System (Mint Farm) option is acceptable

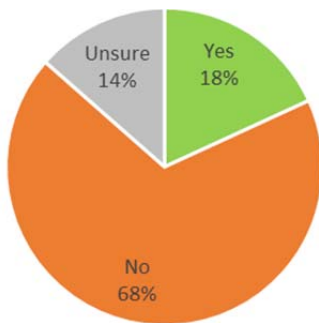


Figure 5: Responses to as to why the Modified Treatment System (Mint Farm) was either not acceptable or unsure



### Modified Distribution System (Mint Farm)

The majority of respondents (266 or 87%) felt that modifying the Distribution System was not an acceptable option. Only 5% (18 people) felt this was an acceptable option and 6% (21 people) were unsure.

For those that felt this option wasn't acceptable or were unsure about it, 225 indicated it didn't meet Key Value #1 (Customer Perception). 72 people felt that it didn't meet Key Value #2 (Technical Feasibility/Long-Term Viability) and 154 felt that this option wasn't acceptable because it didn't meet Key Value #3 (Cost). 26 people indicated that they didn't have enough information.

Figure 6: Responses to whether the Modified Distribution System (Mint Farm) option is acceptable

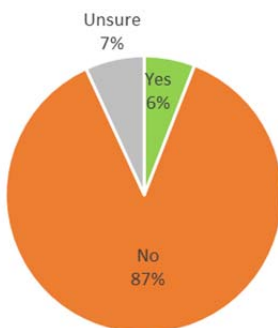
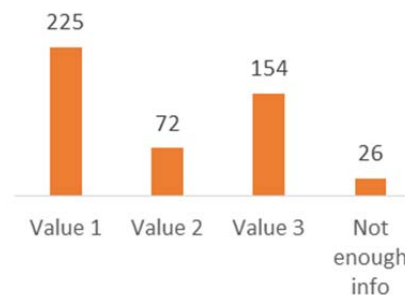


Figure 7: Responses to as to why the Modified Distribution System (Mint Farm) was either not acceptable or unsure



### New Surface Water Source (Cowlitz)

The majority of respondents (196 people or 64%) felt that a New Surface Water Source on the Cowlitz River was an acceptable option. 21% (66 people) felt that it was not an acceptable option. 13% (42 people) were unsure.

For those that felt this option wasn't acceptable or were unsure about it, 81 people indicated that they felt it didn't meet Key Value #3 (Cost). 35 people felt that it didn't meet Key Value #2 (Technical Feasibility/Long-Term Viability). 13 people felt that it didn't meet Key Value #1 (Customer Perception). 18 people felt they didn't have enough information.

Figure 8: Responses to whether a New Surface Water Source (Cowlitz) option is acceptable

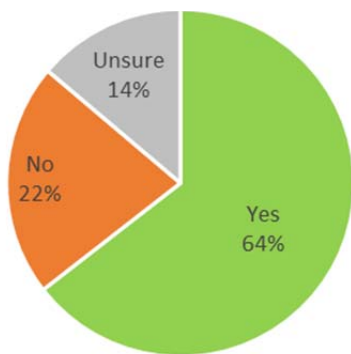
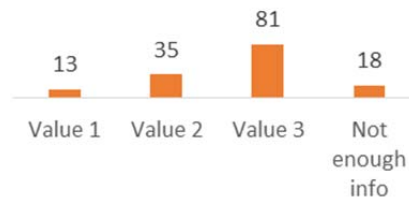


Figure 9: Responses to as to why a New Surface Water Source (Cowlitz) was either not acceptable or unsure



### Ranney Collector (Cowlitz)

The majority of respondents (224 people or 72%) felt that a Ranney Collector on the Cowlitz River was an acceptable option. 12% (or 39 people) felt that it was not an acceptable option. 15% (47 people) were unsure.

For those that felt this option wasn't acceptable or were unsure about it, 38 people indicated they felt it did not meet Key Value #3 (Cost), 27 people felt that it didn't meet Key Value #2 (Technical Feasibility/Long-Term Viability), and 12 people felt it did not meet Key Value #1 (Customer Perception). 32 people indicated they did not have enough information.

Figure 10: Responses to whether a Ranney Collector (Cowlitz) option is acceptable

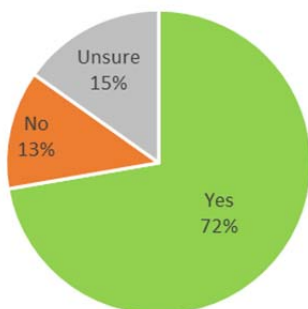


Figure 11: Responses to as to why a Ranney Collector (Cowlitz) was either not acceptable or unsure



### Aquifer Storage and Recovery (ASR)(Cowlitz)

The majority of respondents (206 or 65%) felt that an ASR system using the Cowlitz River was not an acceptable option. 13% (41 people) felt that it would be an acceptable option. 21% (66 people) were unsure.

For those that felt the ASR system using the Cowlitz River was not an acceptable option or were unsure about it, 166 people felt that it did not meet Key Value #1 (Customer Perception), 108 people felt that it did not meet Key Value #2 (Technical Feasibility/Long-Term Viability) and 71 people felt it did not meet Key Value #3 (Cost). 62 people indicated they needed more information.

Figure 12: Responses to whether an ASR (Cowlitz) option is acceptable

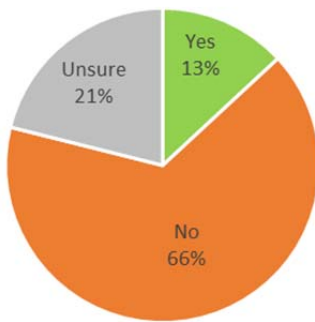
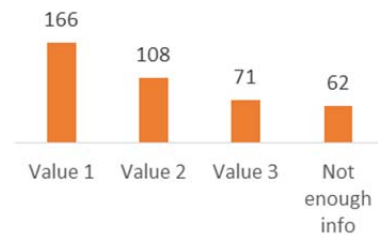


Figure 13: Responses to as to why an ASR (Cowlitz) was either not acceptable or unsure



### Blending (Cowlitz)

The majority of respondents (243 or 78%) felt that blending surface or Ranney water from the Cowlitz River with Mint Farm groundwater was not an acceptable option. 9% (29 people) felt that it was an acceptable option and 12% (38 people) were unsure.

For those that indicated that blending surface or Ranney water from the Cowlitz River with Mint Farm groundwater was not an acceptable option or they were unsure about it, 197 people indicated that they did not think it met Key Value #1 (Customer Perception), 123 people felt that it did not meet Key Value #3 (Cost) and 101 people felt that it did not meet Key Value #2 (Technical Feasibility/Long-Term Viability). 36 people said they needed more information.

Figure 14: Responses to whether Blending (Cowlitz) option is acceptable

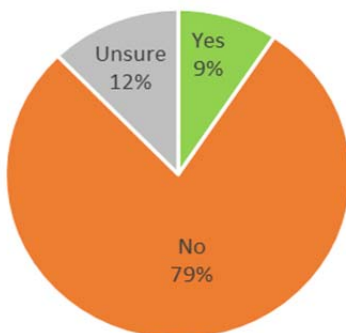
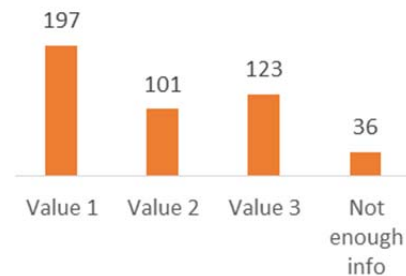


Figure 15: Responses to as to why Blending (Cowlitz) was either not acceptable or unsure



### New Surface Water Source (Columbia)

The majority of respondents (220 people or 71%) felt a New Surface Water Source on the Columbia River was not an acceptable option. 11% of respondents (37 people) felt that it was an acceptable option and 16% (52 people) were unsure.

For those that indicated they did not think a New Surface Water Source on the Columbia River was an acceptable option or that they were unsure about it, 162 people felt that it did not meet Key Value #1 (Customer Perception), 115 people felt that it did not meet Key Value #3 (Cost) and 84 felt that it did not meet Key Value #2 (Technical Feasibility/Long-Term Viability). 54 people said they did not have enough information.

Figure 16: Responses to whether a New Surface Water System (Columbia) option is acceptable

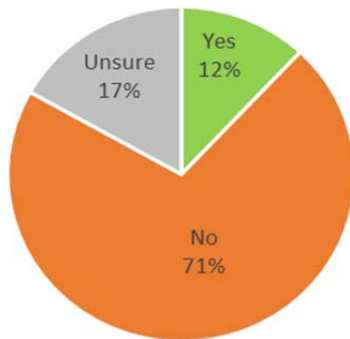
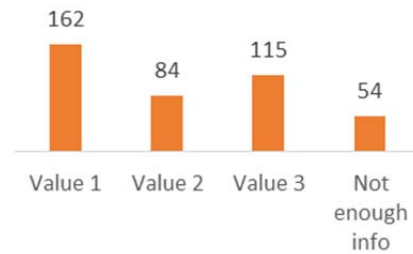


Figure 17: Responses to as to why a New Surface Water System (Columbia) was either not acceptable or unsure



### Ranney Collector (Columbia)

The majority of respondents (193 or 63%) felt that a Ranney Collector on the Columbia River was not an acceptable option. 19% (59 people) felt that it was an acceptable option and 17% (53 people) were unsure.

For those that indicated that they felt the Ranney Collector on the Columbia River was not an acceptable option or they were unsure about it, 149 people felt it did not meet Key Value #1 (Customer Perception). 91 people felt that it did not meet Key Value #3 (Cost) and 72 people felt it did not meet Key Value #2 (Technical Feasibility/Long-Term Viability). 54 people said they did not have enough information.

Figure 18: Responses to whether a Ranney Collector (Columbia) option is acceptable

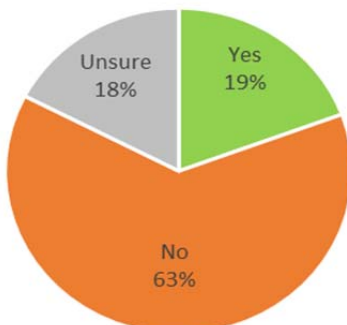
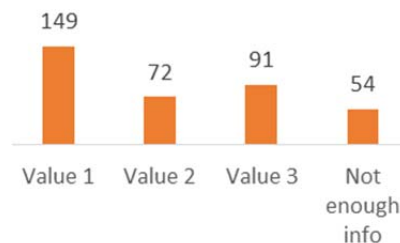


Figure 19: Responses to as to why a Ranney Collector (Columbia) was either not acceptable or unsure





### Aquifer Storage and Recovery (ASR) (Columbia)

The majority of respondents (236 or 77%) felt that an Aquifer Storage and Recovery (ASR) system using Columbia River water would not be an acceptable option. 7% (24 people) felt that it would be an acceptable option and 14% (43 people) were unsure.

For those that indicated that they didn't think ASR using the Columbia River was an acceptable option or were unsure about it, 195 people felt that it didn't meet Key Value #1 (Customer Perception), 97 people felt it didn't meet Key Value #2 (Technical Feasibility/Long-Term Viability) and 92 people felt it didn't meet Key Value #3 (Cost). 51 people said they didn't have enough information.

Figure 20: Responses to whether an ASR (Columbia) option is acceptable

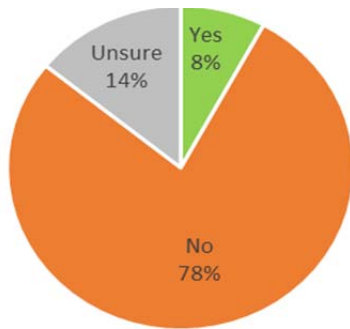
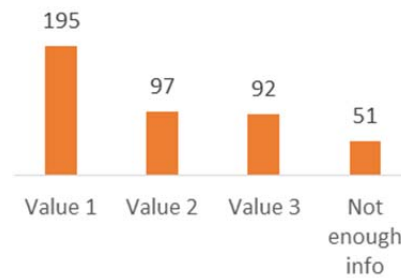


Figure 21: Responses to as to why an ASR (Columbia) was either not acceptable or unsure



### Blending (Columbia)

The majority of respondents (249 or 82%) felt that a blending surface or Ranney water from the Columbia River with Mint Farm groundwater was not an acceptable option. 6% (21 people) felt that it was an acceptable option and 10% (33 people) were unsure.

For those that indicated they felt that blending surface or Ranney water from the Columbia River with Mint Farm groundwater would not be an acceptable option or were unsure about it, 204 people indicated they felt it didn't meet Key Value #1, 103 people felt it didn't meet Key Value #3 (Cost) and 94 felt it didn't meet Key Value #2 (Technical Feasibility/Long-Term Viability). 38 people said they needed more information.

Figure 22: Responses to whether Blending (Columbia) option is acceptable

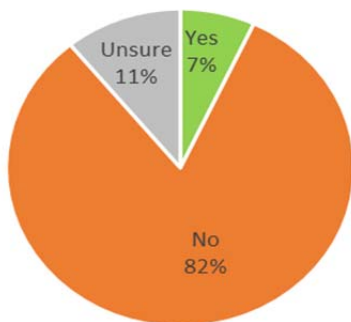


Figure 23: Responses to as to why Blending (Columbia) was either not acceptable or unsure



### New Well Field

The majority of respondents (203 people or 66%) felt that a New Well Field would not be an acceptable option. 18% (56 people) did feel this option was acceptable and 15% (46 people) were unsure.

For those that indicated that a New Well Field would not be an acceptable option or were unsure about it, 143 people felt it didn't meet Key Value #1 (Customer Perception), 88 people felt it didn't meet Key Value #2 (Technical Feasibility/Long-Term Viability) and 87 people indicated that they didn't think it met Key Value #3 (Cost). 71 people said they didn't have enough information.

Figure 24: Responses to whether a New Well Field option is acceptable

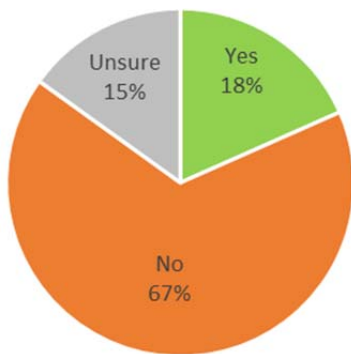
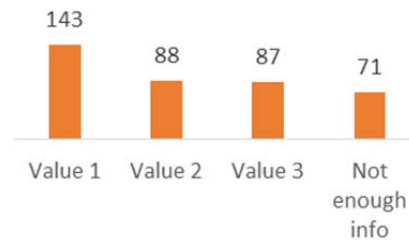


Figure 25: Responses to why a New Well Field was either not acceptable or unsure



### New Surface Water Source (Other)

The majority of respondents (229 people or 76%) felt that a New Surface Water Source from another supply was not an acceptable option. 14% (43 people) felt that it was an acceptable option and 9% (28 people) were unsure.

For those that indicated that they did not think a New Surface Water Source from another supply would be an acceptable option or were unsure about it, 187 people felt that it did not meet Key Value #3 (Cost), 90 people felt it did not meet Key Value #2 (Technical Feasibility/Long-Term Viability) and 89 people indicated it did not meet Key Value #1 (Customer Perception). 54 people said they needed more information.

Figure 26: Responses to whether a New Surface Water Source (other) option is acceptable

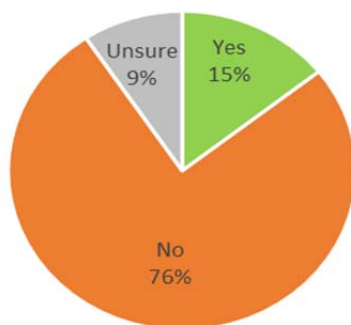
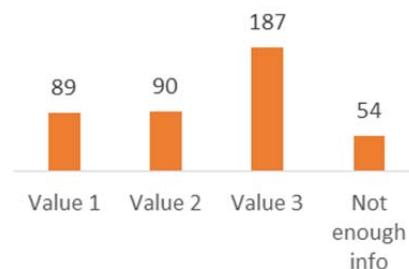


Figure 27: Responses to why a New Surface Water Source (other) was either not acceptable or unsure



### Ranney Collector (Kalama)

The majority of respondents (126 people or 42%) felt that a Ranney Collector on the Kalama River was an acceptable option. 37% (113 people) felt that it wasn't an acceptable option and 20% (60 people) were unsure.

For those that indicated they did not feel that a Ranney Collector on the Kalama River was an acceptable option or were unsure about it, 79 people indicated that they felt it did not meet Key Value #2 (Technical Feasibility/Long-Term Viability), 77 people felt it did not meet Key Value #3 (Cost) and 41 felt it did not meet Key Value #1 (Customer Perception). 51 people said they did not have enough information.

Figure 28: Responses to whether a Ranney Collector (Kalama) option is acceptable

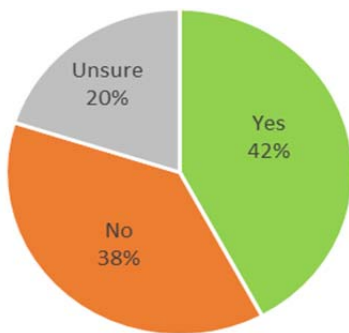
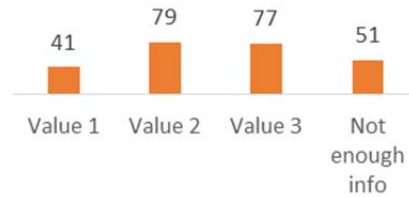


Figure 29: Responses to why a Ranney Collector (Kalama) was either not acceptable or unsure



### Water Supply Options Ranking

Respondents were asked to rank the options they found “acceptable” in order of preference. 175 people responded to this question in the survey.

The bar graph below shows a weighted ranking of each of the options. The graph uses a points-based approach in which an option received 14 points for each time it was rated “1,” 13 points for each rating of “2,” and so on. The graph is intended to show the relative preference for each option compared to the others. A full range of responses is provided in the table.

Note that the graph and table provide different ways of looking at the feedback. For example, a New Surface Water Source on the Cowlitz River ranked as the first choice the most often (84 times); however, a Ranney Collector on the Cowlitz River is shown as having potentially broader appeal (since it was chosen more often as a second and third choice).

Figure 30: Relative Weighted Ranking of Water Supply Options (Points)

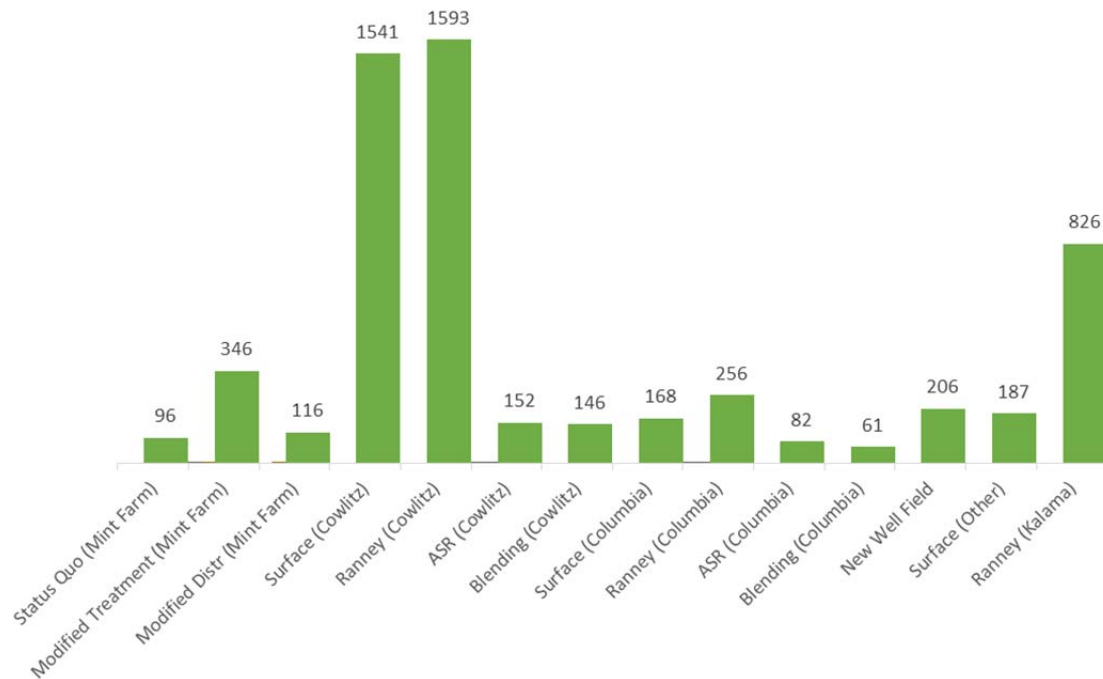


Figure 31: Ranking Order of Preference by Respondents

Option	Number of Rankings													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Status Quo (Mint Farm)	6	0	0	0	0	0	1	0	0	0	1	0	0	0
Mod Treatment (Mint Farm)	11	4	5	2	2	3	0	0	1	1	0	0	0	0
Mod Distribution (Mint Farm)	0	1	2	5	1	1	0	0	0	1	0	0	0	0
Surface (Cowlitz)	84	18	5	4	1	1	1	0	0	0	0	0	0	0
Raney (Cowlitz)	53	51	11	1	2	1	2	0	0	0	0	0	0	0
ASR (Cowlitz)	0	3	5	3	0	0	0	2	1	0	0	0	0	0
Blending (Cowlitz)	1	0	4	4	4	0	0	0	0	0	0	0	0	0
Surface (Columbia)	2	4	2	5	0	1	0	0	0	0	0	0	0	0
Raney (Columbia)	0	5	5	6	5	1	0	0	1	0	0	0	0	0
ASR (Columbia)	0	0	2	1	2	3	0	0	0	0	0	0	0	0
Blending (Columbia)	0	0	2	2	0	0	1	1	0	0	0	0	0	0
New Well Field	6	3	2	1	3	1	1	0	0	0	0	0	0	1
Surface (Other)	1	2	4	6	3	0	0	0	0	0	0	1	0	0
Raney (Kalama)	11	24	22	4	2	0	2	2	0	0	0	0	1	0

### ***Interim Steps***

The CAC selected preferred water supply improvement options that are estimated to take up to 3 to 5 years to complete. During that transition time, drinking water quality would not be expected to improve noticeably. Some interim modifications to the Mint Farm treatment process could have relatively low cost to rate payers and may provide some improvement to water quality in regards to taste, color and odor during the transition period.

Respondents were asked to weigh in on whether or not the CAC should consider recommending interim treatment modifications to improve water quality during the transition time it might take before a new drinking water system is implemented.

The majority of respondents (234 or 78%) felt that yes, the CAC should consider recommending interim treatment modifications to improve water quality during the transition time. 66 people (22%) said no, that interim treatment modifications should not be considered.

### ***Demographics***

Several questions were asked of respondents to provide a better idea of the demographic of customers reached within the service area.

Respondents were asked if they would like to receive project updates via e-mail. A total of 186 people indicated they would and provided their e-mail address.

Respondents were given the option to provide their name, address, e-mail and phone number. About 56% of respondents (or 181 people) provided their physical address, which provided a good picture of the distribution of respondents (shown in Figure 1). There were very few duplicate addresses (or IP addresses) in the responses, suggesting that occasionally more than one resident per address responded to the survey, but there did not appear to be a concerted effort to skew the results through multiple responses from the same individual.

# Appendix A

## Other responses to individual Water Supply Options:

### Status Quo – other responses for why people felt this option wasn't acceptable:

- My dishes don't get clean, my toilets have rings, bathtub drain is black. don't trust to drink it.
- Does not eliminate silica spotting.
- not convinced the water is safe
- taste and smell
- Unknown - Industrial residue
- Let's get away from status quo
- Health concerns should be #1 priority
- It has a "Close Proximity" to 3 TOXIC Superfund Sites directly between the Columbia River that "SEEPS" into the Mint Farm Well Water. This is NOT an AQUIFER; It goes "UP an DOWN with the TIDES".
- Absolute terrible alternative
- Making pets ill & emergency surgery for stones formed in bladder, plus vomiting
- mold clogging up shower heads and toilet emptying
- The water dries skin and leaves us with rashes
- paying for water we'er not using to drink due to health concerns
- water quality reports show PCU over recommended limits
- Columbia River should be dropped as option. With Hanford Nuke Fac., Portland sewer, Industrial discharge, etc. (see additional comments section)

### Modified Treatment (Mint Farm) – other responses for why people felt this option wasn't acceptable:

- no proof it will deal with cilica
- Concerning health
- taste, discolored bathroom fixtures, toilet ring dirty dishes, black ring around tub drain
- Do not trust the operators to remove silica from the Mint Farm ground water.
- health concerns
- Fixes the surface complaint of the water, but not the underlying potential health problems. And the damage it does to our HOMES and the PLUMBING
- The water is still being pulled from beneath polluting industries with possible unknown consequences.
- smell
- What treatment?
- Don't know if industrial residue will start showing up in the supply
- Which forms of treatment? Would they carry the possibility of further toxic chemicals in the water? Could treatment make the water require less chlorine?

- Worry about health concerns
- Health concerns should be #1 priority
- There is no information on what the other treatments would be.
- throwing good money after bad
- There's no guarantee that this will solve the problems the community associates with fossil water.
- Only for emergencies
- I do not like the location - Never did !!!
- not sustainable
- adding more chemicals isn't best answer
- you basically just dilute the problem
- The source of these wells IS THE COLUMBIA RIVER, this is Know. I have chosen for years to not have anything to do with the Columbia River. I grew up on the Wilamette in the 60's and early 70's. When my family began learning about the Hanford Range in the late 60's we quit fishing for and eating the salmon from the Wilamette and any other Columbia tributarie. Science shows us today (2015) that the Columbia River is far from the Clean Water it Looks Like !
- Sooner or later hazardous chemicals will be found in this water supply pulling water from a industrial waste and dump site is just not a good idea
- Common sense breathing silica is dangerous just because there are no test/experience of ingesting does not mean it's okay.

**Modified Distribution System (Mint Farm) – other responses for why people felt this option wasn't acceptable:**

- Question does not provide information to quantify improvement. May is not defined. If it makes the spotting go away, I am good with it. If not the option is unacceptable. What are the findings of water testing constituent reductions?
- lcky water
- not enough benefit
- The people that shoved the wells down our throats, need to be held responsible. I feel most likely the silica was there when the wells were tested before being built but it was ignored as not important. Why would anybody drill anywhere near the contaminated Reynolds Metals Corp. Long term health risks shouldn't be ignored
- health concerns
- Yes if bad water lines are replaced
- Lot's of unknowns - some neighborhoods have been struggling with Mint Farm issues for a long time. How would this be different?
- How would a different form of distribution affect water quality?
- Health concerns should be #1 priority
- \$1 to \$70 is quite a spread, so this is definitely NOT enough information...seems like misinformation as a scare tactic!?



- City can pay for it they caused the problem
- would this really help?
- The Mint Farm source by now has such a bad reputation that peripheral fixes will not make a difference.
- Based on Longview's history of improvements, I am sure cost of anything would be pushed up to the higher limits (likely through 'studies' and consultants.
- Does not address figure contamination concerns
- What is this system? What does it entail?

**New Surface Water Source (Cowlitz River) – other responses for why people felt this option wasn't acceptable:**

- very expensive for low income.
- Turbidity issues, unacceptable amounts of chlorine have been needed when using river water in the past, and questionable upriver watedrainage into Cowlitz. More truth than poetry in the the old ditty we learned as kids "Flush twice it's a long way to Longview" upriver
- Takes too long
- the cost for low income like me.
- Cost benefit
- smell
- Can we afford the cost of dealing with clearing sediment?
- Water sourced solely from surface sources will be compromised in the next eruption and seismic activity is heating up
- I will consider it if we will get clear drinking water in return.
- Takes too long to implement
- Is it the safest option for health and safety and the environment
- Will take far to long
- To costly and to much time to complete
- Permitting will be difficult, raises lots of red flags
- What impact would resumed volcanic activity at Mt. St. Helens have?
- No problem with water now and already have 60% surcharge in county. Any more rate increases are unacceptable
- Would long term drought affect this?
- Once again, Longview can't seem to do anything without driving the cost sky high for the tax payers. Look for solutions that will keep costs down instead of the most complex (and expensive) technology you can find. Sometimes the best step forward is the simplest.
- Possibly

**Ranney Collector (Cowlitz) – other responses for why people felt this option wasn't acceptable:**

- What are the relative constituent concentrations between the river and the aquifer?
- Still would have more mineral content than the original water from Cowlitz.

- Estimate additional cost seems low. Would expect it to be \$24-50 per month. And you don't know long term what kind of new issues/problems that may come up with introducing another type of water source & changing flow direction again.
- the cost to low income
- health
- Do data provided on Kelso's system. Water quality & cost.
- Seems like a good place to start; still need testing before it is given final blessing
- Would this water be more pure than Kalama?
- Acceptable but without rate increases
- Its another "GAMBLE", we do not know what we will be getting but it will not be OXYGENATED or had the SUNLIGHT to affect the water like the Cowlitz River has done for decades.
- Cost increase is unacceptable! We didn;t ask you to change it!
- more analysis needed = means more money needed
- Possibility - working with the best way to go about it.

**Aquifer Storage and Recovery (Cowlitz) – other responses for why people felt this option wasn't acceptable:**

- What does the hydraulic modelling show for improvement of quality with respect to size and amount of water injected?
- Takes too long
- Can there area be tested for silica?
- where is the aquifer?
- Appears to be an option, however with the uncertainty of obtaining permitting, may be a waste of time & money
- once again the cost to low income.
- too many unknowns with long term capacity and absorption of minerals
- Water should be stored away from the industrial site.
- Want nothing to do with Mint Valley Wells
- rates
- Introduces more variables
- No guarantee that those neighborhoods still struggling with nasty water will receive good, drinkable water.
- Cowlitz river water
- Sediment, surface water compromised in eruption.
- Too long to implement
- Health concerns should be #1 priority
- avoid the Mint Farm
- By putting the water in the aquifer that is currently being used would simply water down the issues and allow the chemicals that are a concern now to continue to leach into that ground water.

- The "Mint Farm Project" is NOT in an "Aquifer".Its level goes "UP and DOWN in the same frequency as the "Columbia River".The Mint Farm Aquifer is nearly backwaters of the "Overworked and Contaminated Columbia River">
- Will take to long
- Long term effects unknown
- Susceptibility to groundwater contamination
- Storage in the Mint Farm would likely still have silica
- Could this be cleaned first do new ones need to be built? Of what does it consist?

**Blending (Cowlitz) – other responses for why people felt this option wasn't acceptable:**

- No information about relative blending amounts on which to make decision.
- Takes too long
- However, Mint Farm ground water could be a source of backup supply in case of drought or oil spill into the river from a rail accident.
- no mint farm!
- Again - could be a waste of time & money to pursue an option that may not be permitted.
- cost for low income like me
- this option may still have quality issues and cost is in the same range as other options that will address the quality
- Household water should not be drawn from underneath an industrial area.
- No Mint Valley well water
- What about the health concerns of drinking water that is down stream from several sewage treatment plants and contains pharmaceutical content?
- purity
- Shooting in the dark
- Not sure how water quality will be
- Cowlitz river
- How pure is the water in Cowlitz?
- Health concerns should be #1 priority
- avoid the Mint Farm
- The Ranney Collector is a "Crap Shoot",.You can NOT be shure what you will be getting. We know what we have gotten from the Cowlitz River.
- permitting difficult
- again, to vague, why is this prrly presented option even here w/o the mix % etc
- Keep Mint Farm water out of the mix!
- Consistent thread! Higher costs for taxpayers. It makes one wish that the old filtering station (Fishers Lane) had simply been improved.
- Do not want drinking water from industrial dump site
- Do not want any water from "Mint Farm" too close to toxic dumps of long standing

**New Surface Water Source (Columbia) – other responses for why people felt this option wasn't acceptable:**

- Handling pollutants?
- gross
- Columbia River is highly polluted
- Not an acceptable source for the customers! Contaminated!!
- To far away
- Takes too long
- Where is the water drawn from? The port puts a lot of chemicals/waste in the water
- permitting issues
- Health concerns due to industrial discharges to the river.
- cost to expensive for low income like me
- worst idea by far
- The Columbia River is not a safe water source. Too much industry and population upstream.
- Just go back to the Cowlitz River or the Rainey
- cost benefit
- This water source has pharmaceutical content and is down stream from the Hanford Nuclear site.
- Concern over health water
- Columbia River is one of the most nuclear waste in it. NO!
- Toxins from mills and factories upstream, eruption sediment
- Health and safety
- Health concerns should be #1 priority
- The Columbia River is "Overworked and Toxic"Look at the "Heavy Industry it passes on its way to Longview. Also, don't forget that in heavy rains, Portland Oregon dumps massive amounts of raw sewage that goes down the Columbia River.
- regulations. salmon. dams. fishing. portland sewage every time it rains. yuck
- Not interested in drinking polluted water from beside the mills.
- Columbia River has its own drawbacks. Lots of upstream sources of pollution.
- polluted source

**Raney Collector (Columbia River) – other responses for why people felt this option wasn't acceptable:**

- gross
- No hydraulic modelling or constituent levels are provided. e.g. how good will the water be with this scenario?
- Don't want to drink anything from the Columbia!
- To much travel time cost
- Purity and health
- Health concerns due to industrial discharges to the river.
- What happens to the intakes when the river is dredged?
- The Columbia? Yuk!

- More analysis is needed to determine if this option would meet long-term capacity and reliability requirements. how can you ask a question when the previous statement says you don't have all the answers. dumb...
- I am low income ,what do I cut to pay for water .food?
- 2nd worst idea
- The Columbia River is not a safe water source. There is too much industry and population upstream.
- Cost
- If good quality water is available
- Too much nuclear waste in it
- Toxins from mills and factories may leach into collector
- Chance of oil spills and etc. - Cowlitz clear
- Health concerns should be #1 priority
- You can NOT predict the quality of this "Water Source" any better than you did in the "Mint Farm".Go with what you know for sure. Do NOT make another "Multi-Million Dollar Gamble" Go with what you know "For Shure".Go with the Cowlitz River.
- What about the pollutuion & contamination in the Columbia River?
- Not drinking polluted water from by the mills
- data entry note: I indicated "unsure" because a box wasn't selected.
- Multi-state involvement? Will take too long
- Not sure with possibility of coal and oil transportation to/on the Col River

**Aquifer Storage and Recovery (ASR) (Columbia) – other responses for why people felt this option wasn't acceptable:**

- No hydraulic information provided
- Contaminated. Don't want to drink it!
- Why...., use cowlitz
- Takes too long, purity, health
- Anything that uses the mint farm is NOT ACCEPTABLE
- Health concerns due to industrial discharges to the river.
- Columbia! Yuk!
- again...too many unanswered questions.
- i cant afford this
- NO Columbia water
- This option pours polluted water into a polluted aquifer.
- Adds more variables
- Needs testing
- Too much nuclear waste
- Toxins and chemicals from factories, mills
- Too long to get permits
- Health concerns should be #1 priority

- Again the water would be stored in the same aquifers that are an issue now so there would be leaching of the problem chemicals into the water and we would be back where we are now
- Insecure Gamble with "Tax Payers Money".
- Teck Smelter in Trail, B.C. dumps a lot of chemicals into the Columbia River. It is not qualified for drinking. Even Trail, B.C. residents don't get their water from the Columbia River.
- Columbia has potential for too much pollution
- Susceptibility to groundwater contamination
- Not drinking polluted water from beside the mills
- you dilute the issue by combining water
- Is this in the area? Is it a new aquifer build for "Mint Farm" water

**Blending (Columbia) – other responses for why people felt this option wasn't acceptable:**

- What is the ratio of river water to well water?
- Same as before.
- Use the cowlitz.
- Takes too long, purity, health
- Health concerns due to industrial discharges to the river.
- Columbia, Yuk!
- cost I am poor
- no Columbia
- This option pours polluted water into a polluted aquifer.
- health concerns
- No data presented
- "Needs testing
- Too much nuclear waste
- Toxins from factories and mills: do they leach? Would Mint Farm water still cause a sulphur smell?
- Not Columbia
- Health concerns should be #1 priority
- Bad X Bad=Verry Bad
- difficult permitting
- Not drinking polluted water from beside the mills
- same as above
- No to Mint Farm no matter how you try to minimize how bad it is.

**New Wellfield - other responses for why people felt this option wasn't acceptable:**

- What do other wells in the area show?
- Use the cowlitz.
- This could turn out to be another Mint Farm.

- Would take too long and could end up in same situation again, costing more time and money
- To much unknown
- even 7 dollars would hurt me
- Not sure about more ""study"" on the same issue of ground water.
- might have same results as current wells
- Current is adequate
- Public will not accept
- Costs/time
- What if the water is no better?
- Will it take care of our brown water
- Spin the "Wheel of Misfortune".I feel the "Mint Farm Project" was puy in a location that the City of Longview already had. Common sence says that if you have a Good Water Source like the Cowlitz River, YOU USE IT !!!.
- we would just get more of the same
- Depends on where water is pulled from
- not likely to have water superior to Mint Valley
- I know of individuals that have spent a ton of money because their well water was so horrible. How about testing different well sites and let ""US"" decide if the water is good or not ???
- waste of time
- The powers that be picked "Mint Farm" - can't trust their judgement. Hopefully with this committee, better judgement will prevail.

**New Well Field – other responses for why people felt this option wasn’t acceptable:**

- To far use cowlitz
- Let's just either soften the Mint Farm Water or get back to the Cowlitz water source.
- Takes too long and possibility of same situation
- your really going to hurt me with this.I will not survuive
- cost too great for a study. Why not just move this money to a current viable solution?
- Cost
- Costs/time
- Eruptions cripple water system - face it, we live in volcano country
- Health concerns should be #1 priority, there are other options that satisfy all 3 key values
- The Cowlitz River provides a Supperior Drinking Water.
- Too expensive
- Will take too long
- another waste of time
- \$\$\$\$\$\$
- I thought you already did check out feasible sources

### **Ranney Collector (Kalama) - other responses for why people felt this option wasn't acceptable:**

- During drought periods the Kalama River may not provide the quantity required.
- Use cowlitz
- Kalama River Fish Runs are in question here
- Purity and health
- The Kalama river has very low water flow in the summer and very dirty water in the winter
- Is this how Kalama gets their water?
- no,no,no I cannot afford this
- cost
- Will cost more
- Not enough water
- A Ranney Collector is a ""GAMBLE"" and you have NO ASSURANCE you will get GOOD WATER
- I do not agree with using the Kalama River
- I have no expertise in this department, but I'm not sure how the LOW level of the Kalama River could supply all of us.
- Hasn't been determined if it feasible thus costs could go up
- too small
- Have you not checked this? How would we have the knowledge to judge this?
- Need more info on Rainey System. Does Kelso use this? Yet and would it work at location farther north of say Lexington or Rocky point and piped down to Longview and surrounding area.

## **Appendix B**

### **Verbatim Open-Ended Responses:**

- The current water source is what I am sure is causing me skin rashes and irritation and I also think my dogs are having a lot of scratching since the change. I am very concerned about the silica buildup in fixtures, appliances and furnaces that use water. The silica is a major problem in my mind and before my eyes. Even the leaves on my plants have white spotting from the silica.
- As someone who rents this water supply issue has been a pain. My landlords got any compensation that the city gave (in terms of bill credit, reimbursements), not me. So I have to deal with the cruddy water and continue to pay out of pocket for all the bottled water and paper plates and utensils that we've had to start using. Not to mention my dishes that were ruined, like a \$200 set of pots and pans. My daughter would suffer horrible stomachaches any time she drank the tap water which meant multiple doctor appointments and missed school. I'd like for the city to figure out a way to improve water quality in the quickest way possible, but also consider those who rent that don't benefit from any of the monetary fixes that the city offered.



- Give us water from Cowlitz River or Kalama River for this generation and the generations down the road. Can not believe you did not do this survey before the well on Mint Valley Property.
- If the water solution continues the way it is now, my family is prepared to move out of the city. Also there is no mention of reimbursement for the damage the current water has done to my appliances.
- Tucson affect- disruption (again) of distribution system
- Please go back to our wonderful Cowlitz water asap.
- If the silica is wearing down the pumps... machinery ... WHAT IS THIS DOING IN OUR BODYS.
- I am suffering with skin rashes, cost of bottled water, plumbing bills and excessive high water bills due to plumbing issues caused by the water.
- My interest is in removal of hardness and silica spotting only. Taste and odor are acceptable. I would recommend the best value option for removal of silica and hardness only. Sediment issues from flow direction changes could be addressed with new pipe to reservoir and go back to original piping flow directions.
- We as a community have to get our non spotting, great tasting, no odor water back.
- Who's idea was it to change to Mint Valley considering the history and proximity to polluted Columbia River and industry? Who's responsible?
- My main concern is health issues, causing me to have to buy bottled water, even for making bread. I don't think the Columbia river would be a good source as it probably carries plenty of pollutants.
- It appears all the options include a price increase for the customers. I believe the city, or whoever, should also contribute money to any changes and corrections, instead of putting it all on the customers, who weren't responsible for this water mistake.
- Something must be done about the chlorine smell/taste. Three more years of this will be intolerable.
- Our thanks to the CAC committee for their time and effort in resolving our unfortunate water issues, we are hoping for a solution that will give us the same great water quality we have enjoyed in the past.
- Let's face it. Longview will never be able to have Bull Run quality water. We certainly did not have perfect water post St Helens eruption. We may not have perfect water now, but it's plentiful and meets safe water regulations. Which ever way the city goes, we must understand that perfect water is going to be impossible to get and there will always be a vociferous group who will complain.
- Use the cowlitz.
- stop wasting time and money give us safe and non damaging
- Personally, my water tastes great. I live on Pennsylvania Street behind Fred Meyer. However, just about everyone else I know says otherwise. And I know so many people whose high-end plumbing fixtures are terrible spotted.
- Go back to the Cowlitz! We want healthy and clean drinking water that doesn't ruin our home and bodies! I shouldn't have to buy bottled water! Stop with the surveys and go back to the Cowlitz!
- Would appreciate more filtration. My family and our dog get sick when we drink the current water source. We are now only drinking bottled water. Shame on the leadership for being so irresponsible for our community's health and well being.

- The interim measures are pointless to me, I would still have to buy bottled water for health reasons. Since this whole process began I have replaced plumbing, a hot water heater, a washing machine and have, at least, doubled my water expenses because we can only use bottled water to drink and cook with because of health concerns. When I go out to eat if I choose the place I go out of Longview so I can enjoy coffee, tea, soft drinks, my food, water, etc. and not worry about being sick afterwards. All of this and my water bill is still higher than it used to be and you want raise it again to clean up the mess you made the first time! I hope to be moved out of Longview, permanently, by the time you fix it. It still must be fixed, and quickly, for the sake of all who are unable to move away from this nasty place. I was born in Longview and was unable to imagine leaving the area until this water debacle showed how little our local elected officials care about 'average Joe resident!'
- Pretty shitty that we have to pay for the mistake of the city of Longview...I appreciate the committee trying to find a solution but the city of Longview is a [*profanity deleted*] joke and it's terrible that we are the ones paying for this. I have had to replace parts in my toilet multiple times due to this, our coffee pot is broke, our water dispenser on our fridge is disgusting, the water is eating through hoses, there is black shit in our shower left from the water and I clean our bathrooms regularly. This whole thing has been a disgusting mess.
- We should take the water from the Cowlitz above the mouth of the Toutle river
- go back to the cowlitz surface water we know that working please!!!!
- NO
- My main issue with our water is definitely the silica. It ruins everything. I notice a strong presence of chlorine as well which is very confusing since the current water should be pretty clean unless contaminants are leaching in from the mills. Chlorine will not get rid of silica so why is so much being used? I would recommend taking out all additives that are not needed. The water actually feels slimy on my skin. If it's from softeners, why? They don't seem to be doing any good so save our money.
- Figure out how to remove scaling that has created biofilm surface on even new home plumbing.
- Get rid of the silica spotting. The Mint Farm wells can be used as an emergency source in case of a drought or oil spill into the river from a rail accident, or as source of water for industrial uses. Selling the well water to industry could help recoup some of the expense to fix this mess.
- fire the imbasol that put us in this mess. then get her done.
- The fact that 35 million dollars was spent on a water system that is unacceptable is troublesome to the people of Longview. The public has to incur the cost of this mistake and to make the corrections and our utility bills will continue to increase. I for one have lost all faith in our city council. We have all paid a high price for this fiasco and the council members who voted for this should resign.
- don't raise rates -- they are high enough. We really have adjusted to the spotting so we are satisfied with the new well system.
- Stop raising the rates fix the problem
- "I have a comment, I hear other people say there water is ok but in the 2900 block of Florida street it is not ok. It smells terrible and has a terrible taste. When we shower, the smell almost runs you out of the bathroom. We do not have a dishwasher so when we do dishes the smell runs you out of the kitchen. It is a chlorine and some other nasty smell mixed that smell like a dirty wet dog with chlorine mixed in. I recently had to replace the show flow diverter in my

shower because of the buildup causing the water to not divert up to the shower head. We have replaced 2 shower heads and are going to have to replace again soon because of the buildup on the outside of the head. What happens to our pipes and appliances that we can't see into? When the pipes at the mint farm start getting this solid hard buildup will someone admit there is a problem? Our daughter goes to an out of town university and we picked her up about two weeks ago. When we got home she went to get a drink of water and I hear her spit out the water and say ""Oh my god this water is disgusting"". This is from someone who hasn't been in Longview for almost 9 months and that is their perception of the water! That's sad! I would like to know why the city ignored the consultant who said something to the effect ""after about 6 months of full use you are going to have complaints of smell, taste, and color."" I don't recall his name but I know I can find this report if I want to look. He made numerous other remarks that were completely ignored. Also as for the picture of the cracks and buildup at the Fishers Lane plant, it was built in 1948 I think it said. I'm sure in 67 years the Mint Farm plant will have cracks and buildup also. It's called upkeep which the city didn't want to do. They wanted to spend millions of dollars to have a state of the art water plant. As soon as the Mint Farm went online there were workers at Fishers Lane which I feel were there dismantling equipment to make sure the city could not return to that plant. This whole water deal has been such a waste of money and I truly hope that the city listens to the citizens advisory board and does what the citizens ask for. That would be a novel idea to do what your citizens want. If the city chooses not to listen to what is said, I guess that just goes to show that they get input and don't listen. Thanks for reading my rant and I really hope we switch back to the Cowlitz. How could anyone think water from the ground in an industrial area known for dumping chemicals and disposing improperly of other dangerous toxins could be safe for anyone?? How??? Makes me mad to even think someone could have even introduced this idea. And I'm guessing that person doesn't use city water!

Thanks and I hope all the work by the advisory board doesn't go to waste.

Thanks again, Ron

- It would cost us too much. We need to live with what we've got until we can get our river water back .
- No I don't right now
- Excellent survey. Too bad this level of thought was not applied to the initial plan to revise the water supply. The stars quo is unacceptable.
- Have you considered adding a coagulation basin ,ahead of filtration, and adding flocculant aids such as alum, separan, and chlorine to remove silicates and particulates. This type of system has worked for years and is affordable.
- To above - NO, why waste more money if you are not going to stay with the wells.
- Seriously folks, it is going to cost ALOT of money to rebuild the Fishers Plant or build a Ranney System. Many in our community can not afford this. Our water system has faced a lot of change between the chemical change of the well water, to the reverse of the flows. We can't turn the clock back & expect everything to be the way it was. By reintroducing river water again in five years, we are just wasting A LOT OF MONEY & time for something that probably won't be permitted and could create a new set of problems by changing the flow direction & type of water again. So what will you want to do then? Change it back to wells? Change is hard, but at some point we ALL have to accept it. In 5 years, most of the community will be getting used to

the well water, and we will have wasted MONEY & TIME for something that a select few have an issue with.

- how can you ask these questions when you dont have all the answers regarding feasibility, long term supply ect??
- Why not improve the water during the transition time if it is feasible. I feel the city should be responsible for sharing or all the cost of fixing their stupid mistakes. There should also be limit on their spending. They have proven to spend our money unwisely so matters over a certain million dollar amount should be put to a vote to stop this type of action in the future. They think this is their legacy. I would be embarrassed to be in any part of this deal. Please keep up your good work! I hope they listen to you and us.
- The current water quality is unacceptable. It is ruining our swimming pool and pond filtration systems, our appliances, our porcelain/stainless steel, the paint on our cars, yard spray nozzles and sprinkling system..not to mention it is barely potable and we question the wisdom of ingesting it. If we could move right now, we would vote with our feet, and we are starting to think we would be wise to make plans to move while our property still has value. We are 5th generation NW natives and high quality, available water seems like a basic right for enduring the gray rainy winters! We retired in Longview, made an investment in this community, and want to make our civic commitment count. Let's fix the water problem.
- The water complaints in Longview have reached a point approaching mass hysteria.The only problem we have with current system is spotting. Water is clear and tastes very good. Complainers should check their own plumbing systems which can cause many of the problem they cite.
- Why should we (the ratepayers) have to pay for the mistakes that were made when the water was switched?
- anything you do hurts me as a rate payer. I am on ssi and cannot afford food as it is.you keep raising.I cant survive I might as well turn my water off. Mint farms is fine.
- I have installed a water softer for general purpose water and RO water filter for my drinking. How much would the option of having a RO installed at the mint farm? or even a water softer? How about the city give vouchers for a water softener to treat the water hardness?
- Longview has historically had the best water. I sincerely hope that our water supply is moved away from the Mint Farm or any area that has been polluted by industry. Testing was done for known water hazards, but unknown harmful elements are most likely present in this water that we will learn about in years hence when our citizens develop cancers or other pollution related diseases. The inadequacy of testing is already apparent in the surprising damage the water has done to everything that comes in contact with it.
- Let's NOT take years to get this issue resolved.
- Website does not arrange my order preference in MY order of preference on summary page. should be Cowlitz Surface Water, Additional Mint Farm Water Treatment, Cowlitz Ranney, Changes in Distribution, Columbia Ranney. *[Note - Respondent's rankings were updated to reflect this note 7/5/2015]*
- The damage the water has already caused at our house is very evident. We have a 5 year old house that we put top of the line faucets and granite countertops in and they look dull and spotted. The faucets keep plugging up with white silicia. We hope you'll do something soon to

remedy the problem. The appliances look spotty and our long term health is in danger. Just do something right for once

- Cost always being a factor, but what we have is so bad I feel something has to be done. For me the water spotting is the worst. The damage it's done to fixtures, fiber glass, dishes, glass where is horrendous. For me taste has always been bad. Running a line from above toulle or from Kalama to new plant if cost not too much a problem . I would hope what ever a we get some real experts to analyze our options. I can't still figure out how any one could run water backwards thru a old water line and not have problems just astounds me! Well good luck ,real problem with no easy answers.
- We want no silica in our water, with no spotting on cars, dishes, etc., have a good taste and make sure there are no health concerns in regards to our water.
- In the area of town in which I live the water is good.
- Had to replace my dishwasher buy bottled water go out of town to wash my car buy water filtersHad to get water sample bottles from the water department to test for rotten egg smell like natural gascoming from the wash machine
- I have BHWS, I have gotten used to the taste and smell. Part of the problem I had was really strong smell of chlorine when starting to use water.This is something I can live with.Mineral deposits are a pain, but many other communities have the same issue.
- The Cowlitz River has small towns upstream that dumps their sewer water into the river, the Kalama River does not! Kalama River seems like the smartest choice for HEALTH and taste.
- Has the issue of trace amounts of pharmaceuticals and radioactive waste from Hanford been accounted for when considering surface water sources? The real health threat is from these sources which may fluctuate as society uses more medicines. The silica issue is unfortunate but taking an extra \$24 dollars or \$70 dollars out of rate payers income each month removes the available income for more pressing needs such as our poorly rated school system, our crumbling roads, or better amenities for families and the disabled. These bills will come due soon and rate payers cannot afford to have a Cadillac water system with corresponding monthly payment holding them down.
- Fire Jeff Cameron
- My thought: Use the filtering system that you already have (Mint Farm) and put in a new supply pipe from Cowlitz (which is already there) or Columbia River. I can't believe the several years to try a new route and the added cost for the consumer. Thank you for this survey. I didn't care for the different question's at the first part of the survey.
- I find it rather odd that the city did not explain where our water quality falls vs. say Kelso's Ranney system and say Kalama and Ranier, etc. You need to explain what is causing quality variation in areas and sometimes streets.
- Will thorough testing be done before the "big value" is turned on this time?
- How could anyone ever think water below an industrial area used for decades could possibly be an acceptable water source. What a waste of consumer dollars, and health, who knows.
- The switch to the mint valley water vastly improved my water quality - It's now as good as any water I've ever had. This suggests that the problems people are experiencing are caused by their own plumbing, and NO amount of money you spend will improve things for them. Please don't increase our rates trying to ""improve"" an already excellent water source.

- Should have listened to our forefathers who said in the beginning the water at Mint Valley was bad. It's too close to the Columbia which is polluted along with industrial area and all of their pollution when we had great water from Cowlitz. Why wasn't the treatment plant at Fisher Lane built and the expense would be far lower than what this well not cost. Our future health should be valued.
- If you would have just redone or built new Fishers Plant we would have spent less money overall, even though it would have cost more to do it first. Add a settling pond to help with the silt like the paper mills do - then treat water for drinking. Add water storage to collect rain in winter/spring to be added back during the summer months.
- I feel the Cowlitz river is the most sensible source of water for Longview. Creating a water system out at the Mint Valley site never did make sense considering all the contaminants possible from the mills. Likewise, taking water from the Columbia has all sorts of industrial waste in it.
- The Cowlitz River provided this town with good quality water for many years. The decision to change to the Mint Farm wells was, in my opinion, a huge mistake.
- I do not drink tap water because chlorine and fluoride, as halogens, are endocrine disruptors, and I already am battling chronic illness. Both of these chemicals bind to iodine receptors for the thyroid, thus causing chronic iodine deficiencies - especially in a society which gets its sole iodine ""supplement"" from table salt, which has been villainous by the medical field. I also do not bathe in water without treatment because chlorine can be absorbed through the skin. Please focus on a solution which requires as little treatment by toxic chemicals as possible.
- The meeting didn't address how to fix our brown discolored water on 19th. A couple days out of the month we get orange water, this wasn't the case 20 years ago. We want clean drinking water.
- New home has been damaged with water spots and color. Also Won't drink water, won't wash cars with water, you feel sick to drink it.
- Whatever committee picks, I will be happy. They have been working hard on the issue. I want them to make the decision.
- Reliability 2. Capacity 3. Health and safety 4. Cost 5. Aesthetics
- "Thank you to the committee for their work and study on this. I hope there can be a good resolution and we can get back to some good water for our future!
- I think we should go back to the Cowlitz River & make the improvements on the treatment building that we already had. I think getting it from the Mint Farm was a total mistake!
- I wouldn't see any point in spending more money on the mint farm water, which is horrible. We have suffered a few years already with it. Knowing that the water is finally going to be improved, I say leave it and use the money to get the cowlitz river back into our taps again!
- Get out of the Mint Farm. That original choice was a poor decision for which we are now paying.
- I believe that 34 million could have gone a long way to improve the Cowlitz supply. I also think the figure of 54 million was ridiculous and part of that cost is due to the Davis Bacon Act that needs to be abolished. The DBA is costing taxpayers 2-3 times what private industry charges. The problem now is spent the money and we rate payers have to live with the poor decision. Unless, through the means of strong arm tactics, we pony up more money to get it fixed! You broke it now it is up to the City of Longview to fix it at your own cost. NO RATE INCREASES I used to be a licensed well driller and I know what it means when poor water is located... you look at

options then or you find another location. In any event this should have been tested long before a plant was built.

- Modify our old system and use Cowlitz river water it has worked for years until our wonderful water folks forced us to use the new system, That money should have been used to modify what we had !!!!!!!
- Something must be done and must be started as soon as possible. A horrible mistake was made with implementing the mint valley water fiasco. Don't make it worse with delaying. The citizens are speaking, please listen to them.
- Quality Source = Quality Drinking Water. The Cowlitz River has proven its TASTE & Purity for DECADES.
- The ""Mint Farm"" was a BAD BET with taxpayer moneys.
- Ranney Collector is just another ""Big Gamble""with ""Unknown Outcomes""
- Lets "Plat it Safe and Smart" and use a system that has been reliable for DECADES, (and is "PLUMBED" correctly that will require less "FLUSHING of WATER LINES".
- The city already charges so much for water that many choose to live elsewhere. Affordable, healthy water seems an elusive concept for our city managers. More homework is needed to solve this without eroding the quality of life in Longview.
- I am currently paying for bottled water. I make ice cubes with it drink it and cook with it. The water smells and taste awful!
- I think many of our city leaders were misled, when the first talks of leaving the Cowlitz River and replacing a perfectly good treatment plant took place. I am still unsure of the competency and the motives of those that will make the next decision. I don't believe the citizens of Longview should be stuck with additional costs. Those who were consulted and led the city to make such a disastrous economic decision should be held accountable! Longview is going to have the highest costing water because of incompetence.
- The old system was good. Update the Cowlitz water system to new standards and get us good water. The persons who decided where to get our water was right and not much will change my opinion.
- It used to be an accepted fact that Kelso water was nasty and that was because they used the Raney collection system. I would like to have Longview take the necessary steps to supply the same quality of water as before the change to the wells regardless of the cost. I need more information on the possibility of stockpiling good water in the Mint Valley wells for times of need.
- Time is critical in addition to water quality and health concerns.
- Please get rid of the chlorine smell, hard water, spotting, ruined water faucets / sinks / appliances, sickly plants, and whatever the water is doing to people & pets internally. Also, the public should not have to pay for the changes to return our water to the previous good quality.
- All of this wouldn't be necessary if the technocrats hired by the city had done their job and found out ahead of time how much silica was in the water and how it would affect household use â€” staining etc. The city should sue.
- I cannot believe that the Mint Farm was ever approved after hydrologists Randy Sweet and Jim Fisher were unconvinced the project would be safe. What really upsets me is that we were forced into an alternative that is has toxic risks and is potentially unsafe. We will be paying for a solution we should have had instead of what we have today. We went from Gold Medal water

to potentially unsafe water and were told with a smile, ""It will be OK. You'll get used to the bad quality, bad taste, spotting, and the new health issues you don't know about yet."" Very dissatisfied with where we are today and prefer a source on the Cowlitz or Kalama River.

- Stop wasting time and money
- 3 to 5 years to complete? I guess it's time to get moving!
- with possible water shortage in future the Mint Farm source may be the best long term source if leaching of trapped chemicals from mills does not take place as water table/pressure changes in aquifer. all equipment for demineralization/silica removal should be installed to be easily moved to another location if required in the future.
- Please get the Mint farm option off the table. It was bad from the beginning and you seem to be defensive about your spending good money on a terrible choice. Now we have to look at increased costs (again) to correct Your mistake.
- We had good water.....since the change to the Mint Farm it is awful. Why was our money blown on this when the taxpayer didn't want it? Fix it back to the way it was. Also, this survey is so confusing that NO ONE could figure it out. Get real!!
- I am at a loss why the people who are affected by your Mint Farm water source are stuck paying the bill for your mess! The Cowlitz water source was the best thing we ever had. Its just a shame, all the wasted money.
- I think a class action suit should be filed against the city for changing the water to a well supply with out a vote of the public...
- My biggest concern is the health related issues. Cost also comes into the picture.
- I would like to understand why we the citizens of Longview have to pay for known mistaken choice to use a questionable water resource from the Mint Farm Project. City Council and District Board voted the project to move forward it was their choice and the they ought be held responsible for the cost of the fix. The water rates need to be left alone . If I make a mistake at my house I have to pay for my own plunder and so should so those who are responsible for mess they made of our water supply.
- In my opinion, the current City of Longview Staff such as the Public Works Director, City Engineer and the related Staff, and the Previous Engineering Firms hired by the City of Longview and whose purpose was to aid the City in solving the Water Quality problems have totally failed in the task they were charged to solve. In my opinion, the "Powers to be" decided prior to ever starting on a "Study" to come up with a solution, that the only solution was to drill wells at the Mint Farm. I believe they discounted any potential problems that rose during the study and proceeded to spend \$38,000,000 Dollars on a defective system that will never give the water quality the citizens deserve. The Mint Valley water system of wells and piping should be shut down and the piping and wells should be cutoff, capped and all material and equipment should be declared surplus and sold. It was a bad idea from the start!
- The cost of this water experiment has already cost the residents too much money and was put in place disregarding the residents preference as to where to put the water source. Residents wanted the Cowlitz River source to be repaired or replaced at the Cowlitz River not the Mint Farm.
- This needs to be voted on!
- For the past year and a half, our 2010 dishwasher top rack no longer cleans dishes at all. From the white residue built up on the stainless steel interior and plastic water blades, we surmise



that the valves in the top rack may be clogged with silica. Therefore, greatly decreasing the amounts of silica in our water is very important to me. I haven't seen the problems of bad smell and taste or staining, but I can empathize with those who have experienced those problems and would choose a method that would address those concerns, too. Also, unknown health risks are certainly a concern in an area with multiple industrial facilities. Thank you for your research, and giving citizens a chance to express their choices.

- Residents health and safety should be everyone's number one concern. Stop considering how to make rich people richer. It's going to cost a lot of money but clean, healthy water should be everyone's first concern. We're going to have to start paying for it.
- There are lots of places in the US which have water way harder/worse than here. I know some parts of town had serious issues, but it wasn't the water, it was the piping and delivery system. People aren't happy because it's different, not necessarily bad. Spotting issues can be resolved by not letting things air dry. I already pay \$250 every billing cycle for water without garbage or recycling. Another increase of up to \$47 a month would be \$94 a billing cycle with is astronomical. Who in his/her right mind would buy a house in the county with city water at those rates? The surcharge should be based on how far away from the city limits one lives. Don't ding every body the same whether you are one house away or 10 miles.
- Tired of watching appliances, that are connected to the water, deteriorate and having to use bottled water for drinking. Can't wash vehicles because of excessive spotting so having to pay for car washes.
- Tired of watching appliances, that are connected to the water, deteriorate and having to use bottled water for drinking. Can't wash vehicles because of excessive spotting so having to pay for car washes.
- Can you arrange with a retailer for a special purchase price for customers to buy new hot water heaters, washing machines, dishwashers, and faucets?
- Who is responsible for all the damage to showers and appliances....and who pays for the water I have had to buy for drinking water. I should not have to drink water that leaves a sticky scum and smells.
- All health concerns should be addressed first always.
- There are far to many kinds of cancer in this area.
- We must always put all health concerns first for our children.
- Our leaders have been less than brilliant in recent actions: water supply, traffic at Civic Center, traffic cameras, school zone cameras, Expo center at Fairgrounds. Is there any possibility that they can do something right in this case?
- Note: if LA can treat sewage and reuse it for drinking water, surely we can treat the Mint Farm well water to remove the silica and make it smell and taste neutral.
- The Kalama River option sounds like the easiest, least expensive... but is that enough water for all of us???
- Why did you foolishly change from one system to a completely disastrous system .Did some money change hands or is this just another example of the incompetency of government ?
- I find this survey is to attempt to stir conflict with the CAC recommendations and work. I believe the Department of Public Works, CH2 M Hill and JAL are all trying to influence the citizens of Longview into something they do not want..... *[personal attacks removed]*.....Jeff Cameron should be fired and prosecuted for his leadership on

the well system. CH2M Hill did not participate in a legal bid system and was awarded this job illegally.....

- The CAC has spoken and that should go directly to the City Council for approval.
- would have ranked ranney collector (Cowlitz) #1 if it was known to meet long-term capacity and reliability requirements
- This water issue is so frustrating. We weren't given an option when this switch was made in the first place. My bill has already gone so high and now because of poor unreserched decisions I am going to be force to pay even more . Living on a fixed income I just don't see how you expect people to pay for your wrong choices. Cost include the monthly charges and the cost of replacing appliances, surfaces, and health issues. Also, can't someone find some state or federal money to assist with this instead of putting all the burden on the customers?
- Current water quality absolutely unacceptable. It was a mistake; mistakes happen so please just own it an move on to correct it. I agree with the committee that the only options involved going back to the Cowlitz as a source.
- It's possible to treat sewage and make it safe and acceptable for drinking. So it's not rocket science to properly treat the Mint Farm well water.
- I have a hard time with the consumer shouldering the costs of any of these alternatives when poor planning and decision-making on the city's behalf created this situation. I will already have to pay more money for the damage this water has caused to my appliances!
- Please find a way to address the elevated phosphate levels in the drinking water as well.
- Remember the incident back East last year (Carolina?) where the coal ash from mining contaminated the surface water source? If we continue to use the Cowlitz River, how do we protect ourselves from something like that, OR a Chemical Attack to our surface water source? Also, (2) IF we use a Ranney well, does that protect from surface contamination? Therefore, (3) Is possible surface water contamination being considered as a criteria to be met in this whole process?
- The Columbia should not be considered at all. Far too many cities upstream sending waste water of all kinds down river to us.
- I have concerns about the impact of global warming on the availability of water from the Cowlitz river, what happens if it gets so low that we can't take water from it any longer, then we are stuck with no viable option, just keep and improve the mint farm wells (status quo). The complainers will either move or die off over the next 20 years.
- In my opinion, if getting public input and additional studies are to be done, it should have happened long ago. We made the decision to be where we are at and to allow a few to costs us all a huge monthly increase is ridiculous. I completely understand the dislike of our new system, but it seems absurd that we are wasting city staff time and financial resources to beat this topic to death. The decision was made, rather poorly or not, and we need to move on!
- Skin and digestive changes I've experienced are: I have recurring skin rashes and infections requiring medical advice and prescriptions. My stomach and intestinal functioning are deteriorating. I wish/want the quickest fix!
- We shouldn't have had a rate increase to fix the crap water we have while building a new one. Where was the money spent to investigate the first change? I don't remember being asked if I agreed with the first change.

- Return to Fisher Lane Immediately and figure out the Ranney Well solution to be implemented at a later date. Needs to be accomplished in six months and not longer than a year. 3 to 5 years is not acceptable and rate increases to correct a problem created by the city staff is also unacceptable. Many people in Longview can not afford any rate increase even \$15.00 a month is a hardship. Fire the all staff that created the problem and figure another way for the city to reduce expenses in order to pay for correcting the water problem.
- Tapping into an aquifer in an industrial area was not a wise idea. Water quality studies show rates higher than allowable amounts finding a better source of water is preferred.
- The reality at this point is, we as a tax base group have WASTED MORE THAN 34 Million on a water source that NEVER SHOULD HAVE BEEN EXPLORED TO BEGIN WITH IN MY OPINION, which apparently is the Majority Opinion !
- Not a good questionnaire if you answer yes it should also be explained why. Public not given enough time for responding. (re: interim treatment measures: This seems obvious - unless the cost is ridiculous. This should have already been considered and taken affect. Why shouldn't/wouldn't we have the best we can have? It's not good now. Why wasn't something done right away?.. to make it the best it can be.
- Tell us more about Ranny System, and Kelso's success with this system... Columbia River water is a big, big gamble, with Hanford WA pollution prospects, Portland, OR Sewage, "Industrial" river pollution, etc. It would be a huge gamble and not a wise choice... Totally un-healthy...
- Should fire all of those people who voted to go to the Mint Valley source. Common sense would have told you not to do that. Too close to the mills plus wells in this area have high rust etc. Foudning fathers decided it was NOT the way to provide drinking water - DUMB!
- Please vote to get our water from the river! The Longview water is awful! It taste bad, smells bad, and stains my toilets!