



LONGVIEW / BEACON HILL RESIDENTIAL & BUSINESS WATER CUSTOMER SURVEY

VERBATIM APPENDIX

OCTOBER 2014

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Residential Verbatims

What issues, concerns, or areas of dissatisfaction - if any - do you have with the water provided to your home?

Q3. Miscellaneous issues or concerns

City of Longview Water Customers

At St. Johns Hospital, we use two \$800,000 instruments whose filters become plugged within a month, not six months as before. Brown residue, smells like a swamp when we cut them open. We don't drink the city water -- it's out of the question. We have a water cooler with huge jugs in the garage, and we drink and make coffee from that. The silica spots often won't come off except with a razor blade. I've lived here 38 years and this is just insane! And the whole town is up in arms

Corroded the pipes from my alley to my house to the point the water couldn't get through
Corrosion

It is being wasted when it is flushed

It ruins the paint on the car if you don't get it off quickly. The water is much harder. Terrible residue buildup in shower, it affects my hair

I've had to replace two toilets and one water heater because of the residue. All sinks are leaking except one in my house. I think the residue is the reason. The toilets were so plugged up with this brown crap they wouldn't flush -- at least a half-inch of this brown silt. It was inside the toilet tank as well. It was also in the bottom of the hot water heater, and I think that's why it shorted out

Killing my plants

Kills the plants

Landlord hasn't fixed pipes

Minerals

Mold and mildew happening faster

My dog won't drink it, so I won't either

Sediment

Sedimentation in the water tank

Seemingly dirt in the water

Taste is terrible, and I would throw up if I drank it. It also plugs my water heater coils

The water leaves mold in my shower, and stains in the dog's water bowl

Too much chlorine

Worried about fluoride

Residential Verbatims

What issues, concerns, or areas of dissatisfaction - if any - do you have with the water provided to your home?

Q3. Miscellaneous issues or concerns (Continued)

Beacon Hill Water and Sewer District Customers

Black stuff clogging up the screens

Calcium

Chemicals from the city to make it better

Chlorine

Clothes don't clean well

Corrosive -- it has corroded my expensive, special-order \$300 faucet in the kitchen. At night, when I take a drink at night, it has a strong smell of chlorine or bleach. I take my pills at night, and I can hardly stand it - it's disgusting. We're drinking this water

Grows mold on things

Hair feels totally different; it feels like it's coarser and it can't be styled the way I like it

It killed my beta fish and my houseplants indoors and it left white residue on my vegetables in the garden

It's destroying our pots and pans, leaving a whitish yellow residue. Our new sink similarly looks dirty all the time -- this looks brown, rather than white. Spots on the faucets themselves

It's scummy, and we don't know what is in it. These dumbasses are getting water from a toxic site! And people keep electing these idiots! They will say anything to get elected

Just not as good as our old water

Long-term effects and cumulative damage from silica

Ruining our shower

Water is not as cold as it used to be or as I'd like

Water no longer cleans as well as previous water. Mineral stalagmites are extending from the bottom of our hot pot, and it's a major effort to get them off; now we just use bottled water in the hot pot. Toilet is developing scum from the water. And when you take a shower, it leaves your hair dry like straw

We are at the end of a dead-end street, and so we don't get water as good as some of our neighbors. One problem is our water is never cold. It comes out kind of a tan, rusty color, and I've had to change my waterline filter every six months, where I used to do it once a year

Residential Verbatims

(If smell, as necessary) How would you describe the smell?

Q3b. Miscellaneous issues or concerns: smell

City of Longview Water Customers

Almost like gasoline sometimes

Antiseptic

It smells like old onions, horrible

Moldy and dirty smell, also bad in the morning, the hot water makes it worse

Smells like bleach

Stale

Beacon Hill Sewer and Water District Customers

Bleach, other days it smells very foul

Smells like medicine

(If taste, as necessary) How would you describe the taste?

Q3c. Miscellaneous issues or concerns: taste

City of Longview Water Customers

Also sometimes like fish-pond water

Coppery

Disgusting, sometimes like dirt, other times high in chlorine. Also the hardness of the water

Gritty

Hard water taste

Iron taste

Like a cleaning agent, like bleach

Like a penny

Muddy, murky

Not tasting like the river water

Only use water for cooking not for drinking

Beacon Hill Water and Sewer District Customers

Dirty not quenchable and/or stagnant

Temperature -- it's not as cold as it used to be

Residential Verbatims

As a local resident, how do you tend to learn about local issues, events, or city council decisions?

Q13b. Miscellaneous information sources

City of Longview Water Customers

Billboards

Hospital

I am actively involved in local politics

Mail in the water bill

News scanner

We don't learn about anything the City Council does until it happens

Beacon Hill Water and Sewer District Customers

Newsletter from utilities

Residential Verbatims

Q14. Are there any other final comments or questions you would like to add?

City of Longview Water Customers

Health issues

Concerned with children drinking this water, with their low body rates and faster metabolisms.

I'm a nurse. I'm wondering why these jackasses made the decision to give us this new, terrible water supply. I don't think area residents should have to pay anything for new, adequate water at this point. I'd like to see them fix and bring back the old water supply

I developed eczema since they switched the water supply, which I never had before in my life

I don't understand why we can't go back; we didn't have dry hair and skin then and it didn't stink

I have gotten a rash over their water, and it's really ridiculous about this water. Not happy it's a health issue

I have spoken to mill workers and they have told me many of the things that have happened there, all the things that have been dumped. This water is not fit for human consumption, and I know people who have gotten sick from it. As far as I'm concerned, the only solution is to go back to the old water source

I think my wife had kidney stones from the water. I had to get a new water heater because the old one failed on us. Is future problem with the water causing just because of the water is there going to be any compensation? We've had the house just over 5 years and having to replace all our new appliances

I think they need to do something about the poor quality. They say it's moderate hard, it used to be soft. The quality is not good and I'm concerned about health issues

I would pay more for better water depending on the test results. I'm concerned about the health issues, the long-term effects

It depends entirely on the water and the city. We bought a brand new stove about four months ago, and it has water spots that won't come off. If the water actually starts making us sick, I'd be for a rate increase. The price, I think, is extremely high now

The taste is bad. They came to our house to test our water and said it was fine, I thought they would, what else they are going to say. There are babies with rashes on their face and we don't know what it is. We didn't want them to have a well in the industrial area anyway, we told them not to and they did it anyway

They should remove the fluoride from the water because scientific studies have discovered exposure to fluoride to cause cognitive decay and Alzheimer's. It serves no purpose. I would feel more comfortable if these surveys were done locally rather than outsourced

We had good quality water and they went and changed it. We should have had water that was the same, if not better in my opinion. We didn't have the spotting on the dishes, the chlorine smell... The new water has affected my skin and hair. You shouldn't have to worry about giving your dog a bowl of water. I think its nuts, because I read in the newspaper they want to pay \$200,000 to pay a consultation firm to determine what's wrong with the water, and you shouldn't have to pay that much to fix it

When I drink the water I get diarrhea and get sick to my stomach. I'm 63 and on limited income.

I have to buy all the water I drink and cook with. My husband is gone and I have to do everything by myself. I have to get my kids to bring me water I shouldn't have to do that

Residential Verbatims

Q14. Are there any other final comments or questions you would like to add? (Continued)

City of Longview Water Customers

Damage caused by water

Don't like the spotting

I appreciate the call. I am concerned about the resale value of homes

I don't like the water. It killed all my plants

I think that the consulting engineers that did this didn't realize that backflow was not a good idea, as it brought up a lot of sediment and sewage. Some of some of the people on the City Council were ill-advised about this. The water has been cleaned up a bit, but we still get those saline white spots.

I think the water is ok. I think the plumbing itself needs to be checked and replaced where needed.

I think they should fix it without our extra money; it's ruining our fixtures

I wish they would go back to Cowlitz water and not charge us for their mistake. Glass dishes and pots and pans are spotted too

I'd like them to do something about the sediment. I think it's just a filter issue. Since we changed to new wells we have got staining

It really seems like the water pressure is set too high at my home. I have had a lot of problems getting pipes to seal when replacing things and I wonder if it has to do with the water pressure.

It was a choice for me to live here and a choose Longview, partly because of water quality and low rates compared to Kelso. It is affecting my washing machine and dishwasher. I get out of the shower and I smell like the water. The dishwasher also smells

It's so bad; there is a permanent ring in the toilet, and in my good glassware. Smell is bad; things are ruined and can't be fixed. The water is harming metal and glass things. The mayor and the city rammed this down our throat, we didn't want this. Some people are putting filter systems in their houses, but I can't afford this. It's unfair what they are doing. They should have fixed the treatment center at Fisher Lane, the original plant. They had plenty of warning and time to fix this

My garden which I water with the city water isn't as good as last year

The people in lower Longview have no drinkable water. The water changed direction in the pipes and disrupted the buildup, and they have been flushing the lines with the fire hydrants. A few months ago I had a main break and the reason why is the switch increased the pressure. They shouldn't have switch to the river now, old homes will have problems these rusted pipes can't handle this

The water in the dishwasher is not filtered so I see spots on all my glasses. The water has deteriorated so bad that I don't even use it. I don't want to pay for the fix until they tell me what they are going to do to it, to fix it. I can't cook with it, when I boil the water the smell gets worse

The water quality can vary from day to day. It's mostly in the toilet, rather than the sink. I see an orangey color in the toilet. It makes cleaning the toilet hard

Residential Verbatims

Q14. Are there any other final comments or questions you would like to add? (Continued)

City of Longview Water Customers

Damage caused by water (continued)

The water smells like a wet dog. I am losing my bowls, my pans, and my skin. The water has etched a line around the water dish for my dog. How much does \$20 buy opposed to \$5?

Can I get really good quality for \$20, is that the same for \$5? So why should I pay higher prices when I was getting good quality water a few years ago now I pay more for poor quality

The water stains dishes. It plugs shower heads and a shower floor, any sprayer in the sink is plugged

They have already had everything planned out they don't listen. At the school district we have to be quiet and keep our mouth shut. The kids have to drink bottle water, our hands are tied.

The stains are always there you can't get the stain off. Appliances are ruined it won't come there are pink residue in toilet. This has been going on for 1 yr. The City Council pushes us off. They got a \$20,000 raise. We want them to repair the old plant they say it would cost just as much to repair the new plant as it would to fix the old plant. But it's like talking to a brick wall they just say the water is fine

We have a very nice house, and this water is ruining my kitchen sink, bathtub, and master bathroom

We just bought a brand new car and the water left un-washable residue all over it

We want to remodel our bathroom, but we can't do it until the water issue is fixed we don't want it to ruin our new fixtures

Residential Verbatims

Q14. Are there any other final comments or questions you would like to add? (Continued)

City of Longview Water Customers

Financial issues / Rates / Costs

At my age I can complain, but there's not much I can do. I can elect certain officials, but it's just like the P.U.D. People make hundreds of thousands of dollars to run these cities, half of these people are lawyers and they don't know what it's like to be a poor person. What's a little bit of an increase for them is a lot for us

Ever since I moved up here in '92, I've known this lady; all of her kids have had seizures. Lots of kids have had seizures out here. Also, they only check my water meter every four months and then bill me based on one day's use-- so one time they came down after I filled my pool and raised my rates for four months based on that one day. It's absurd

How they charge you for the water

I don't agree with an increase

I don't like they are raising money to improve the water. I think it's just stupid they are having us pay more money to get better water. It's their decision to fix the water

I know a lot of people in the community can't handle a water rate increase. A fair percentage of our tenants can't pay their water bills

I know that Weyerhaeuser was dumping chemicals out of drums years ago on that property and I don't support any continued use of that well. I would pay \$30 more a month for a different source. They are throwing good money at bad. It's time to bite the bullet and go back to the old source

I think if they can't give us better water, they should charge us less

I think the experts that were paid to make the decision should pay to fix this

I think we are paying too much for something that is no good

I think we should get the old plant up to date or lock into the Kelso system but we didn't for what reason I'm not sure; it's pre filtered water. But we spent all the money on the wrong things, a lot of wasted time and money of the taxpayers. But that's my idea of where it needs to go

I wish they would take care of it. I just moved here for a cheaper cost of living. But now the price of water has gotten really bad and the water is bad itself

I would like the water to taste better without costing a lot

I would like to see them use any money to dredge the river and go back to the old water and plant. Or build a new plant, instead of wasting the money on these wells. The people who said this would be ok should be sued. I would like to be completely assured of actually getting good water if I vote for a rate increase. Why spend money on finding another water source when we can use the old one? It was perfectly fine. This water is so hard till we went to the coast and experienced the soft water there

I would support the increase if it if we went back to the old water source and only until the bill is paid off not indefinitely. We are considering leaving the area and the water is a contributing factor

I'd like to know why people are charged deposits on basic human needs

If I have to pay more it better work. It didn't make sense to fix something that isn't broke

I'm against a rate increase because the water we had was good, and then we switched to a well, and now we have these problems. I would like to see us return to the earlier water source

Residential Verbatims

Q14. Are there any other final comments or questions you would like to add? (Continued)

City of Longview Water Customers

Financial issues / Rates / Costs (continued)

I'm all for a rate increase as long as we are guaranteed good water from it

I'm building a home outside of city limits just so I can have a well and not deal with the city. I'm already paying \$100 a month as a single man and it's way too high as it is to be raising it again

I'm for a rate increase as long as we can be sure that we are getting good water

I'm for paying the water fee, but only if we really get good water! Otherwise I'm against it. I believe we were misled about the water to begin with. The newspapers wrote of how good the new water source would be. That's what they were told

I'm paying \$100 a month for drinking water, and I would be for a rate increase of \$20 a month if we actually got good, drinkable water. I want the water to be palatable, and not smell.

I'm totally against a rate increase to fix this situation, as it isn't our fault especially. I wish the City Council had listened to the public before giving us this new water supply. Quality experts from Weyerhaeuser testified that this water would be a problem, and the council did not listen. Their consultants and engineers sold the city a bill of goods, and they said the old water plant couldn't be fixed, but of course it could have been fixed. The government had completed a big sediment dam on the Toutle River, the point being to clean up the old water supply. They said they could not get parts for the old plant - that is a total falsehood. You can get any of those parts; if it isn't on the market, any good machine shop can make them

I'm totally against a rate increase, because we are paying enough already. I don't think they are going to really do anything about this; the City Council always seems to do whatever it wants to do, and ignores us

Instead of digging that well and spending all that money they should have upgraded the old system and if they fix it now it's going to cost that much more and whoever decided to do this made a small fortune and screwed the rest of us

It is the city's job to figure out how to fix the issue without raising rates. My water is perfect, so I don't think I should be billed extra to fix an issue the city has

It's just too high. I used to live in eastern Oregon. They got their water from the Columbia River, and we would have to water our plants 2 times a day

Just that the people who screwed the water up should be held responsible and we shouldn't be paying for it to fix it

My bill is too high already.... How much should we have to pay? I feel sorry for those who are experiencing the really bad water, but I'm in no position to help them out. I hope they can do something about this in a timely fashion, and at a cost that won't cause people a great hardship.

Regarding the rate increase, I think that needs to be put before the people, not just arbitrarily increased. I want them to justify why the rates keep going up and the water quality keeps worsening. I want to know who made the decisions to change the water

The rates that they are charging are way too high; they need to get education from Oregon about the cost

The water bill is extremely high

The water is now too hard. And I'm a senior citizen on a fixed income. And I object to the additional water fees, for sewer, etc

Residential Verbatims

Q14. Are there any other final comments or questions you would like to add? (Continued)

City of Longview Water Customers

Financial issues / Rates / Costs (continued)

Their whole system is screwed up. I live by myself, I don't use much water, but the basic rate is the same as a family of seven. Their whole billing system is screwed up

They always want more money, and they always seem to do the wrong thing, then they want more money. They need to find a different engineer, I think

They have already increased my bill and the water has not improved

They need to fire the people who made the decision to use that water source, now we have to pay to fix it

This is the most I have ever paid for water, and this is the worst water I've ever had. I suspect some shenanigans occurred to bring us this new water supply

Water quality is a concern to the community, but not many people are able to pay for increases

We have friends in Yucca Valley California and they are paying less on their bill than we are and they live in a desert during a drought

We shouldn't have to foot the bill to clean up this water supply

Satisfied / OK with water

Have decent water and not that dirty

I personally grew up on well water, so I'm used to it, but obviously if they do something to soften or improve the water, there will be other effects. Every now and then, the water is a little bit chlorine-y, but overall it's not that bad

My water is fine

Right now our water is fine but if we do start having a problem we would be willing to pay more to fix it

The water is fine, it's just the sewer

We live in an area where the water is good

Residential Verbatims

Q14. Are there any other final comments or questions you would like to add? (Continued)

City of Longview Water Customers

Fix water problems

Change it back to the old source

Fix it the way it was, and I really don't want the rates to go up. We just bought new dishwasher and clothes washing machines; we are concerned.

Hope they resolve it

How are they going to follow it up

I hope they get it worked out for those who are having problems, without costing us too much

I hope they make the right choice; people won't want to live here

I just hope they hurry. We've been paying and struggling with this for long enough. However I do not want to drink river water

I just want them to get it fixed

I normally don't even do surveys, but everything was fine then they changed it and I want it to go back, however I'm sure it's money and dollar signs

I think they should go back to the river water; I want them to do it soon

I think what they have done is criminal. They should of fix this issue and have this nasty

I want to get the water fixed

I would like the water to be pure and clean. Just get to it

I would like to see us go back to Cowlitz River, they should have used the money to fix the system in the Cowlitz

I would support the increase if they replaced all the old pipes in the city

I'd like to go back to the old water supply. I don't know why the changed in the first place. Why can't they filter this water?

Just fix the water so we aren't scared about contamination

Let's go back Fischer's Lane

They need to go back to the Cowlitz river as a source

They need to supplement that water system, and comingle some clean water with it; the source should be from above the mouth of the Toutle. Either a complete source and abandon the current or a comingled system, or build a massive filtration system to treat the water. It's an embarrassment that anyone would drill in an industrial area for the community water source

They need to switch the water. We never had any issue before now; its nasty. Should have never changed the water at all. It's unbelievable, so disgusting; I'm disgusted

When are they going to fix the water

When are they going to fix? Get it fixed

Residential Verbatims

Q14. Are there any other final comments or questions you would like to add? (Continued)

City of Longview Water Customers

Issues with City Council

Get rid of the people who are doing this and get someone who knows what they are doing

I believe there was not enough research

I do not approve of a junkyard being approved to sit on the new water source. Why would they approve such a thing

I don't like what they have done to us. When they have found out about the problem, they should have fixed it then. Now they just do surveys and spend more money, but no fix. Now they want to go to the old system. Most of the summer the hydrants were running to clean the system, who pays for that? If you can't believe the people in the City Council who can you believe? There is no option we have to buy water. Some people will pour a glass of water and let it sit overnight, in the morning there is brown sediment at the bottom

I think everybody that has effect in the city of Longview should file a self act

I think it was botched from the start. We need to go back to our old water source. We don't think the decision was thought through or researched enough

I think some big pockets down at the city are being lined

I think the City Council made this bad decision, and they are throwing bad money after good. They need to find a way in their budget to pay without taking the money from the taxpayers

I think the city made a big mistake going to the mint well we should have ran a pipeline from Castle Rock instead

I think you guys have heard the complaints. I think they are well aware of conditions and people's opinions

I want to know the dissolved solids and dissolved carbonates. I call them to ask them to give me a report and they can't, they don't know what I'm talking about. I can't get a straight answer on what it is. It used to be so pure

I want to know who paid off whom to put a well in a well known industrial park; they put it there knowing it would take millions to clean it up. I hope we aren't going to be like the movie Erin Brockovich

I would like some mail communication about City Council meetings and decisions. We don't know what goes on in the meetings until it's too late. There's no communication between them and the people

I would pay more if the people responsible would take a pay cut. We work hard to address issues of energy efficiency and we should not have to worry about water quality. I think we need people in charge who are interested in public issues instead of upgrading their home. As an active community member I am very concerned about the water issue

I would support a rate increase if they could guarantee that we'd actually get some good water. Also, I'm for removing from the Longview City Council the members who voted to drill the wells. It took \$30 million dollars to do all this stuff. This is the biggest stupidity I've ever seen in Longview

If they are going to do something, they need to be transparent and surer of their decisions. Better long-run money decisions

It would have been nice if they had explored their options and discovered these problems before they went ahead and ruined our water and are now asking us to pay for it

Residential Verbatims

Q14. Are there any other final comments or questions you would like to add? (Continued)

City of Longview Water Customers

Issues with City Council (continued)

Just that the city has wasted a lot of money getting a new source of water that is very bad in terms of high silica levels, and I am very disappointed

The City Council has not listened to the citizens from the get go, most people opposed the new site and they didn't listen. The contractors should be held responsible and accountable, they were paid millions. They actually had moved it a half a mile from where they originally wanted to, it was planned to be within 500 ft of the sewer pump

The city of Longview created this mess, and why should the homeowners have to pay for it? Because we voted down this move to the new water source, and consultants in the past advised against this very move to the chemically-laden land. It's next to a paper mill and a chemical plant

The city should plan ahead and they shouldn't put the poorest area as one they don't deal with. I support improving the water, but I don't support increasing the cost to the poorest people of the city

The water is horrible, and I can't believe they did what they did and switched us to this new water supply. I'm pissed off, and I don't think I should pay for this stupid decision

The water is much harder now, and so soaps work less well at cleaning. The people who pushed for the new water source screwed up, and they didn't mention that the water would be harder and have silica in it. They need to do something better than charge us again for something again that we've already paid for. I haven't seen the city people in charge of the move to a new source be cited, punished, or anything. If you go into the private sector, if someone had messed up thus badly, they would no longer be employed. There has to be accountability

They have so many regulations here I can't drill my own well for water. I don't trust the council

They should have done more and better studies before switching us to this new water supply

They shouldn't have changed the water source

Who made the decisions and who made the decisions that it's ok

Why do we trust our government to trust what's going on. Why aren't we hearing it from our local city people

Why is it taking them so damn long to get this water problem fixed, and back to the quality that it was

Residential Verbatims

Q14. Are there any other final comments or questions you would like to add? (Continued)

City of Longview Water Customers

General Issues

I buy bottled water. I am having problems

I know I've seen some water samples from other homes and the sediment and color is concerning

I like pure water; want better water

I won't drink the water here without filtering it first

I worked on a lot of water systems all over the region. We were told the new water would be good, but it wasn't and was apparently not tested properly

I'd like to see them flush more often. I don't think they do it enough. I think they need to flush the system quarterly

I'm looking to move because of the water

It's horrible. Whatever they did was wrong because it was fine before

My boyfriend worked at Weyerhaeuser and they dumped all kinds of chemicals out there. It's terrible water

The water system here is dilapidated and old and it needs to be addressed

The water tastes bleach-y. I think you should fix it without charging extra

We use bottled water for everything, we have to go out and buy bottled water

Why does it smell like bleach

Why is this water so dirty? I didn't know that water was dirty until I filled a cup; it's dirty

Worst I've ever seen and I'm from Alaska

Miscellaneous

After the milk has been spilled I don't know how you can put it back together. What we had was better

Better off maintaining our supply

Have the city council drop the subject and move on to more important things

I appreciate that someone is still checking

I feel the same as others. I get why they changed the source, but I think they should have looked at the options better and getting your source from contaminated ground is not the best

I think we need to cut every line and put a filter on it and clean up the water that way

I want to make sure that the storm drains are cleared to avoid flooding. Keep an eye on the slough. Make sure that the slough pumps are working

In Europe they don't use drinking water to flush toilets, so why are we? I'm setting up a hose line to my rain barrels to flush my toilets

In the past 6 months I had people come by and take water. I was going to get some report on what the analysis was, but I never received it

I've been curious about all the loud yelling and screaming, the water is flowing in different directions.

My girlfriend works for the city

There has been a ton of feedback about this. The quality of life is key for the future of the city and it's worth investigating what it takes even if it costs more. We would be well served by a better quality of life. It's a foundational pillar of a community

They need to be taught a lesson: if it's not broken, leave it alone

Residential Verbatims

Q14. Are there any other final comments or questions you would like to add? (Continued)

City of Longview Water Customers

Miscellaneous (continued)

Water is very important to me

We had no problem with the previous water supply

Why are they dumping water? I just want an answer, why replace the pipes and then dump water

Why don't I get a reading for my water bill? My meter is covered with dirt, and you can't lift that cover.

Residential Verbatims

Q14. Are there any other final comments or questions you would like to add?

Beacon Hill Water and Sewer District Customers

Health issues

I don't believe their reports were openly and correctly done. When they started the water was not hard. I've worked with water quality and I've done my own tests out of my tap and I've had my own results of the water, they are not the same as the results released to the public. I have sensitive skin and I get rashes, and spots, and dry skin and it is damaging my hair. Overall lifestyle has not been a positive experience

I want to see the chemical break down of the water and see what levels of sediments are polluting the water. I don't think there should be a rate increase for the water. They need to fix it before they consider changing rates. I know brownish water can be indicative of high iron in the water. How much can a person drink until it's not good for you

My dog knows this isn't good water, and will drink bottled water over tap water

My hair is dry and falls out since I moved here. The water issue is a sore subject. I have family visit and my first instruction is to not drink the water

The water was better before they switched, my skin breaks out now and I won't drink it now

Would like time to go back to the old system with the Cowlitz; it's better water. The new water is hard on my wife's health, it gives her hives. I'm trying to get a filter but I can't afford it

Damage caused by water

Frankly, my blood boils a bit to think about this new water source. We live on a hillside, so maybe our water is better than other local people. But my granddaughter lives south and west of here. Lives not too far from the Fred Meyer, and they don't use the tap water at all, and some of their pipes have gone bad. I don't believe we (the people) are always listened to

I don't like the water, and it has stained just about everything it touches, and it upsets us. So we don't use it if we can

I have a large, expensive house with a lot of granite and glass, and much of it appears to be ruined; I'm hoping they find something that takes the silica off. I have two very expensive glass bathroom doors. The granite is stained with white film, and I can't get it off. Two granite sinks have white streaks also. My garden hoses are caked, and need to be blown out. My pond pump isn't working correctly, I'm sure it's corroded. The swimming pool pump is ruined, and has been replaced. I'm against all rate increases, and believe that the city should fix this and not ask the citizens for money. Why can't they repair the old water source? I will be joining a class action lawsuit if something isn't done. I would like to have good explanations from the decision-makers on why they made this decision, and how this can be fixed

I think they need to redo all their plumbing and they need to replace them

I would be ok with the rate increase if we go back to the Cowlitz. I can't even wash my car because the water spots are so bad. The scaling in the shower is terrible

I'd be willing to pay 5, 10, or 20 dollars to fund the improvements only if I can be sure that we will get good, clean, healthy water that does not corrode pipes, metal, and other stuff. As for the chlorine smell, it seems to be only at night. It smells like Clorox, usually after midnight. I suspect that that's when they add the chlorine

Residential Verbatims

Q14. Are there any other final comments or questions you would like to add? (Continued)

Beacon Hill Water and Sewer District Customers

Damage caused by water (continued)

The concern of them getting the water from the mint farm area, not only is the hard water destroying all of our property, it tastes horrible, it leaves funky orange residue, white spots, it is very costly, takes a lot to maintain it. It comes from an industrial area where an aluminum plant used to function for decades and god knows what's under the ground there. I don't think it's been checked, I think it's a toxic waste dump that we're getting our water from now. Bring back our old water supply

The water is turning my faucets orange

White residue has cause damage to my appliances and caused my toilet to overflow

Who is going to pay for our appliances when they breakdown

Financial issues / Rates / Costs

First, I'm using much more bottled water, especially for my dogs, and that has increased my cost of living. Also all the filters I have had to purchase. They never should have moved to the Mint Valley source. Weyerhaeuser dumped a lot of toxic agents on that land in the 1980s. Another expense, I have to send my car twice annually to the detail shop for \$300 a visit. Put the city council members on pay freezes; they have voted themselves big raises. This is mismanagement

I don't feel we should have to pay for this to be fixed when they never asked the consumer on the source change, and I don't feel like I should be required to pay for their mistakes on a problematic source. Used to love our water and I want it back; the new source is too expensive and problematic

I don't think we should be paying for fixing the water supply, because it's not our fault. I would have kept what I had if I had the choice. They should have really thought this through and planned better

I don't understand why we're paying as much as we're paying for the quality we're getting. After we switched to Beacon Hill, it's gone up \$5/mo and hasn't improved. It used to be just \$20/mo. It needs better quality

I feel like it should be fixed and we shouldn't have to pay more for it

I have to live within my budget, and the utility should live within its budget as well. No rate increases

I really think we should get a rate decrease! This whole well debacle was just an unbelievable stupidity. I don't believe they really tested these grounds for contaminants

I think they should have done more research before changing the water supply. The people should not have to pay for the mistakes of our elected officials. I don't understand why they're taking the water from this area, terribly polluted, from all the mills

I think they should rework their budget to fix the issue

I would like to see tests and information before making a decision about increasing my bill

I would like to see the water improve. But I'm concerned about the rate increase; how long will we be paying it? Will it end? This is what I would like to see. We used to have good water, and I'd like water of this quality

Residential Verbatims

Q14. Are there any other final comments or questions you would like to add? (Continued)

Beacon Hill Water and Sewer District Customers

Financial issues / Rates / Costs (continued)

I'm against any more rate increases because we are paying too much already, especially with recent service fees that were added. People have having trouble paying utility bills, rent, food - it's too much. I'm a landlord, and I sometimes pay tenants' utility bills because they can't; it's part of the rent. Rent will go up if utility bills are raised

I'm against any rate increase for fixing the water supply because they screwed up, and so they should fix the problem without coming to us for more money

I'm for a rate increase if we can get water as good as we had previously. Trying to pull water out of a waste dump was a dumb idea in the first place

It feels like the cost is too high

The people who approved the wells in this area should bear the cost of fixing this problem. I would also like someone to explain what silica is and what its effects could be

They should hire better consultants that don't just spend money randomly and as far as raising rates; it just seems unfair for a high amount

We are paying double, and we are paying Beacon Hill

We paid good money for this new water supply and it's no good. I'm against all rate increases, and think that the people behind this poor decision should pay

We would support an increase if we go back to the old source. I won't pay to further treat this water. I also don't want to pay for a whole house filter

Fix water problems

I demand improvement

I think they made a major mistake drilling a well in an industrial area. They need to fix their mistake

If there's a way for them to fix it, that would be great

I'm glad they are thinking about something to fix it

It would be really awesome if they fixed the water

They changed it; they need to fix it not at the cost of us. Our water bill for two months is \$352, that's too much. Fix it with that money

They need to fix the water. It's their problem, they wasted our money

They need to fix whatever they did. Didn't use to have this issue. We pay lot for it

Residential Verbatims

Q14. Are there any other final comments or questions you would like to add? (Continued)

Beacon Hill Water and Sewer District Customers

Issues with City Council

Everyone on the city council should resign. They did not do their job. They had to have had the water quality sample before making the decision

For all the money they spent researching these wells, not to figure out that running water backwards through a water main means they did not do their homework. I feel bamboozled

I won't support a rate increase until we have someone in there who is qualified enough to know what they are doing. People in the field told them the water wasn't good and they didn't listen

I would be more than happy to pay more a month if they would not waste the money this time and pitch in with the rest of us

I'm for paying these additional monies, but only if I can be assured that we will get water as good as we used to have, before we went to the well. I feel much abused by political decisions to move a water system near the mills instead of keeping it north of the city near the river

The good old boys did what they wanted. They didn't look into it or do their job

The people over in Kelso went for the realignment thing. I would like to know who is responsible so we can vote

They robbed us of our old water source on the grandfathered in Ostrander contract. The city of Longview forced us to use city water. We had great water and a very low bill. When they put I-5 in they dug a new well and intentionally put in a pump that was too small. I know the guy who did it and he admitted to me it was intentional. They are crooked and paid off

General Issues

Everyone I know that I work with is disappointed with the water. We are extremely angry about building the new water plant. The water was fine the way it was

I'm part of a co-op art gallery in downtown Longview on 1418 Commerce St. And the water stinks terribly like sewer; it's just awful

It just seems like we are between a rock and a wall. And we don't like the water and we are paying more for water. I have watered very little in the garden

It was fine before; we want the old water back

It's just that when a company walks you around the block a few times and there was nothing wrong with the water before; once in a while you could smell chlorine, but that was obviously from the chlorine and I never minded the taste before. However I will not drink it now

It's starting to taste worse and people who come from out of town can't stand the taste and won't drink it. Things are going downhill with the water situation

Some water I could drink would be nice. They should not fix what wasn't broken

The water quality was better when they got it out of the river, better than the well

Residential Verbatims

Q14. Are there any other final comments or questions you would like to add? (Continued)

Beacon Hill Water and Sewer District Customers

Satisfied / OK with water

I don't understand why our water is so good compared to others

I think Beacon Hill water is fine out here. I've heard bad things about in town though

I'm very happy with the water

My water is fine

My water is fine no problems

My water is great I live off Ostrander Road

Our water seems fine. We shower in it

They warned us of a huge increase because the mint area in Longview, but that went away. My water is excellent. I use Britta anyway, great water

We are satisfied with our water; if I lived in Longview I would be raising hell

Miscellaneous

Are pharmaceuticals going to be tested vs. river water

Beacon Hills' customer service is bad. They are really difficult to deal with

Doing my own investigation of this issue, and am in touch with the general manager at Beacon Hill Water and Sewer. I'm investigating the contaminants that might be in an aquifer beneath an industrial site, and I intend to do a public records request for test results of specific chemicals and contaminants. I suspect that the city of Longview had this property and could not find a buyer, so they pawned it off to use as a well and treatment site

I live outside of Longview, in the county, we get their water. We used to get very good water from a well. They are mixing our water with the contaminated Mint Farm water

I'm very pleased that they're actually looking into this. It makes us hopeful. I talked to the Beacon guys quite a lot. I am hopeful that something is going to happen

In California at least once a year we receive a written notice of the chemical content of the water. I think people using city water have suffered enough and they need to fix the problem

Look for a better place for the sewer

The water treatment plant employees should all be fired. They don't treat the water.

They knew the water was bad, they did a study in the past and the water was bad. They need to go back to the old source at no extra charge

They should have done more research before changing the water

They should have fixed the old water supply

They should have realized that the water under an industrial space would not be as good as the water from the river

This has become a huge issue to the people living in Longview; at this point we see it was a mistake, it would be best to take a look at going back to river water, instead of trying to clean up this water. From what I've read it's almost impossible to get the silica out

We live one block outside of the city; we can't go through any City Council

Whose idea was it to go to this system? The city of Kelso gets their water from the river

Why did they change the flow/direction of the water at 20th avenue

Why is Longview calling us

Residential Verbatims

Q18b. (If own/manage rental property) What additional feedback, if any, have you heard from your tenants?

City of Longview Water Customers

Have dirty water, smells bad, tastes bad, and loses hair

He has the same problems I do. They don't drink the water

I don't hear anything about water quality from them

I haven't had any water problems there

I own a duplex and I rent the other half. I know they are not reading the meter, as the previous renter ran up a huge bill, and the new renter has to pay the old bill; this is not right

Just the same thing I already said. The ones on Beacon Hill seem to be fine

My tenants are more concerned with affording the water, they would drink acid. I pay the water bills so they wouldn't complain about it. There is a lack of economic opportunity here

No bad feedback

None, as I have not rented the property yet

None, the water's great in Kelso

None, they just buy bottle water. What can they do there are no options

The same, that the water is not good. They do not like it either

The toilet fill valves aren't holding up

The water is generally bad, there is a lot of residue, and the water is a bad quality

The water smells and leave residue

They are opposed to the whole thing: paying more for better water. They say the water quality is bad

They live in a place where the water is good. They aren't experiencing anything that we are

They're complaining about the water quality about the same things I already mentioned

We manage 32 rentals, and about 1/3-1/2 of the tenants is delinquent on their water bills, and we have threatened to evict them

Beacon Hill Water and Sewer District Customers

Has complained about water spots

I haven't heard anything

None, regarding the water

They are deciding whether they will pay a rent increase for me to install water purification system, but I'm hoping the City does something first here

They had too much water pressure and the pipes broke, I think it was last year sometime

We use a management agency so we wouldn't hear about any complaints. I am concerned about it damaging the rental houses as well. People are going to rent elsewhere like Kelso because of the water

BUSINESS VERBATIMS

Business Verbatims

(As necessary) What is your title?

S2b. Other title

City of Longview Water Customers

Accountant
Administrator
Production Lead

Q3. What issues, concerns, or areas of dissatisfaction - if any - do you have with the water provided to your business?

Miscellaneous issue

City of Longview Water Customers

Scaling
Used on a shirt and got a bleach spot, also I believe it has damaged our equipment

Beacon Hill Water and Sewer District Customers

Stale, buying expensive chemicals to counteract the residue on glass

(If smell, as necessary) How would you describe the smell?

Q3b. Miscellaneous smell

City of Longview Water Customers

Brackish
Dirty laundry
Musty, stinky, rancid smell, but only sometimes
Turpentine or paint thinner. You can't wash the smell of your hands once you get it on

Business Verbatims

(If taste, as necessary) How would you describe the taste?

Q3c. Miscellaneous taste

City of Longview Water Customers

Harsher

It tastes like there's something in it

Lingering after taste

Thicker than water should be

Beacon Hill Water and Sewer District Customers

Chemical

As a local organization, how do you tend to learn about local issues, events, or city council decisions?

Q14. Miscellaneous

City of Longview Water Customers

City's website

Beacon Hill Water and Sewer District Customers

Emails

Business Verbatims

Q15. Are there any other final comments or questions you would like to add?

City of Longview Water Customers

I am opening a brewery and I can't do it with this water as is. I'm going to have to put in an extensive reverse osmosis system. Years ago I had the water tested for brewing and all the levels were at an acceptable range, now they are not, especially the silica

I can't understand why we switched sources. I think the city council has done a poor job explaining to people why we had to switch from the Cowlitz to the mint farm well. The community doesn't know

I haven't had any issues with the water

I oppose any rate increase. Because they line their pockets while they haven't fixed the problems. I pay \$160 in a water bill while \$5 is my usage, the rest is in fees

I think that it was very short sided and negligent of the city council to decommission the old source before we knew if this one was going to work. They knew there was going to be outrage over it that's why they shut the old one down so quickly. Those people do not belong in office

I think the people who made this mess should have to pay to fix it, not the ratepayers

I would support rate the increase if it was across the board and not just for business. It's my understanding that the city council was aware the water quality was going to be poor, why did they do it anyway; they had reports saying the quality would be poor

I'm a chief also this water I have used for many years now. Currently it is so corrosive it eats the pans away, I don't know if it is the lime or whatever they put in the water but I've never seen this

It would be nice to go back to the Cowlitz River water

Please fix the problem or filter it. My customers are complaining of spots on all the plants.

The reason I don't support an increase is because I don't trust the people who put in this system. Where's the accountability for the system they just put in. They basically put a well in an extremely contaminated place. I say follow the money, where did all the money go

There are fewer people drinking because of water taste

They need to fix the problem, the silica

We are unhappy with the people who made these decisions. They ignored the experts who gave recommendation not to do it. Water is drawn from 4 wells, quality was not good. They drilled under an old industrial area they went ahead now there are problems, now they want us to pay for it. Wondering if is there was a pay off? Why would the city they ignore the advisors? They spent millions of dollars. They told us to replace the old system would not be cost effective, so they did this. We are not happy... We have tried to be nice and not called a lot. We can complain every day if they need to know, we are trying to be nice. When the council was getting advice 2 of the consultants said don't use it, the 3rd said its ok, and the 4th one said its fine the council went with the 4th person's advice. It's horrible; the hair quality is terrible, hair is becoming dry and losing bounce and elasticity also loss of shine, hair is frizzy and dry. It's getting very difficult to do our job to make people hair beautiful. Our regular customers come in and you can see the decline of their hair. The nail techs say the cuticle is damaged and dry. The water strips the color from the hair... been going on for about a year. It is declining. Worse in the last 6 months

We have been dealing with issues since the sixth, we have has to invest money to deal with the issues. We've had problems with our waste water discharge since the switch

Business Verbatims

Q15. Are there any other final comments or questions you would like to add? (Continued)

City of Longview Water Customers

We have been talking about this a long time, are they actually going to do something
We use a distiller so we don't know aren't concerned with the taste or safety of the water at our
business
We won't drink it

Beacon Hill Water & Sewer District (Beacon Hill / Lexington / Lone Oak / Ostrander)

I just really hope they fix it, I've heard people say the water gives you diarrhea
It didn't need to change in the first place. I know someone who works for a company that
offered a fix for the Cowlitz source and it was about 300,000\$ It could have been fixed for
under a million and they choose an 8 million dollar well instead
Our dishwasher is being damaged. We are also very concerned with what costs might come up
related to the pool. Why didn't they know about this beforehand, I think they had to know and
just chose not to tell anyone about it? They took their cue from when they built the jail without
public approval. They got away with that so why not try this
The maintenance staff wants the water to be returned to the way it was before. We have had to
replace many toilets and fixtures in the last 6 months due to staining etc. We all use bottled
water to drink. Whatever change they made didn't work and the water is worse
We had perfect water before the change. I guess the plant needed maintenance but they didn't
do their homework. I know other people are suffering in the city. We are ok here I don't know
why

Business Verbatims

What kind of product or service does your organization provide?

Q16b. Miscellaneous

Beacon Hill Water and Sewer District Customers

Childcare
Government
Real Estate

What does your organization use water for?

Q19. Miscellaneous

City of Longview Water Customers

Hair washing and processing, small cooking
Sterilizing instruments, processing x-rays, cleaning processes, in equipment
Water the plants

Beacon Hill Water and Sewer District Customers

Irrigation, swimming pool