

To Whom it may concern,

I've been at 35 Tabor Circle in Albany for over 20 years now and the water has been an issue on and off for as long as I can remember. At times totally brown and unusable, staining fixtures and ruining loads of laundry. After my complaints, our previous water company eventually began posting on our doors when they would work on the water as a forewarning, so we could prepare, wouldn't destroy entire wardrobes before we realized what was happening. They would also flush the system after work was performed and advised us to do the same from an exterior source on the house. This helped to mitigate the damage as every time the water was worked on, the brown rust would worsen and be at its darkest. It would take a while for it to be useable, even for washing. Lugging water periodically was the norm. The time I refused to pay the bill for a span of 3 months when my water was completely unusable, my water was turned off, forcing me to pay for unusable (outside of flushing toilets, but you couldn't even bath in it) water. By the way, I had paid for all other quarters, even when it was yellowish, just not the quarter I had to replace clothes, use the laundromat and purchase drinking water.

Improvements were made over the years and things got better for longer periods of time, with issues on and off. I know many of my neighbors complain of pressure issues, but that has never been an issue for us. It was until we remodeled a few year ago and replace yellow bathroom fixtures with white ones that even when it was "good" it wasn't that good. Yellow against white shows up when yellow against yellow does not.

Recently we have had to haul water again, as the water is yellow/brown in color and tastes terrible even though being filtered inside the house. This has been going on for several weeks. We did see the water company at the water house at one point not long ago, during which time the water became darker brown/yellowish. The color then lightens, making one think it's on the mend and then, surprise, it darkens again.

Since the switch over of water companies we have never received notice that the water will be worked on and subsequently change in color and taste, and it doesn't get "flushed" at outside sources. A warning would be appreciated, but really what I'd be after is a permanent solution.

I'm finally writing in for help because we're not getting any younger and water is so heavy to carry. We're tired of lugging it in. I would like to see the water we always have to pay for be usable for all things at all times (outside of needed maintenance). Hope that's not asking for too much.

Thanks for your attention to the matter,
Colleen Cormack
35 Tabor Circle
Albany, NH