

Application for a limited alternative rate increase in Marion County by

East Marion Utilities, LLC

CORRESPONDENCE  
9/14/2020  
DOCUMENT NO. 06809-2020

DOCKET NO. 20200152-WS

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CUSTOMER COMMENTS

I have only been on this water service for less than 3 years. It already cost double what I paid for water & sewage in Virginia prior to moving here. The water does not taste good and we have 2 filters it goes through so we don't drink it. We have to pay for bottled water to drink. I have called frequently and reported water that smelled like sewage so strong that it infiltrated my house and our clothes smelled that way after being washed. You have little control over the chlorine. Sometimes it is so strong it bleaches out my colored clothes in laundry. I am a chemist and worked in water & wastewater testing years ago. Your water is of low quality & you should improve the water quality before you increase the rates. I have other horror stories about this water I can tell you.

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