

16 MAR 2026

Hi my name is Rachel Huang and I live at 614 1st St., right across the street from the elementary school. I have Questions:

1. When I spoke to both Amber and Brandon, late in the workday on Tuesday, March 3, and complained that my water was brown and smelly and tasted bad, they each assured me that the water was, and I'm quoting Brandon here, "perfectly safe to drink", and yet a few hours later, the water was so unsafe that we had to boil it. What changed in that amount of time?
2. What tests are done on our water, and how often are they done? Is that information published, and if so, how often? How can a consumer find out this information?
3. Since rain happens every year, and therefore the volume of the river changes every year, what is the *current* protocol for dealing with times when the system gets overwhelmed with river water? What is the protocol to *prevent* the water treatment system from getting overwhelmed in the first place? Is water monitoring done by Scotia CSD, or is the case that, as I was told by Amber when I called, that the water at the office was fine and so they didn't check for problems unless and until customers (multiple?) call to complain?
4. If a customer observes that the water is brown/smelly/bad tasting, what is the protocol for the *customer* to follow? How do we inform Scotia CSD when the office is closed? The contact page on the website does not give instructions. It doesn't list an email address (just a form, and I've filled that out and not gotten a response, but I also don't have a record of filling it out, so that's handy for people who don't feel like answering emails.) The SNAIL MAIL address isn't even posted on the website.  
Do we inform Scotia CSD, or do we just go straight to the State Water Board?
5. When residents call with concerns about water quality, what is the protocol that the Scotia CSD follows? Who is the contact person? What is done inside your agency after a complaint is received? What sort of follow up should a customer expect?
7. If the water is not safe to drink, what is your protocol for informing the community? What is your protocol for communication? I guess y'all emailed customers but not everyone got an email. You didn't post notices on people's doors. You didn't send out snail mail. There didn't seem to be a press release. Your agency doesn't have a Facebook page and no one from your agency posted on either Scotia community FB page.
8. If there are extended periods of time when the water is not safe to drink, what is the recourse for customers? Do we get a refund? Do we get a reduction in the bill?

Thank you for your time,  
Rachel Huang



