



2025 City of Columbia Utilities Survey Open-Ended Comments

Presented to the City of
Columbia, MO

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ETC
INSTITUTE

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Q1a-5 [Other]. What are your concerns with the City of Columbia providing safe and quality drinking water?

- Cancer-causing. See COMO water coalition reports.
- Cascade neighborhood often has brown water that has to be flushed out.
- chlorine
- CHLORINE IS TOO HIGH
- Color
- Color
- CONCERNED ABOUT CHLORINE LEVELS
- COPPER AND LEAD TESTS SHOW LOW BUT PRESENT VALUES
- do not trust, chemicals in water.
- FLOURIDE HAS BEEN PROVEN AS BAD FOR HEALTH
- Fluoride levels
- fluoride
- fluoride
- Fluoride added. It should be a choice.
- Hard water
- Hard water
- Hard water
- Hard water
- Hard water and too much calcium
- hard water, chlorine, frequent boil alerts
- Hard water-calcium
- high chlorine content
- Inaccurate testing.
- LEAD
- Levels of regulated contaminants
- many times the water is brown
- Micro plastic
- MINERAL DEPOSIT, SAFETY. FLOURIDE, YELLOW-BROWN WATER
- my water filter is orange when I replace it. Rust?
- Need infrastructure in SW Columbia
- Old and unregulated pipes, especially in old structures
- Pesticide and fertilizer run-off potentially contaminating the water supply.
- PFA not tested
- PFAS
- PFA's and lead pipes
- PFAS are so bad. Their discovery and the decision not to filter for them made me lose a lot of trust in the local water safety. I've spent hundreds on better filtration which is ridiculous.
- PLASTICS
- PLEASE STOP ADDING FLOURIDE
- poor management
- PUBLISH TEST RESULTS
- REGULATED WATER CONTAMINANTS
- Rust-colored tap water

- Sand and clay
- SEE REPORTS
- STAINS
- Taste horrible, even with fridge filter
- There is a lot of sediment
- too hard
- Too much chlorine
- WASTE FROM HOMELESS CAMPS
- Water contaminants
- water is hard
- WATER TREATMENT CAPACITY
- when I replaced my hot water heater 5 months ago. Leaves and other debris were found in the waterline.
- yellow water

Q24. If you have any additional suggestions for energy efficiency or water conversation incentives, please list.

- A city wide watering schedule during drought seasons.
- Add more city solar arrays
- Applied for state and federal IRA grants for low income residents
- Assistance for rain barrels.
- DID NOT KNOW THERE WERE PROGRAMS. SEND OUT MORE INFORMATION
- Do away with city electric, move to Electric Coop.
- Don't ever get rid of natural gas for home heating.
- DONT PROVIDE REBATES OR LOANS FOR LESS THAN 18 SEER
- Electric is too expensive, stop energy efficiency efforts.
- Feature those who have solar panels on their properties to explain how mu money we save each month. People do not understand how cheap it really is with the low interest loans from the city.
- FIX CONSTANT DRIPPING FAUCETS AT ARC
- FIX THE ELECTRICAL GRID SOUTH-SOUTHWEST SIDE OF TOWN
- Fix the failed sewer/stormwater in Como. It is third world level bad!
- Had an energy audit scheduled - no show and no explanation.
- Have someone available for questions. Tried to reach someone, left messages, etc. to no avail.
- Hold landlords more accountable for updating their properties.
- How do I find these programs?
- How do we get information for these incentives?
- I DIDNT EVEN KNOW ABOUT MOST OF THE PROGRAMS LISTED IN #23
- I have a hard time understanding what I am eligible for and not sure where to look.
- I tried to qualify for some type of program and was just slightly over the income. I have someone in my household with a disability and still was told I did not qualify. Or the person I spoke to did not know what they were talking about.
- I was not aware of significant number of the efficiency programs.
- I was unaware many of these existed. I'll be looking into them to see if I can use them for solar and my ev charger. Thank you!
- I WOULD LIKE FOR COLUMBIA TO BECOME A CERTIFIED DARK SKY COMMUNITY
- I would support public buying solar panels in a solar farm for reduced rate. This would provide much needed finance for a project cheaply. I have done this in other locations.
- INCLUSIVE FINANCING FOR ENERGY EFFICIENCY PROJECTS, USE OF AMI
- Incorporate solar into the grid. require commercial rooftop solar, buy it for the city.
- increase rebate for solar system to 1.50 per watt.
- Information about city energy efficiency should be advertised to homeowners on a quarterly basis.
- It works fine and I do not support any changes unless it cuts more taxes.
- Legalize rain barrels. Ticket poor lawn watering practices instead of tiered water program.
- Local rebates for solar installation perhaps?
- Look to nuclear not wind or solar.
- Lower the base charge. I could use less water, but any savings are lost to the too high base charge giving no incentive to conserve.
- MANDATE SOLAR PANELS AND RAINWATER COLLECTION ON ALL NEW CONSTRUCTION. START WITH COMMERCIAL, THEN RESIDENTIAL

- Maybe send a card to users where they can get additional information and costs on making improvements to utility/water use.
- MORE RAIN BARRELS
- More trees along business loop. Helps with the rainwater runoff. Remove pollution, water and air. Reduce CO2 and temperatures.
- More use of permeable services to reduce runoff
- Need more information on recycle and a proactive service.
- no fluoride
- No free passes, everyone pays their fair share.
- NOT IN MY MIND RIGHT NOW
- Overly tedious with only expensive options for contractors
- Please email my invoices.
- Please encourage residents to conserve water/electricity. Maybe help direct people more.
- Please stop the regular electric outages and make my bill more affordable. It shouldn't be over \$200 monthly for 1 person.
- Privatize residential and commercial trash
- Promote nuclear combined with private solar
- Providing further information for these areas would have been helpful (pop-up info or URLs to further info).
- Reduce lighting, stop sprinkling large lawns, or when replacing turf.
- reduction in bills
- Send mail or email explaining what these are.
- Solar isn't cost-effective
- Solar on new construction, at least 25 %
- Some kind of program for the college kids to save money when in and out of town.
- SPEAK TO HOA GROUPS DIRECTLY; PUBLIC WORKSHOPS ON ENERGY EFFICIENCY PROGRAMS; REGULAR FEATURES ON LOCAL NEWS EDUCATING THE PUBLIC ON ENERGY INITIATIVES AND OPPORTUNITIES
- Stop charging us more for these unwanted initiatives..
- Summer water rates are outrageous. Should not lead to a water bill that costs more than electric.
- The home energy inspection for the house in 2023 was a big joke!
- Time discounts for electric or water-off peak hour incentives.
- Water and electric cost is too high.
- Water conservation incentives? I have a home vegetable garden that supplies a huge amount of healthy food for me, my family, my neighbors and the community (via donation). Summer usage rates are understandably aimed at lawn watering (which I would NEVER, EVER do). However, they also impact vegetable gardeners like me. I'm wondering how these groups might be separated to encourage food growing, while discouraging lawn watering.
- Water heater rebate. Smart Thermostat rebate, Tou Rates.
- water rates keep going up, need to reduce cost to users
- We live on a river, why conservation? There is plenty of water. Incompetence is the cause of conservation.
- We need roll carts for recycling also.
- Without destroying thousands of acres of land, you can't run a city this size on renewable energy.
- Would like more information on the programs

Q35. Do you have any other comments or suggestions you would like to share with the City of Columbia about our utility services?

- 1. BUILD THE TRANSMISSION LINE ALONG NIFONG 2 INVEST IN SMART METERS
- Use community service officers to patrol recycling drop off sites for illegal dumping. It is out of control 2. offer a local drop off for trash so people do not have to go to the dump. 3.Be transparent about what is and is not recycle. 4. Hire people to regularly pick up trash. Need to clean up town.
- would love to see roll carts for recycling. 2. Encourage homeowners to leave some leaves on the ground to alleviate erosion and pollinator habitats and conserve water.
- A solid waste/stormwater only. Consider quarterly billing for accounts under \$50 per month to save on postage, envelopes,, etc.
- ADD RECYCLING ROLL CARTS
- Always behind in planning and making necessary improvements to provide adequate services.
- AUTOPAY WITH CREDIT CARD FEATURE
- bad water pressure in the Thornbrook area
- Beautiful city was wonderful services except those horrible black trash bands that are an eyesore on my street.
- Better customer service needed in person and phone both. They shuffle customers to different offices.
- Bill comes late. It should be before the first of the month.
- Billing should be monthly not averaged and then have to pay large sum in March or April.
- BUDGET BILLING IS NICE BUT THE BILLS MAKE ZERO SENSE. SCHEDULING BULK TRASH PICKUP NEEDS TO BE EASIER AND MORE FREQUENT
- CAN YOU ADD A GREEN WASTE ROLL CART OPTION, PLEASE? THANK YOU
- City as a whole need to do a complete evaluation of what taxpayers need and then adjust the staffing.
- City should have grace when it comes to paying on time, especially if you always pay your bill on time, it may have go lost in the mail.
- City workers picking up the recycle should not be riding on the back of trucks, very dangerous. Especially in the snow.
- Communication needs to improve.
- Continue all efforts to be efficient ono expenses.
- COST IS TOP PRIORITY
- Cost of water is outrageous. We have lived in western states with limited water and did not pay this much.
- Cost should not escalate much with advances in renewable energy
- Council needs to listen to the engineers and construct the transmission line.
- Curbside recycling services weekly would be great. Please make upgrades to water and electric infrastructure in SW Columbia, as it has been discussed for years.
- CWL MUST CONSTRUCT WITH MORE INDEPENDENT GENERATORS TO MEET DEMANDS
- Difficult receiving help with water leak. Inaccurate billing and obtaining necessary refunds.
- Do away with clean energy. Make our electricity affordable. Promote nuclear power, which is reliable and costs effective.
- Doing a great job
- Drop DEI

- ELECTRIC RELIABILITY IS A CONCERN, THE CITY NEEDS TO MOVE FORWARD WITH ELECTRIC INFRASTRUCTURE RELIABILITY PROJECTS
- Encourage more renewable energy from the rental companies.
- expand recycling program
- Expedite the transition to renewable energy
- Explain the bill better.
- Fix auto pay for utilities billing. We set up bill pay, but there is another name on our account that the bank block. Customer Service does not know why this is happening.
- FOCUS ON INFRASTRUCTURE AND NOT COLORFUL NEW IDEAS THAT ONLY ADD TO MORE REGULATIONS
- Focus on more affordable utilities.
- Generally do a great job - almost never have an interruption in ANY service, the water is great out of the tap, and the streets don't turn into raging rivers during rainstorms like I have seen in other places I've lived. If the recycling options were better (and I know some of that is out of your control) you'd be as perfect as it can get!
- Get out of the business and have it operated by third parties like most municipalities. City should not be in the business of any of this. Third parties can manage systems better and then you all don't have to deal with staffing or paying employees. We then wouldn't have the decade long debate over the trash and horrible recycling program. Considering the mayor was in charge of sustainability before her election the recycling program/process is dreadful.
- Had an energy audit scheduled - no show and no explanation.
- Had our building electricity shut off at 3am with no notice. Would have appreciated a heads up.
- Have a line with electric and water to indicate we don't have this service.
- Having recycling pick up every week instead of every other week would be good. Bring back more recycling drop off centers on East side of town to replace the ones removed from Moser's and Home Depot.
- High Point Park is very dense with dead limbs and leaves and under brush. Utility worker struggle to get to electrical lines and it is an overall hazardous situation.
- HOPE YOU PAY SOLID WASTE EMPLOYEES A GOOD WAGE.
- I am concerned about rising utility bills. While some of this is inevitable, I think what appears to be a clustered rise in both electric and water rates has to do with inadequate planning over the years. Raising electric rates the way it happened in order to issue a much needed bond for a water plant was unfair and inexcusable. That should not happen again. There should be a more fair and rational and less erratic metric to raise rates. I do, however, applaud efforts by the City to increase transparency and educate and engage the public on matters concerning CWL.
- I am very worried we could have brown outs/black outs on hot summer days. This should be highest priority
- I appreciate the services, and this opportunity to respond.
- I appreciate your solar rebate program and budget billing
- I believe those that work in the utilities/public works department are doing a great job. I do not believe they are getting the support they need and deserve.
- I dislike the trash roll carts. They make the road look real bad.
- I DONT LIKE PAYING HIGHER BILLS FOR UTILITIES TO FUNNEL MONEY TO SOCIAL SERVICES FOR DEADBEATS THAT DONT WORK OR EDUCATE THEMSELVES SO THEY CAN GET JOBS
- I don't like the tier system. Bill goes up dramatically in summer due to small amounts of AC and water usage.

- I feel rates are greatly increased or my meter is inaccurate. Compared to last year paying \$30 to \$40 per month more with no new appliances or other electric changes.
- I find the December end of year catch-up increase in water usage, and annoyance
- I have a solar thermal water heating system that I cannot find any tech to service (pumps). COMO should promote this type of renewable energy resource to the community.
- I have a storm drain in my back yard that was installed too high. The standing water only attracts mosquitos, why can't the city either fix it or spray for mosquitos.
- I installed a home generator, I got zip in rebates, or help.
- I live in Creekwood Estates. Water and sewer is usually a problem either for me and or other residents.
- I love the idea of being green, but affordability must come first. Fix the drinking water it is awful.
- I prefer not to use roll carts but I do understand the issues with this.
- I THINK IT IS BETTER FOR CITY TO PROVIDE SOLAR ENERGY FARMS TO POWER HOMES/BUSINESSES INSTEAD OF PUTTING SOLAR PANELS ON HOMES. THIS IS MAINLY DUE TO MAINTENANCE CONCERNS. IT IS MUCH EASIER TO MAINTAIN IN LARGE SOLAR FARMS THAN INDIVIDUAL BUILDINGS ESPECIALLY SINCE THESE SMALL FARMS MAY GO OUT OF BUSINESS
- I want to see 100 percent renewable energy use. I do know that conversion is expensive.
- I wish our street was not forgotten so much during trash and recycle pickup. It happens about once a month. Meandering Court
- I would like cheaper utilities, and better water pressure
- I would like to do away with the ditch for run off water.
- I would like to see a recycle roll cart program. A program that uses non-recyclable bags contribute to waste in landfill.
- I would like to see interval usage of electric and water in the consumer portal.
- I would love it if you could filter out the lime. Hard chemicals from our water caused major problems in our homes.
- IF I WERENT STILL WORKING PART TIME, I WOULD HAVE TROUBLE PAYING MY EVER-INCREASING UTILITY BILLS. AT 77, ID LIKE TO FULLY RETIRE
- Improve recycling program. Empty recycling drop off containers more frequently and keep area clean.
- Improve yard waste in the fall. Program for homeowners for curb side pick up of leaves in October and November. If you don't have a truck, it's hard to get rid of leaves with roll carts. Sponsor shredding events in which customers bring paper items that need to be shredded in exchange for donation to benefit charity or donation towards utility assistance for those in need.
- It would be great for curbside recycling to be weekly
- It would be nice to more easily change my utility bill due date to fit the timing of my monthly income. When my income changed from bi-weekly to monthly and, more recently, to a fixed income, it has been difficult to change my utilities billing date to account for these changes in my monthly income timing. Currently, I often have to pay a late fee because my utility bill comes due about a week before I receive my income checks. Last time I tried to change my utility billing date I was told my billing date is based on my home's location and cannot be changed. This greatly complicates paying my utility bill on time.
- I've had issues with billing in the past and getting that resolved was far too difficult. I once received a bill for over \$700 in electric for an 800 sq ft home. I had moved out and terminated my utilities, but when they shut them off and did the final reading they transliterated some digits because the meter was upside down as part of disabling service. Getting that obvious mistake resolved was embarrassingly difficult. The city insisted I must pay the \$700 immediately (I was in good standing)

and provide proof they misread the meter. Fortunately I was moving within Columbia and went by and took a picture of the meter showing the billing was in error. It wasn't just the difficulty in resolving this, it was the abuse by customer service in trying to get it fixed. When the billing was finally corrected, the email I received stated basically: "We've reviewed your complaint and a new bill is available". No acknowledgment of fault or apology for the mistake. This wasn't an automated response. Virtually everyone I know in Columbia has had a bill that they couldn't explain. Almost as if the numbers were made up. One of my highest bill was when I was gone for a month with the AC set to 80 and no water was used because I lived alone. In short: customer service and billing with the City of Columbia utilities stinks. And like all the consultants the city hires, you don't ask the right questions. How about: Do you believe the city's billing to be transparent and trustworthy? Have you had a bill you thought might contain mistakes? Have you had a bill that you couldn't reconcile with your perceived usage? Have you had to have a correction made to your billing? How satisfied were you with the customer service? I think those questions alone would reveal a lot.

- Just keep the services reliable and affordable, keep the politics out of it.
- Keep up the great work. We have so many wonderful synergistic programs. We don't irrigate our lawn for insurance, due to native plantings.
- Love the roll carts
- Love the roll carts
- Love the roll carts
- Love the roll carts. Must easier to manage.
- lower prices please
- Lower rates.
- Lower utilities
- Make it a public service requirement for people on propane. Have more people keep our city working clean.
- Men in open trucks and dangerously cold weather need warm-up brakes. Stop the trucks when it's below <35°.
- More can be done to convey information about becoming energy efficient and how city can help.
- More funding for stormwater improvement
- More options for disposing of large items. It is leading to people having things on their property if they can not haul it.
- multiple sources say we have recycling pick up, mine is never picked up . Outgoing mail is not picked up either.
- My bill is way too high and the service regularly cuts off for no reason during perfect weather conditions. Also, each resident pays \$15 monthly for trash but we just have 1 big dumpsters....
- MY FRONT YARD FLOODS FROM TIME TO TIME DUE TO METAL PIPE BEING PARTIALLY CRUSHED THAT GOES UNDER SOUTHLAND DRIVE TO THE EAST AT 3713 SOUTHLAND
- Need a weekly recycling pick up.
- Need better water
- Need to be transparent and deliver succinct and easy to understand summaries of all actions to the residents. A text with a link would be best..
- Need to bring Elon Musk in and do a city audit
- NEED TO QUIT WORRYING ABOUT SPENDING MONEY FOR UTILITY AND WORRY ABOUT CLEARING ROADS IN THE WINTER TIME

- Not having incentives for electric vehicle ownership on the electric utility is bad. Time of use is standard practice for utility companies and is not present in Columbia. The tiered system penalizes having an EV and clean energy use.
- Not sure what is in the water but it continues to stain my sinks and toilets.
- Note that Question 36 has the wrong city name (Greely).
- Now that the bizarre, solid waste collection situation is resolved, fix the dates on the bill so that a payment received, but not processed on time doesn't generate a late notice.
- Plan on upgrading and or replacement of sewer, stormwater, and electric now to minimize problems in the future.
- Please back off the 100% renewable goal. Affordable rates are important to lower income residents and to the economy.
- Please ensure that costs to the consumer are mitigated as much as possible.
- PLEASE FIX THE STORM DRAIN BEHIND 5710 FALLOW CT. I HAVE SPENT A LOT OF MONEY FIXING MY YARD AND FENCE ALMOST EVERY YEAR. IT NEEDS TO BE CONCRETED TO HOLD MY YARD IN
- Please get the fluoride out of the water.
- PLEASE GIVE RESIDENTS THE OPPORTUNITY TO OPT OUT OF THE ROLL CART SERVICE. ALSO, PLEASE REINSTATE CURBSIDE RECYCLING
- Please help lower utility bills.
- Please make provision for supply of black trash bags, it helps.
- Please properly recycle glass containers, and mixed containers again
- Please take PFAS filtration seriously.
- PRIVATE PROVIDERS ARE MORE EFFICIENT. THEY DON'T PROMOTE THE PROBLEM
- Privatize trash service. far too expensive and ineffective.
- Put the water tower up by Beulah Ralph School.
- Q27 misses the point. My cost from 2022 to 2024 has gone up by 50%(from 220 to 340)Poor management. Affordability and reliability should be the city priority.
- Rates are too high
- Recycle
- recycling bins/carts.
- reduce rates. May be better to privatize.
- Reduce your rates on all utilities, stop adding taxes and more charges.
- reduction in bills
- Renewable clean energy is an investment. Affordable/reliable. Do not outsource the grid.
- Roll cart truck leave carts and streets after emptying. It's a hazard.
- Roll carts are a hassle , the old bag system was better. we no longer try to recycle because of this.
- Roll carts are the cleanest and quietest method of trash removal. Great. Now come up with a plan for leaf removal, like Ann Arbor.
- Should clean up leaves along streets so they don't clog storm water sewers. Water overflows the curb on College Park Dr. and erodes dirt into our ravine. We understand the city used to pick up small amounts of yard waste. It would be nice if that service were reinstated.
- Snow removal is a joke, It is my number 1 complaint.
- Snow removal is terrible. The county has clear roads and our little island in the center has unplowed roads.
- Solid waste - trash is excellent but recycling needs help to make it more user-friendly. Maybe roll carts or bins instead of blue bags and paper. Collection centers are often full and overflowing.

- Solid waste should be privatized. Better education of public on cost of utilities. Explain why the position of cart and closed lid matter.
- Stay on top of upgrades. Don't wait 20 years when something happens then replace the problem.
- Stick to the basics. Reliability, efficiency, economy, etc. Don't subsidize rich people for upgrades they would make anyway.
- STOP RAISING TAXES, STOP WASTEFUL SPENDING AND STOP WITH NEW TAXES
- Stop renewables.
- Stop wokeness. Stop fluoride and other not necessary poison .
- Stormwater had filled the ground, water in basements causing flooding.
- Street sweeper needs to run more often. Keep storm grates clean.
- Sure hope we get roll carts for recycling
- Thank you for asking these questions.
- Thank you for bringing back curbside recycling and trash pick up.
- Thank you for providing the survey opportunity. Would appreciate the City providing links to information pertinent to the range of topic areas covered to facilitate more accurate responses.
- Thank you for the survey. Keep up the good work!
- Thank you for your continued work.
- Thank you for your hard work serving the community.
- Thanks for all that you do.
- Thanks for the efforts. I rely on the services.
- The auto pay is great.
- The city has made trash collection, extremely difficult. A lot of trash can't fit inside the largest roll cart and cannot be recycled.
- The electric billing notice is sent out very late, just 10 days or so before it is due. For non-wealthy individuals, this can present a hardship.
- The online portal is difficult to use and not able to handle some obvious/routine tasks
- The only focus should be on providing quality, reliable utilities efficiency, and affordability. As to quality, the water pressure at my address is unacceptably low.
- The rolling balance on my budget bill makes no sense. Shouldn't it reflect how much I am over/under?
- THE THREATS TO DISCONNET.
- The timing of the bill and the timing of Mizzou payday do not always coincide
- The trash pickup is very erratic. Hate the traffic circles.
- The tree trimmers are just hacking away. No pride in making the tree look attractive. Fix the curbs
- The water coming out of the faucet occasionally is so brown that I wouldn't bathe in it, let alone drink it. Yet, they say it is fine to drink. (It happens to everybody in the neighborhood, so it's not just my house.) I've lost confidence.
- The water is the main issue
- There are a lot of power surges. Also, water quality is a concern.
- THERE NEEDS TO BE MORE INFO ON WHAT PROGRAMS ARE AVAILABLE. I HAD NO IDEA THERE WAS A 'SEWER COST' REIMBURSEMENT PROGRAM. ALSO, THE AC GRANT PROGRAMS RAN OUT OF MONEY
- These rate increases are too much with the cost of everything else
- This was a waste of my time.
- TO OFFER RENTABLE SOLAR PANELS AND CONVERSION EQUIPMENT TO PROVIDE ELECTRIC WITH EXCESS KW POWER BEING USED TO REDUCE BILLING

- Two water towers so close together is not eye appealing to our neighborhood.
- UNAFFORDABLE
- UTILITY BILL INCREASE IS TOO HIGH
- Very happy with trash service. Called for a larger roller cart and it was replaced just two days later.
- Waste pickups need a bin for trash and a bin for single flow recycling.
- Water and trash billing is hard to understand with regard to budget billing balances.
- Water is far too high
- Water is too expensive. I try to only water my lawn when necessary.
- Water often has strong chlorine taste. Storm sewer, not kept clean and clear.
- Water ponds in front of my drive/curb, it freezes in winter so I can't safely put out my trash carts.
- We are in our 80's. Roll carts are difficult. I have fallen twice.
- We need a new mayor!
- We need a new mayor.
- We need recycle roll carts like other cities have
- We need recycling bins. We have more recycling than we do trash. I have no confidence that it actually gets recycled.
- We want energy security, so do not want the city to depend on wind and solar energy, but mostly gas, coal, and nuclear.
- We were going out of town and put our trash out the day before. We were fined \$50, this still makes me very mad.
- Weekly curbside recycling
- Weekly recycling would be nice to have again
- Whoever replaced the electric meter did a terrible job.
- Why is my electricity so high?
- With the trash pick up, if a bag gets lodged in the trash can, the workers will leave the bag in the can and roll the can back to your driveway. They don't care if the can is empty or not. If whatever is in the can doesn't immediately fall into the truck, they keep the truck moving and leave you with trash in your can to hold for another week
- Work on more solar and help change county rules on wind turbine.
- Would be nice if the newsletter had current information not old stuff.
- Would like a roll cart for yard waste and recycle
- would like less fluoride, minimal chlorine
- would like recycling weekly
- Would love yard waste pick up, street cleaning and a scheduled bulk pick up once a year.
- Yard waste pick up would be wonderful as well as rolling carts for recycling
- You could have made the roll cart petition available to all. I never saw it.
- You refused to do maintenance on my sewer line. You say it is private, yet you have 4-plex apartment building on the sewer. When there is a problem, it floods my basement. There is a back-flow installed.
- You should list the conservative programs in the newsletter.
- Your customer service reps are helpful and courteous.