

Management/Operations

- Asked to conserve
- No water (wants discounts for poor service quality)
- Concerns that rate increase will not adequately address system problems *band-aids*
- Customers paying for a problem system for yrs
- Deferred maintenance
- Need proper maintenance
- Has there been mismanagement of funds?
- System needs/deficiencies
- Does DEC have operational/maintenance records of the system?
- Want to see long-term plans to fix it right
- What is necessary overhaul to ensure proper functioning?
- Prior owners were not paying proper attention & doing things required to do

Bulk haul included in reporting? to water quality