

Interview 1

Interviewer

And we're good to go. So.

Interviewee

So we use the water, it's just like back at home in the village. Like all we use the water just like as a everyday like necessity skills like we use it to like, like wash our clothes and like we use it to cook and we use it to like basically basically like, like we use water on a daily basis like we probably like flush out somewhere around six, six to twelve gallons a day. About [inaudible] six to twelve gallons a day and other than, you guys are like more than feel free to like ask any question like how we use water.

Interviewer

Yeah, that's great. That's really helpful. How do you get the water? Do you have- [crosstalk]

Interviewee

We have to like go out and pack it. We go to these lakes and then we're just like like, we use our filtration systems like um we filter the water and then we, like everybody knows like we don't drink water the dirty waters like clean it and then filter it and then go through like three different kinds of filters I think you probably you guys probably know like [inaudible] liquids or [inaudible] some kind of water filter filtration systems like I can't even explain what the filter is, I forgot what the brand was called. But other than that, we use it on the daily.

Interviewer

Do you do that with all of the water you use or just the water you're drinking?

Interviewee

Um, all of the water yeah.

Interviewer

So all of the water you're using to wash and stuff you also make sure all that's filtered before you use it.

Interviewee

It goes through like three different kinds of filtration system just going like like picking stripping the lake and just use it as like a drinking water, we have to filter it like three different times. Other than that we use it to cook, clean and like basically like we use it to like cook, clean and use it for like everyday necessities.

Interviewer

And so you're gonna go out to the lake and you'll like bring your containers for the water? Or are you getting-

Interviewee

We go somewhere like a place a couple of miles out like three to four miles out. We go to like different spots like we just don't like get water from the same lake like, like we go to like different lakes like we try to find like the cleanest water there is.

Interviewer

And is it back on snowmobiles? Or how are you bringing it back?

Interviewee

Yeah, like the back of snow machines like in a sled? I think I've got some pictures showing how we pack our ice and our water. Oh, hold on a second.

Interviewer

Ok, yeah so it's a little different when it's in the winter or the summer.

Interviewee

Mmhmm(affirmative).

Interviewer

Do you all live together

Interviewee

Mm(affirmative).

Interviewer

Yeah. What were you doing in [REDACTED]? What were you doing here?

Interviewee

I went for a [inaudible] and this is how we get our water like, that's in the wintertime.

Interviewer

[REDACTED]

Interviewer

Good, I'm glad to hear that. Do you go together to get water or who is responsible for getting water?

Interviewee

Depends on who wants to do it, like it's like a desired chore.

Interviewer

Is it a good one? Or are there other ones that are better chores? Like is getting water like a good job or it's like okay, I'm the last one to get water today.

Interviewee

It'll probably be like the last chore the day. Most of the time where I was doing subsistence like doing subsistence activities like hunting, fishing. Like I do a lot of hunting activities and my siblings and my parents always try to tell me to like relax and calm down even if I have like any procedures or even if I had like any hospital visits. They always tell me to like sit down and relax but it just goes in one ear and goes out the other, you know? Like I'll be like I gotta go do something.

Interviewer

Yeah you're like keeping busy.

Interviewee

Like I'm always busy. I just can't stay still

Interviewer

Yeah

Interviewee

[REDACTED]

Interviewer

How often do you have to go to get water? Is that every day or you do it like once a week?

Interviewee

Once or twice a week depending depending on how many like how many buckets we have.

Interviewer

And so what do you do in the summer?

Interviewee

Summertime I'm always like on a boat, on a fishing boat for like I mean just traveling or like basically like right behind the wheel or right behind the throttle like wide open throttle.

Interviewer

Nice, beautiful.

Interviewee

Other than that, I'll either be like working or like going to work somewhere like [inaudible] gold or like on a fishing boat but I retired my fishing career so I'm just gonna be like going back to gold mining soon but I still haven't decided when to go back to gold mining.

Interviewer

Yeah. And so you like collect buckets of water in the summer as you're driving a boat?

Interviewee

I think we like we use like rain gutters like from the roof. Like we pack our water like like in like those buckets it's just like shipping off the rain rain gutters. We still go through like water water [crosstalk]

Interviewer

[REDACTED]

Interviewer

So does it taste - how does it taste?

Interviewee

[inaudible], pretty good.

Interviewer

Good.

Interviewee

The water?

Interviewer

Yeah, you like it?

Interviewer

So you, so does your village have like a washeteria, a place where you could get water if you wanted?

Interviewee

There's a washeteria out there and like we can get our water it's like we don't like getting water from the washeteria cuz it like contains chlorine and some other like toxins that they add on into the water.

Interviewer

Yeah, does that mess with the taste and the smell of it or you don't like it - why don't you like that?

Interviewee

We just don't like the chlorine, or like we didn't grow up on that [inaudible].

Interviewer

You want something natural?

Interviewee

Yeah something natural, like straight from the straight from the skies or from the lakes.

Interviewer

Yeah. So do you like the system? Does it work well for you, collecting and thawing?

Interviewee

Yeah.

Interviewer

It works well. Would you change anything about it?

Interviewee

Like no, I don't think so. I think we like like overstress our bodies, its like basically like work like, we work hard to get it.

Interviewer

Yeah, yeah. Gotcha.

Interviewee

But I think [REDACTED].

Interviewer

[REDACTED] Do you like the Health Center here? Is it good?

Interviewee

I don't really like Health Center here. I don't like like the hospital here. Like they don't really like provide you like what, what do you need. [REDACTED].

Interviewer

I don't think that we have any more questions for you. But do you guys have any questions for us or do you have anything that maybe we didn't ask you about that you want to tell us?

Interview 2

Interviewer

Okay, perfect. Okay, so can you tell us a little bit about yourself? Where are you?

Interviewee

My name is [REDACTED].

Interviewer

Yeah.

Interviewee

I used to live in [REDACTED; Personal Information].

Interviewee

Yeah. But the water here is this time of year every year water is change, you know, different colors. Out there's the tundra in [REDACTED]. There's contaminated water. They have in some parts it's really dark specifically when it gets warm this time of the year. It's dark, and after it rains it's really clear on the ice.

Interviewer

How about your household water can you tell us what?

Interviewee

Household water. Couple years later we finally have flushing toilets, water, and sewer.

Interviewer

Nice. Are you piped or are you hauled?

Interviewee

Piped. We got flush and haul toilets. But the rest of them have in the old village where we used to stay before we moved on, used to use honey buckets. And our water sometimes really get really even they put that chlorine in that water. You can taste it.

Interviewer

You can taste it?

Interviewee

Yes, it's really strong. And all this we use ice for drinking water pack water, and used the pack water long time the folks from the river.

Interviewer

You still do that?

Interviewee

No, long time ago. After everything we got water and sewer.

Interviewer

Do you like the piped water?

Interviewee

Yeah, I kinda like it but sometimes it gets really dark. To get clear you have to keep it running for a while until it gets really clear.

Interviewer

Oh, okay.

Interviewee

Sometimes I don't think our [inaudible; likely "pipes"] never been washed for so many years. Get real contaminated water sometimes. So, I was thinking probably some people get ill from that water when they drink it. Especially some more people never watch when they flush they get the water from the sinks or whatever.

Interviewer

Okay. Okay. Do you do you have to do anything to maintain your water system in your house? Does it break and you have to fix it?

Interviewee

Yeah, I forgot 2000 something we didn't get the water sewer not very long. I think it was in 2017, I'm not really sure I forget. '17 or '18. Not very long.

Interviewer

That's when you got piped water?

Interviewee

Yeah, piped water.

Interviewer

So, your system's still kind of new.

Interviewee

Yeah. Still kind of new. [REDACTED]. But then the other ones they're using them big tanks. And they have different kind of water sewer over there. But they [inaudible] finally got water and sewer.

Interviewer

Do you ever it's so it's worked well since you've got it?

Interviewee

Yeah.

Interviewer

So, nothing's gone wrong? It doesn't freeze or?

Interviewee

It doesn't freeze.

Interviewer

Good. No, that's great to see.

Interviewee

Take and clean everything and clean my sinks out. But I also get some parts where they have problems.

Interviewer

No that's great, though. So let me turn the page here. It's the wrong direction, and my fingers are cold. All right. So, you said you had run honey buckets and hauled water before you did piped water?

Interviewee

Yeah, before we did piped water, we used to get water from the river, and it's real clear this time of year. It's real clear from the rainwater.

Interviewer

Yeah, okay. So, what do you what do you like about your water system?

Interviewee

It's good. Once in a while we have problems with water pumps not working or something when the lights go off, especially in the cold weather in the wintertime. Couple of pipes busted there under ground it was so cold and everything. We try to keep the house warm to keep those pipes inside the house. I had a problem once. Couldn't get any water for about a month. Some I think a pipe broke back in the water pump or sewer. I lost water all over.

Interviewer

It flooded your house?

Interviewee

Yeah. No, no. Up in the sewer where we get the water pump.

Interviewer

Okay, okay. So, it flooded outside of your house?

Interviewee

Yeah. It didn't flood out my house.

Interviewer

Yeah. Okay, okay. Outside of your house.

Interviewee

But one thing that I have is my house is to the ground. We have high ground, but our land is too low little bit and water comes from right there overflows in front of my house. Outside we have a tank out there.

Interviewer

No that's not good. No, that's – okay. Okay. So, do you do worry whether your water's safe to drink or you feel comfortable with the water?

Interviewee

I feel it's safe now.

Interviewer

You feel it's safe now?

Interviewee

It's safe and I can taste a lot of that chlorine or whatever. It's really strong and you can smell it when you drink it.

Interviewer

Yeah, it tastes funny, doesn't it?

Interviewee

But it's better after a couple years later. Run for a while before you drink water out the sink. But it's good now.

Interviewer

It's good now?

Interviewee

Yeah. Yeah.

Interviewer

Good. Okay, so I think one of the last questions we have is if you could change something about your water system what would you change? If you could wave a magic wand and something changed?

Interviewee

Last couple years, I haven't changed anything so far. The [inaudible; likely "stool"] in my sinks water where I wash, my wife do the dishes or. My showers are okay, and bath is okay. I haven't changed those only the sink water.

Interviewer

Okay, and so do you change the faucet? What are you changing?

Interviewee

My faucet in the sink. The sink valves where we shut off the water on and off.

Interviewer

Yeah. Okay, so you change that.

Interviewee

Yeah.

Interviewer

Okay, okay. Is there anything that I'm missing. Okay. Are there any other things that you think about stories about water or anything else you want to share?

Interviewee

This time of year, especially when the snow is melting and like springtime and like right now it's getting warm out there and everything. Every year when we go down to river or some place, we see lots of plastics and oil and everything you know flowing down. Really hurts me sometimes when I see those. I go out and pick 'em, put 'em in the trash bag, bring 'em home. Even out in the country, when I go up I see a lot of that. Come out from the tundra and see the flow. We have lots of flowing water from the lake right now. We have lots of flowing water coming from the hill from the mountains or someplace, and you can see cans pop cans and whatever.

I'll see this when I, and it really hurts when I see those things. Passing old age, we didn't see those. Our family and our parents used to tell us teach us how to, you go out in the country or someplace there in a village. You see those, please pick them up. Don't just leave them out there. Or some filth animal just take them take the bag or something. We don't have bag, or something spear in the ground or something like that. I'm taught but my parents are the [inaudible; likely "message"] that have gone. I stick with them what they say to me. It's true.

Interviewer

Yeah, it's generational.

Interviewee

What they used to say was always when we go, especially when I go boating this time I take plastics or whatever with me. I don't like to see cans all over or plastic bags. It's been there so many years and it stinks up and smells.

Interviewer

Yeah. That's hard, but it's awesome that you can pick it up.

Interviewee

[REDACTED] I went out moose hunting. Holy cow. I smell something. And I went to just a little creek and the water was really clear. Didn't see the little pipes swing by. And I park up there and I went up on the tundra. And holy cow. Lots of fur all over the floating on the [inaudible] you know the whole moose or bear or something. You can smell. Smell, smell. Especially when it's soaked in water long time. [inaudible], but some people they're not like us. They just go hunt and just kill it and leave it out there.

Interviewer

Yeah, that's sad.

Interviewee

Hard feeling.

Interviewer

Yeah, that is. Yeah, that's sad.

Interviewee

Yeah, that's it.

Interviewer

Thank you. Thank you so much. Yeah, that's fantastic. That was so

Interview 3

Interviewer

Okay, awesome so can you tell me a little bit about yourself? What's your name? And where do you live?

Interviewee

I'm [REDACTED].

Interviewer

Okay, awesome. I bet you're ready to get home.

Interviewee

Yeah. But I gotta go straight to work.

Interviewer

You're going straight to work. Well, thanks for taking a little bit of time to do that with us. I know you're probably probably tired. But so first question is, you know, how do you use water day to day?

Interviewee

We have running water. We use, we use it for laundry, washing dishes. We wash subsistence foods in it.

Interviewer

Yeah. Great. So it's piped water, then you have like a faucet and a flush toilet.

Interviewee

Yes, mm-hmm.

Interviewer

Okay, great. How long have you had that? Has it been a long time? Or?

Interviewee

Six years. Six, seven years.

Interviewer

Six years. Okay. So did you live in [REDACTED]?

Interviewee

Mm-hmm (affirmative).

Interviewer

Before the pipe system or?

Interviewee

Yes.

Interviewer

Okay, how has that I guess changed since getting this

Interviewee

It's way better, and we don't need to do more stuff just to get water from the river or in the winter get ice for water.

Interviewer

Yeah, so it's a lot easier. Now.

Interviewee

And more healthier.

Interviewer

Yeah, definitely. Do you? Do you drink the water from your tap?

Interviewee

Yes.

Interviewer

Or do you prefer something else?

Interviewee

We use the filters. We filter the water.

Interviewer

Okay. Great. So, you don't use ice melt or rainwater anymore now that you have the piped system?

Interviewee

No.

Interviewer

Okay. Great. So, you use you've mentioned you use water for drinking, showering. Is there any other uses that you can think of?

Interviewee

Mmm I don't know. I don't think so.

Interviewer

Yeah. Perfect. That's what comes to mind for me to.

Interviewee

And we wash animals there.

Interviewer

Oh yeah you mentioned that. Yes. Okay. Yeah. So, you know, when you're thinking about your water system, are there any problems that you can think about? Or do you-

Interviewee

No. We don't, we haven't had any problems.

Interviewer

Awesome, great. What about any, do you have any issues with things breaking? Or is it pretty –

Interviewee

The pipes because it's always shifting.

Interviewer

Yeah.

Interviewee

And it ruins the pipes.

Interviewer

So sometimes there's, what do you do when that happens?

Interviewee

We call our water sewer people, and they come and fix it.

Interviewer

Okay.

Interviewee

But we get charged because it's on the outside.

Interviewer

Oh yeah, okay. So if it's – okay that makes sense.

Interviewee

But if it's on the inside, we won't get charged.

Interviewer

Okay. Okay, that makes sense. And then you pay a water bill earlier.

Interviewee

Yeah.

Interviewer

Okay.

Interviewee

\$120 a month.

Interviewer

Okay. Do you feel like that's affordable? Or is it kind of expensive?

Interviewee

Kind of expensive because I'm the only one working in the household and there's like, 10 of us in the house.

Interviewer

Okay, so that's a large. Yeah, that's expensive. Okay. So, you'd like you think it'd be better to be a little cheaper?

Interviewee

Yeah.

Interviewer

But do you think it's worth the money for having high water compared to what you used to have?

Interviewee

Mm-hmm, yes.

Interviewer

Yeah, that makes sense. Is there anything you particularly like about your water system?

Interviewee

No, we're so used to – I don't know.

Interviewer

it's kind of good when you don't have to think about it.

Interviewee

It's, it's just the freezing of the pipes.

Interviewer

Okay, yeah.

Interviewee

And for hot water we use, snow boil. Heating fuel, to heat up the water.

Interviewer

Okay, so you have just one tap it's not hot and cold. It's –

Interviewee

It's hot and cold, but there's a oil burner like to heat up the hot water.

Interviewer

Okay, great. Awesome. And then, you know, so do you ever worry about the water being safe to drink or not?

Interviewee

No, because I know it's always tested. I work in the [REDACTED] and they come to the [REDACTED] to test the water.

Interviewer

Yeah. So you're like, you see this. That's great.

Interviewee

And they never do [inaudible]

Interviewer

Yeah, okay. That's awesome. Do you notice issues with like how it tastes or smells?

Interviewee

[inaudible; likely "no"] But on the old side of the village they have question how – and it's stinky and –

Interviewer

Oh, okay.

Interviewee

I don't like drinking that because it tastes like chlorine or something. Very strong.

Interviewer

So, they have like a central place they get water.

Interviewee

Mm-hmm (affirmative).

Interviewer

And they haul it.

Interviewee

They haul it to their tank in the home.

Interviewer

Okay, yeah.

Interviewee

My mom has it, so. And they don't drink, they get ice water or rain water to drink

Interviewer

Okay, so it's part of the part of your village has pipe and part doesn't.

Interviewee

Mm-hmm (affirmative).

Interviewer

Okay, got it.

Interviewer

Do you hope that they'll eventually have pipes everywhere?

Interviewee

Yes. Mm-hmm.

Interviewer

Do you think most people feel like that? Like does your mom want piped too?

Interviewee

Yeah, she'd rather have running water than flush and haul.

Interviewer

Yeah, that makes sense. So you wouldn't drink the water at your-

Interviewee

No.

Interviewer

You just use ice melt or burn water.

Interviewee

Mm-hmm, yeah.

Interviewer

Okay, got it. So do you ever have times where you don't have water like your water system goes out?

Interviewee

[inaudible; likely “no”]. We’ve never had that problem.

Interviewer

That's awesome. That's great. Yeah, is there any other kind of – it'll do short and sweet, so there's not many more questions – but is there any other kind of thoughts about water or, or anything you think I should have asked you and didn't.

Interviewee

I don't think so.

Interviewer

Okay. Yeah, perfect. Well, let me I'll go ahead and stop this recording.

Interview 4

Interviewer

Okay, so yeah can you just tell me what's your name?

Interviewee

My name is [REDACTED].

Interviewer

And then where are you from?

Interviewee

I live in [REDACTED].

Interviewer

Okay, is that where you're heading today?

Interviewee

Yes.

Interviewer

Going back home, great. Well I'm so I'm, [REDACTED]. Okay, so, you know, first can you just talk a little bit about know what is your day-to-day water use.

Interviewee

You need to, you need to get a token and you need to have containers. You need to go get your water from laundromat.

Interviewer

Okay

Interviewee

There's so much snow right now. So you've got token. The water [inaudible; likely "house"] is pretty close, but right now it's maybe two feet of snow down there. So you find a container, put it in your plastic sled, pull it to the laundromat and give the token to the who works there. And you can get the water hose come and you fill your container.

Interviewer

And then you take it back to your house on the sled.

Interviewee

Mm-hmm (affirmative).

Interviewer

Okay, how often do you or your family go to get water? Is it every day?

Interviewee

Maybe not every day. And they also they also melt ice you know in a really big container. What those men they have to go with snow machine and sled and a container and go collect the further from the village

Interviewer

Okay. Is that the – do you drink that water?

Interviewee

Mm-hmm (affirmative).

Interviewer

Or do you drink the water from the laundromat?

Interviewee

From the laundromat or maybe only from the melt ice or rain.

Interviewer

You prefer to drink that water?

Interviewee

Mm-hmm (affirmative). Those water little tiny hoses those water – once they start to work summer time, they're real good.

Interviewer

Okay.

Interviewee

And then we don't need to go real far.

Interviewer

Yeah, okay. Okay. So do you like having, do you like how you get your water now? Or are there any problems

Interviewee

To go get water from laundromat. You need to, I need to [inaudible; likely “take a lot of sticks so loose dogs don't wanna bite me”]

Interviewer

Yeah, okay. And so do you think that do you don't drink the water from the laundromat? Right? So you don't know how it tastes?

Interviewee

No.

Interviewer

Okay. You just drink it from ice melt or rainwater?

Interviewee

Yes.

Interviewer

Okay, and you like the way that water tastes?

Interviewee

Mm-hmm (affirmative).

Interviewer

Okay. Is there a reason you don't like to drink the water from the laundromat? Is it the chlorine or the taste?

Interviewee

It looks a little bit, [inaudible; likely "it don't look real to your, it just kinda little bit brown"]. Over this winter if you have a rain gutter on your on your on your house where comes down from the roof and goes to your bucket.

Interviewer

Yeah.

Interviewee

So in the uh for our past we've gotten [inaudible; likely "blown"] away

Interviewer

Oh wow. Okay.

Interviewee

And then our next-door neighbor, part of their roof got [inaudible; likely "blown"] away into the [inaudible; likely "storm"].

Interviewer

Wow during a storm? Oh no. So what did you do after because that was that you get most of your water from the rain?

Interviewee

And the wind, a lot of rain. But then could we think of an idea and took rainwater in a cup.

Interviewer

Yeah

Interviewee

It's so windy that couldn't you go into the post office and print. You look up, too much of it the building, it's blown away.

Interviewer

Wow, wow.

Interviewee

But that's why you get water further at the laundromat.

Interviewer

Yeah. How long does it take to get water and come back? Do you do that or is it another one of your family members?

Interviewee

No I can do it yeah, doesn't take too long. All right no person might have gone wrong

Interviewer

Yeah, okay.

Interviewee

But right now a person might have to go around a little bit because the snow is melting

Interviewer

Yeah, cuz the snow is so difficult. Okay, so it's easier in the summer to get to the laundromat.

Interviewee

Mm-hmm (affirmative).

Interviewer

Yeah, that makes sense.

Interviewee

It's easier.

Interviewer

Yeah. And would you change anything about how you get water would you want maybe water pipes into your house? Would that be something you think would be helpful or not really?

Interviewee

I think maybe just try and just try and see, yeah.

Interviewer

Yeah, so like a flush a toilet. That would be automatically flush.

Interviewee

Mm-hmm (affirmative). Running water in your kitchen. Hot and cold. That would be nice. Yeah.

Interviewer

Yeah. Yeah, definitely. So do you have at your house do you have a honey bucket or an outhouse?

Interviewee

[inaudible; likely "yes"]

Interviewer

Okay. Okay. Yeah.

Interviewee

A honey bucket.

Interviewer

Okay, and so you think that having you know piped water would be a good thing?

Interviewee

Mm-hmm (affirmative).

Interviewer

Great. You hope to see that in the future?

Interviewee

Mm-hmm (affirmative).

Interviewer

Okay. Well, I'm almost through most of my questions. But I guess so how else do you how do you use water for drinking? What else do you use water for?

Interviewee

Use water for drinking, steam bath in a kinda like a small but not real small.

Interviewer

Okay. Okay. Any other uses?

Interviewee

That's all. I don't got many.

Interviewer

Okay, and then –

Interviewee

But the laundromat has real good washing machines.

Interviewer

Oh yeah.

Interviewee

They have really good ones. You can use a [inaudible] or you can use a small one. Real nice.

Interviewer

Nice so you do your laundry at the laundromat?

Interviewee

Mm-hmm (affirmative).

Interviewer

Are there showers there?

Interviewee

Mm-hmm (affirmative).

Interviewer

And so that's where you, okay. Great.

Interviewee

One shower is for like for the handicap

Interviewer

Okay.

Interviewee

The other one is for regular.

Interviewer

Okay. So is there anything you would change about your laundromat? Would you want more washing machines or more showers?

Interviewee

I think it's real nice there.

Interviewer

Great

Interviewee

Real nice there.

Interviewer

That's awesome. Great. So do you have any other thoughts to add anything? I didn't ask you about your water that you would like me to know?

Interviewee

To me, that village, that village take a long time to get those things. When I was up north, they are they have them in their house. It was nice.

Interviewer

Yeah, the piped water. Yeah. Okay. Well, those are all the questions. Thank you so much. Let me go ahead and stop.

Interview 5

Interviewer

Okay, awesome. So, can you tell me a little bit about yourself? Where are you from?

Interviewee 2

We're from [REDACTED]. [inaudible] from here.

Interviewer

Okay, awesome. Is that where you're heading from today?

Interviewee 1

Mm-hmm (affirmative).

Interviewer

Okay, great. Also, if the plane comes at any point, let me know. And we'll get to get finished quick. Awesome. And so, can you kind of how do you use water day to day?

Interviewee 2

Like, like how you would.

Interviewer

Yeah. Perfect.

Interviewee 1

Same as you do.

Interviewer

Okay, awesome. So, do you have a piped?

Interviewee 1

Mm-hmm (affirmative). Piped water system.

Interviewee 2

Yeah, but it's unlimited.

Interviewer

It's unlimited?

Interviewee 1

Unlimited water.

Interviewer

Nice. Okay, so it's connected for – you have a flush toilet?

Interviewee 1

Mm-hmm (affirmative).

Interviewer

Okay, great. How is do you have any problems with your water? Do you have anything with like, taste or?

Interviewee 2

No, cuz our water comes from the mountain.

Interviewer

Nice.

Interviewee 1

Freshwater river down there.

Interviewer

Okay, so y'all have the good water here.

Interviewee 2

Yeah.

Interviewer

Nice. [REDACTED]. And so you just the water pipes here are helpful. So, you use that for drinking?

Interviewee 2

Yep. I'd rather drink that tap water than any water in the surrounding area.

Interviewer

Okay. Yeah, that's awesome. So how long has it been piped? For how long you've lived there in your community?

Interviewee 2

We, we just moved there we moved there like [inaudible; likely "93"].

Interviewer

Okay.

Interviewee 2

So, I've had that water all my life.

Interviewer

Great. Awesome. Wonderful. Do you have to do any kind of maintenance on your water system with the pipes or anything like that?

Interviewee 2

[inaudible] the grinder.

Interviewee 1

[inaudible] takes care of it.

Interviewer

Right.

Interviewee 1

Any problems.

Interviewer

Okay. Great. So, it seems like a pretty awesome system. This is great.

Interviewee 1

Yeah.

Interviewee 2

You can't even run into a better water system.

Interviewer

Well, we've talked to a couple people who are really happy with it. So that's great. That's exactly what we want to hear. Let me look at my – so is there anything you particularly like about your water system?

Interviewee 2

Everything, I guess. There's no problems.

Interviewee 1

We haven't had any problems yet.

Interviewer

That's awesome. So that's great. It that's what it's supposed to do. You open –

Interviewee 1

We've had frozen hot water pipe. That's about it.

Interviewer

Okay.

Interviewee 2

But we hardly got that.

Interviewer

Nice.

Interviewee 1

It's starting to get minus [inaudible; likely "40s 50s like at least"].

Interviewer

Yeah. Yeah.

Interviewee 2

I mean it's – we haven't had any problems.

Interviewer

Okay. When it does, if there's like a freeze up or it, or, uh, you know, it's gonna get colder, do you have to turn anything on or off?

Interviewee 2

We have um, we have um that heater.

Interviewer

Okay.

Interviewee 1

Heat trace system for the water pipes.

Interviewer

Yeah, so do you have, is that on all the time? Or is it just a winter month?

Interviewee 1

Winter month.

Interviewer

Okay. So, you just kind of know, as soon as it starts getting a lot colder, you'll turn on the heat trace.

Interviewee 1 and Interviewee 2

Yeah. Mm-hmm (affirmative)

Interviewer

Okay, that's great. So, do you ever worry that the water is safe to drink? Or you just kind of?

Interviewee 1

We know where the water's coming from.

Interviewer

Yeah. And then what about kind of, do you pay a water bill for the water services?

Interviewee 1 and Interviewee 2

Yeah. Mm-hmm (affirmative)

Interviewer

Okay. And how is that? Do you feel like it's affordable?

Interviewee 2

It went down from the past.

Interviewee 1

It's very, it's affordable now. Yeah.

Interviewer

Okay, great. So, it's gotten a little bit lower over time?

Interviewee 1

Mm-hmm (affirmative).

Interviewer

That's great. Let me think. So, do you have any other kind of stories about water or anything? I love hearing that the water system is having very little issues. So, do you have any other things that come to your mind when you think about water? Or water services?

Interviewee 1

Do you know when it rains and you collect water?

Interviewer

Yeah.

Interviewee 1

I wonder if that's still illegal or what.

Interviewer

Oh. Do people in your community do that anymore or not really when pipes?

Interviewee 1 or Interviewee 2

[inaudible; likely "no"]

Interviewer

Okay. So generally, everybody likes the piped system.

Interviewee 2

No, some do [collect rainwater]. I know from their shingles.

Interviewer

Okay, so they use rainwater for that instead of the.

Interviewee 2

During the summertime.

Interviewee 1

Mm-hmm (affirmative). Some do. Yeah.

Interviewer

Okay. Okay. But is the piped water also used for steam houses?

Interviewee 1

Mm-hmm (affirmative).

Interviewee 2

Yes.

Interviewer

Okay, so it's kind of just some families will decide to use rainwater?

Interviewee 1

Mm-hmm (affirmative).

Interviewee 2

There's a water fan.

Interviewer

Yeah.

Interviewee 1

We got a water system [inaudible].

Interviewer

Okay, yeah. That's awesome. Well, great.

Interviewee 2

We've had that since I was [inaudible].

Interviewer

Since what, sorry?

Interviewee 2

Since I was little.

Interviewer

Yeah. Okay. And so, you grew, did you grow up in the same town you live in?

Interviewee 1 or Interviewee 2

[inaudible; likely "yes"]

Interviewer

Great. Awesome.

Interviewee 2

And then there is another village, but they still get they're water from the mountain or the stream comes from the mountain.

Interviewer

Yeah. Okay, so it comes from the stream and then into the treatment plan and then the pipe branch here.

Interviewee 1

Mm-hmm (affirmative). Yeah.

Interviewer

Okay. That's awesome.

Interviewee 2

Spring water they don't have to go through treatment plant.

Interviewer

Okay, yeah. So sometimes because you just have such a great water source, which is awesome. So that was short and sweet, which is great.

Interview 6

Interviewer

Okay. Well, first, can you just tell me a little bit about yourself?

Interviewee 1

[REDACTED; Introductions]

Interviewer

Okay, so you've been here a while. Okay. So how do you get your water?

Interviewee 1 and/or Interviewee 2

Faucet.

Interviewer

Faucet?

Interviewee 1 and/or Interviewee 2

Yeah.

Interviewer

Okay. Do you get it delivered to your house? Or is it piped?

Interviewee 1 and/or Interviewee 2

I don't have apartment right now.

Interviewer

Okay, so how do you – do you go to different areas to get water or?

Interviewee 1 and/or Interviewee 2

I buy it. Buy it from the store or get it from the fountain. People sometimes they carry like like Gatorade containers to refill refill water.

Interviewer

Oh, okay. Okay. Got it. And so, when you buy it from the store, that's pretty expensive, right?

Interviewee 1 and/or Interviewee 2

Yeah.

Interviewer

We were just at the store looking and it was really expensive.

Interviewee 1 and/or Interviewee 2

Yeah. It's expensive.

Interviewer

Yeah. How often do you have to buy it from the store? Like every week or?

Interviewee 1 and/or Interviewee 2

Well, whenever we wanna. Anytime.

Interviewer

Okay. Yeah.

Interviewee 1 and/or Interviewee 2

[inaudible]

Interviewer

Yeah, okay. Because I – do you typically buy Gatorade instead of water then and drink more of that?

Interviewee 1 and/or Interviewee 2

Yeah.

Interviewer

Okay. And then what about the taste of the water you get from the tap? Is it good? Is it?

Interviewee 1 and/or Interviewee 2

Yeah, I like it. It's nice and cool. It's okay. It's cold. Its good.

Interviewer

It's good?

Interviewee 1 and/or Interviewee 2

When we're thirsty.

Interviewer

Yeah, okay. So, you don't notice anything about like, you think everything's? You like drinking it?

Interviewee 1 and/or Interviewee 2

Yeah. It's water.

Interviewer

Nice. Okay.

Interviewee 1 and/or Interviewee 2

Sometimes somewhere along [REDACTED] I think it's full of too much of that chemical.

Interviewer

Chlorine.

Interviewee 1 and/or Interviewee 2

Chlorine. Some places.

Interviewer

Okay, so sometimes you taste it.

Interviewee 1 and/or Interviewee 2

I taste it.

Interviewer

Okay, so sometimes you taste the chlorine and it's not as good.

Interviewee 1 and/or Interviewee 2

Yeah.

Interviewer

And it's different based on what building you're in, basically.

Interviewee 1 and/or Interviewee 2

Yeah.

Interviewer

Okay. That makes sense. So, over time, do you think water services have changed in [REDACTED]? Which maybe this is more of a question for you because I know you've lived here a long time.

Interviewee 1 and/or Interviewee 2

Well, [REDACTED]. My sister she gets her water delivered to her.

Interviewer

Yeah. Okay. So does she like that usually like that the?

Interviewee 1 and/or Interviewee 2

Yeah.

Interviewer

Okay.

Interviewee 1 and/or Interviewee 2

But they always she always by the store bought case water.

Interviewer

Still?

Interviewee 1 and/or Interviewee 2

Yeah.

Interviewer

Even though it's like –

Interviewee 1 and/or Interviewee 2

Yeah. She use the other water to like laundry and dishes and stuff.

Interviewer

Yeah. Okay. So let me make sure I'm not forgetting my question. How do you usually use water? From day to day? Is it just drinking? What about like laundry or?

Interviewee 1 and/or Interviewee 2

Just drinking.

Interviewer

Okay.

Interviewee 1 and/or Interviewee 2

And laundry.

Interviewer

A little bit of both. Okay, do you got the laundromat?

Interviewee 1 and/or Interviewee 2

I used to go laundromat but at the shelter they can wash clothes for free.

Interviewer

Oh, nice. Okay, is that where you say right now? It's a shelter.

Interviewee 1 and/or Interviewee 2

Sometimes.

Interviewer

Sometimes, okay. And they have is the water their taste good or poor?

Interviewee 1 and/or Interviewee 2

It's warm.

Interviewer

Oh, it's warm. So, it's nicer when it's cold somewhere else?

Interviewee 1 and/or Interviewee 2

It's nicer when it's cold. Yeah.

Interviewer

Okay, that makes sense. Okay. Let's see what else. So, you usually shower at the shelter. Do you feel like you have enough water there? Do you have to take really quick showers?

Interviewee 1 and/or Interviewee 2

Yeah. They got running, they got running water there.

Interviewer

Okay, is it piped?

Interviewee 1 and/or Interviewee 2

Yeah. Piped.

Interviewer

Okay, so you can use as much as you want. That's nice. Because at your sister's house is probably, you have to be a little more

Interviewee 1 and/or Interviewee 2

Yeah, you gotta careful because the water will run out.

Interviewer

Yeah, yeah. Okay so do you feel like it's expensive to get water when you need water?

Interviewee 1 and/or Interviewee 2

Yeah.

Interviewer

You do?

Interviewee 1 and/or Interviewee 2

Yeah. Just like some people always fill up their Gatorade bottle and deliver waters.

Interviewer

Yeah.

Interviewee 1 and/or Interviewee 2

Wherever they can get for free. They have no money to buy water. There's no money to buy water.

Interviewer

So, you'll fill it up here?

Interviewee 1 and/or Interviewee 2

Or somewhere where there's water available.

Interviewer

Yeah. Okay. Okay. Are there any other kind of like improvements you'd like to see for water in [REDACTED]?

Interviewee 1 and/or Interviewee 2

Just make something like this, like clear piped water. Where they can just fill up.

Interviewer

Everywhere. Okay. Yeah. Do you ever get water from the treatment plant?

Interviewee 1 and/or Interviewee 2

No, no. My boss, he gets his water from the you know those blue containers?

Interviewer

Yeah.

Interviewee 1 and/or Interviewee 2

What do you call it? The ones that you dump and you

Interviewer

Oh, yeah, yeah. Okay. Yeah. And then it's in the stands?

Interviewee 1 and/or Interviewee 2

Yeah.

Interviewer

I've seen those.

Interviewee 1 and/or Interviewee 2

There's water too.

Interviewer

Yeah, those get delivered. Is it um the [REDACTED] or something?

Interviewee 1 and/or Interviewee 2

[REDACTED]. Yeah.

Interviewer

Okay, cool. That's what I saw. Okay. And then so, some of you. Okay, in terms of improvements having more water available throughout the community. Right? Is what you said? Just having more?

Interviewee 1 and/or Interviewee 2

Yeah.

Interviewer

Are there any other issues like with water that you can think up or anything I didn't ask you about that I should have asked you about?

Interviewee 1 and/or Interviewee 2

No. We're not really – we don't we don't really know much about what's in the water. but we drink [inaudible; likely "snow"], what's available.

Interviewer

Yeah. Do you want to know more about what's in your water? You would like to?

Interviewee 1 and/or Interviewee 2

Yeah, but they say they find lead or something like something like that.

Interviewer

Does that scare you when you hear that?

Interviewee 1 and/or Interviewee 2

Yeah. Sometimes. Sometimes I want water but then I wonder if it has lead or like sometimes chlorine.

Interviewer

Yeah.

Interviewee 1 and/or Interviewee 2

Especially from these homes that have running water. Instead of getting it from the water, water trucks or maybe from those water pipes under the -

Interviewer

Yeah. Okay. So, you think the pipes you really don't know. Okay.

Interviewee 1 and/or Interviewee 2

Yeah I think I think the, I think they need to purify or something.

Interviewer

Okay. Yeah, you're worried that that water is dirty?

Interviewee 1 and/or Interviewee 2

Yeah.

Interviewer

Yeah. Okay. But do you like the ones a lot of the I've noticed have filters. So, you like that better?

Interviewee 1 and/or Interviewee 2

Yeah, it's nice and cold too.

Interviewer

Yeah. So cold water is the big thing. Okay. Are there any other things you can think about in terms of water that you either maybe like about [REDACTED], don't like, or would change?

Interviewee 1 and/or Interviewee 2

No.

Interviewer

Any other thoughts about water? You're probably like, I've never talked about water.

Interviewee 1 and/or Interviewee 2

I've never talked about water.

Interviewer

Lemme make sure I asked all my questions.

Interviewee 1 and/or Interviewee 2

Only sometimes you can taste that chlorine in it.

Interviewer

Yeah, yeah. That's the biggest part is that like, what if you could?

Interviewee 1 and/or Interviewee 2

Like you said. Cuz sometimes you could taste a little rust in it you know.

Interviewer

Okay, so like the taste.

Interviewee 1 and/or Interviewee 2

Like rust.

Interviewer

Yeah.

Interviewee 1 and/or Interviewee 2

Or like bubbly or something when it gets from sink.

Interviewer

Yeah.

Interviewee 1 and/or Interviewee 2

And then it get little bubble stuff hang around or something like that.

Interviewer

Yeah. So just some kind of like, you're not sure if the quality is good of the water.

Interviewee 1 and/or Interviewee 2

Yeah.

Interviewer

Yeah, that makes sense. And then what are your biggest uses of water? Drinking or showering?

Interviewee 1 and/or Interviewee 2

Just drinking, showering, and laundry.

Interviewer

Yeah. Yeah. Okay. If you could change one thing about your water system. Would it be one out of the things we've talked about or something new? What would you change?

Interviewee 1 and/or Interviewee 2

I don't know. We still drink water you know, from the [REDACTED] its all over the place.

Interviewer

Yeah, okay. Yeah.

Interviewee 1 and/or Interviewee 2

Good water. I think they purify it or somewhere clean somehow. I don't know how he gets it.

Interviewer

Yeah.

Interviewee 1 and/or Interviewee 2

But he gets his water up there at the pumphouse.

Interviewer

Okay. Yeah.

Interviewee 1 and/or Interviewee 2

I don't know he cleans it or somehow.

Interviewer

Oh. Okay. Yeah. So, water availability. What about you? Would you say the same thing or?

Interviewee 1 and/or Interviewee 2

Yeah.

Interviewer

Okay. Yeah. Just having it available?

Interviewee 1 and/or Interviewee 2

Yeah.

Interviewer

Okay. Well, that's my last question for you. So I'm going to go on

Interview 7

Interviewer

Okay. So yeah. Tell me about, tell me a little bit about yourself.

Interviewee

[REDACTED; Introductions].

Interviewer

Okay when you tell me a little bit about your water like how do you

Interviewee

We have delivered water and sewer, hauled water and sewer. So, we have a 750-gallon water tank and we got our sewer tank and then we get our drinking water from a filtered water system here in [REDACTED], a local system.

Interviewer

okay. Is it the – I think I might have seen them – is it the like jugs of water?

Interviewee

Mm-hmm (affirmative).

Interviewer

Okay, so you drink that water?

Interviewee

Yeah.

Interviewer

And then do you use your – what do you use the delivered water for?

Interviewee

For dishes, flush our toilet

Interviewer

Okay, do you like your water service?

Interviewee

Lately the, once in a while the city of [REDACTED] is short on drivers, so it may be a day late.

Interviewer

Okay. And so are you when it when they're late? Do you just

Interviewee

Conserve.

Interviewer

Yeah. Okay.

Interviewee

Or we haul in water from the pump. We have about 20 [inaudible] two gallons just in case we need to [inaudible; likely "push it in"].

Interviewer

So do you conserve water a lot from day to day?

Interviewee

If we have, if we're lacking water, we go to the laundromat to wash clothes. And then I put my clothes or bedding.

Interviewer

Yeah. Yeah. Okay. So if you're kind of low on water, you'll go and do laundry.

Interviewee

Yeah.

Interviewer

Okay. How has your water service changed over time? Because you said you lived in [REDACTED] for a while.

Interviewee

We had water summertime into 30-gallon plastic barrels [inaudible; "from the drain"], and wintertime they would deliver water in 50-gallon barrels.

Interviewer

Okay.

Interviewee

Long time ago we had wringer washer. And then we'd wash the clothes wring them through into a tub, and in the wash tub we'd rinse them and bring them back. And then we use that used water to mop the floor. Like if we took baths, we could use that water to wash clothes or mop.

Interviewer

Okay. So, a lot of reusing the water.

Interviewee

Mm-hmm (affirmative).

Interviewer

Did you have pipes? Like did you have a faucet? Or was it more you just got water out of the bucket that was delivered?

Interviewee

In the [REDACTED] the city enacted water and sewer so they came delivered

Interviewer

Okay. So after [REDACTED]...

Interviewee

Yeah, about. I can't remember the exact year.

Interviewer

Oh yeah, you don't have to remember the exact date. Okay.

Interviewee

So, the city mandated that everyone gets on the system for a [REDACTED] or a variety of sizes water. [REDACTED], some people over nowadays have 1000-gallon water tanks that are insulated.

Interviewer

Okay, yeah. So now you have a you have a tank, right? Do you do you want piped water? I know some of the city has piped. Would you want that or not?

Interviewee

In [REDACTED] enacted our long-term strategy for water and sewer. By [REDACTED] I live in [inaudible] and work closely with piped water and sewer but due to the cuts from the legislature that couldn't be funded.

Interviewer

Yeah, yeah. Do you want piped water? Do you want piped water?

Interviewee

From the [inaudible] piped water is where there is.

Interviewer

[REDACTED]

Interviewer

Okay, I've heard about it. I'm about to try some.

Interviewee

I look for a place to buy water here. There's none.

Interviewer

There's none?

Interviewee

But I'm gonna go to the store after.

Interviewer

Yeah, to get some water. Yeah. [REDACTED]. Well, I have one or two more questions. What do you do you like the taste of your water?

Interviewee

For drinking my distilled

Interviewer

Yeah, so you like it?

Interviewee

We can drink the city water, but it's chlorinated. So sometimes it's too highly chlorinated. So it's good for the other things but not for drinking.

Interviewer

Okay. And then what about is your water really expensive? Are you kind of – is it a burden do you feel?

Interviewee

For the services we get 700 to 1000 gallon twice a week.

Interviewer

Yeah.

Interviewee

Water and sewer. We pay \$724 a month.

Interviewer

Wow. That's expensive. So do you wish that was a little bit lower?

Interviewee

But we're a family of five.

Interviewer

Yeah. And so you need that water.

Interviewee

Mm-hmm (affirmative).

Interviewer

Okay.

Interviewee

And we like to be clean.

Interviewer

Yes, we wanna to be able to take a shower. Yeah.

Interviewee

Everyday.

Interviewer

That makes sense. What about maintaining your system? Do you have any – what about maintaining it? Do you ever have like freeze outs or service disruptions?

Interviewee

Which are sometimes we have a frozen bathtub.

Interviewer

Okay.

Interviewee

So we just stick a dryer. A [inaudible; likely “long”] dryer down the hole where the bathtub is and leave it on a while and then it’ll melt that.

Interviewer

Yeah, okay.

Interviewee

And some people insulate their pipes.

Interviewer

Yeah. To reduce that.

Interviewee

But our house was built in [REDACTED].

Interviewer

Okay. Are your pipes insulated or?

Interviewee

They’re good [inaudible; likely “otherwise”]

Interviewer

Okay.

Interviewee

And with the oil we only had it, a small oil pipe. We only had it six months.

Interviewer

Yeah. Okay. Okay. Got it. So the last question. Is there anything that I should have asked you that I didn't about your water?

Interviewee

It's a far cry from long time ago. When they hauled the water and like they said that they accidentally get sewer in their mouth and it tasted so.

Interviewer

Yeah.

Interviewee

Nowadays they have the mask. Before Covid it was really [inaudible; likely "not that good"] and that would've been no fun. Someone even said using masks has [inaudible].

Interviewer

Okay. Yeah.

Interviewee

But the benefits to using masks is like an elder can pick up TB or [inaudible] TB and they'd have to be medicated for it or in fact anyone.

Interviewer

Yeah

Interviewee

But we're running [inaudible]

Interviewer

Yeah. Well thank you so much for chatting with me.

Interview 8

Interviewer

Okay. Well so first can you tell me a little bit about yourself where you live and?

Interviewee 1 or Interviewee 2 or Interviewee 3

[REDACTED; Introductions]

Interviewer

Okay, and then can you tell me about your water? How do you get your water that you use for drinking and showering?

Interviewee 1 or Interviewee 2 or Interviewee 3

My grandma gets her portable water. They have a – what is it? Septic tank or? And it doesn't have to be hauled in now like the [inaudible].

Interviewer

Okay. Is it the delivered service?

Interviewee 1 or Interviewee 2 or Interviewee 3

Mm-hmm (affirmative).

Interviewer

Okay. And do you live with your grandma? Are y'all in the same house?

Interviewee 1 or Interviewee 2 or Interviewee 3

Yeah.

Interviewer

Okay.

Interviewee 1 or Interviewee 2 or Interviewee 3

No, just me.

Interviewer

What about you?

Interviewee 1 or Interviewee 2 or Interviewee 3

Homeless

Interviewer

Okay, so where do you get the water that you?

Interviewee 1 or Interviewee 2 or Interviewee 3

Wherever there is.

Interviewer

Yeah, yeah, so a lot of time maybe the library or other areas?

Interviewee 1 or Interviewee 2 or Interviewee 3

Mm-hmm (affirmative). Hospital.

Interviewer

Hospital, okay. Do they have filtered water that you can fill up a water bottle?

Interviewee 1 or Interviewee 2 or Interviewee 3

Sometimes, whenever you go. Yeah.

Interviewer

Okay, yeah. What about you?

Interviewee 1 or Interviewee 2 or Interviewee 3

[inaudible; likely "I'm homeless as well"]

Interviewer

Okay, and so the same as. You'll get water from the hospital or?

Interviewee 1 or Interviewee 2 or Interviewee 3

[inaudible]

Interviewer

Okay and then is there anything you would change about your water services?

Interviewee 1 or Interviewee 2 or Interviewee 3

I don't think so. I mean, it's still drinkable.

Interviewer

Yeah. Do you just drink from the tap or delivered service?

Interviewee 1 or Interviewee 2 or Interviewee 3

Yeah. Mm-hmm (affirmative).

Interviewer

Do you think it tastes weird or?

Interviewee 1 or Interviewee 2 or Interviewee 3

Sometimes it tastes like there's too much chlorine in it.

Interviewer

Okay. Yeah. What about the color?

Interviewee 1 or Interviewee 2 or Interviewee 3

It's clear.

Interviewer

Okay. Yeah.

Interviewee 1 or Interviewee 2 or Interviewee 3

Not gross-colored. But it's good.

Interviewer

Okay. Yeah. And what about the water that you get from the hospital or here? Do you think it tastes good? Or is it kind of like?

Interviewee 1 or Interviewee 2 or Interviewee 3

Its good.

Interviewer

Its fine?

Interviewee 1 or Interviewee 2 or Interviewee 3

Certain areas, when I press the [inaudible; likely "button"], see rust come out.

Interviewer

Okay. So it's really yellow, kinda?

Interviewee 1 or Interviewee 2 or Interviewee 3

Rust. Brown. In certain areas.

Interviewer

Yeah, of the of the city. Do you does it taste bad when it's brown usually or?

Interviewee 1 or Interviewee 2 or Interviewee 3

Really irony.

Interviewer

Really irony. Like metal? Yeah.

Interviewee 1 or Interviewee 2 or Interviewee 3

Are you talking about going to [REDACTED]?

Interviewee 1 or Interviewee 2 or Interviewee 3

Yeah and also [inaudible] center

Interviewee 1 or Interviewee 2 or Interviewee 3

Oh. I [inaudible] there before.

Interviewer

Okay. So sometimes it's good. Sometimes it tastes a little bad or is yellow, kind of metals. Okay. And then have you had the same type of water for a while like how?

Interviewee 1 or Interviewee 2 or Interviewee 3

Yeah. It doesn't taste any different.

Interviewer

Okay, so it's pretty much the same.

Interviewee 1 or Interviewee 2 or Interviewee 3

Yeah.

Interviewer

Okay. And then would you kind of change anything about how you're getting the water

Interviewee 1 or Interviewee 2 or Interviewee 3

I wish it would be unlimited water.

Interviewer

Yeah, I mean, that's a good part of the town's on pipes right so it's more kind of that unlimited water.

Interviewee 1 or Interviewee 2 or Interviewee 3

Mm-hmm (affirmative). But we have that many [inaudible] now. We've got to regulate the water because it's the water – cuz people that work for the water company, it's every two weeks that they'll come back and fill it up. I wish it was unlimited water.

Interviewer

Do you run out of water a lot?

Interviewee 1 or Interviewee 2 or Interviewee 3

Sometimes

Interviewer

Okay. What do you do then? Do you just?

Interviewee 1 or Interviewee 2 or Interviewee 3

My grandma has rain buckets outside.

Interviewer

Do you think that water tastes better than the tap?

Interviewee 1 or Interviewee 2 or Interviewee 3

Anything does.

Interviewer

Okay so you prefer to actually drink rainwater?

Interviewee 1 or Interviewee 2 or Interviewee 3

Yeah.

Interviewer

Okay. Do you ever drink rainwater or anything?

Interviewee 1 or Interviewee 2 or Interviewee 3

[inaudible; likely "yes"]

Interviewer

Okay. Do you think it tastes better than?

Interviewee 1 or Interviewee 2 or Interviewee 3

Mm-hmm (affirmative).

Interviewer

Okay. So tap water is not good tasting?

Interviewee 1 or Interviewee 2 or Interviewee 3

Yeah.

Interviewer

Okay. Got it, got it. And then what about kinda seasonally? Is it different? Do you notice any differences with the water or your services?

Interviewee 1 or Interviewee 2 or Interviewee 3

I don't see any difference.

Interviewer

Okay.

Interviewee 1 or Interviewee 2 or Interviewee 3

Always the same to me.

Interviewer

Yeah. And then what about water conservation? Do you feel like you have enough water that you wish you had more water?

Interviewee 1 or Interviewee 2 or Interviewee 3

Yeah, I'm thirsty right now.

Interviewer

I know I wish we had water to give out

Interviewee 1 or Interviewee 2 or Interviewee 3

Which company do you guys work for?

Interviewer

Yeah, so we [REDACTED]

Interviewer

Anyways, so that's why we're talking to people try to understand, you know, what you prefer and what you don't prefer.

Interviewee 1 or Interviewee 2 or Interviewee 3

But yeah, I prefer rainwater over the city water.

Interviewer

Okay. Yeah. Would you like piped water over hauled you think?

Interviewee 1 or Interviewee 2 or Interviewee 3

Yeah because there are times we just run out of water and can't do nothing about it until they deliver more water.

Interviewer

Yeah. And then what about is it expensive to get the water delivered?

Interviewee 1 or Interviewee 2 or Interviewee 3

I don't know my grandma does her own bills.

Interviewee 1 or Interviewee 2 or Interviewee 3

[Inaudible]

Interviewer

Yeah and so you're not used to it here. It's not great, right? Okay, yeah. Well do y'all have any other kinds of any questions I haven't asked you that you would like to share about water and?

Interviewee 1 or Interviewee 2 or Interviewee 3

What's going through the system? Rust or?

Interviewer

Yeah you're worried about kind of like what's in the pipe? And why it tastes so metallic kind of?

Interviewee 1 or Interviewee 2 or Interviewee 3

Yeah

Interviewer

Okay. Yeah, that makes sense. A lot about like the quality of the water yeah.

Interviewee 1 or Interviewee 2 or Interviewee 3

I notice the chlorine and I'd rather [inaudible].

Interviewer

So you don't like the chlorine smell and taste?

Interviewee 1 or Interviewee 2 or Interviewee 3

Yeah.

Interviewer

Do y'all feel the same kind of you don't like the chlorination?

Interviewee 1 or Interviewee 2 or Interviewee 3

Well just sometimes it just tastes like lead or iron, especially in the jail.

Interviewer

Interesting. Okay. Yeah. So it takes it's interesting that it tastes different between areas of the city.

Interviewee 1 or Interviewee 2 or Interviewee 3

Mm-hmm (affirmative). The jail tastes really like iron and lead. Really you could really taste too when you have water in the jail.

Interviewer

Yeah. Okay. Do you prefer rainwater the taste?

Interviewee 1 or Interviewee 2 or Interviewee 3

Mm-hmm (affirmative)

Interviewer

You know, when you get rainwater do you usually boil it or do you drink it?

Interviewee 1 or Interviewee 2 or Interviewee 3

We just drink it. We probably don't have to boil it.

Interviewer

And then do you ever worry that any of your water is safe to drink or not like whether rainwater or piped or you know hauled water?

Interviewee 1 or Interviewee 2 or Interviewee 3

I don't think so.

Interviewer

Okay. Yeah.

Interviewee 1 or Interviewee 2 or Interviewee 3

But water is water. But you have different parts of the area where it tastes different.

Interviewer

Yeah. Okay. Got it. Okay, well, is there any other kind of thoughts about water? I don't have many more questions.

Interviewee 1 or Interviewee 2 or Interviewee 3

I don't have any.

Interview 9

Interviewer

[REDACTED; Introduction]

Interviewer

Nice. Okay. Are you on piped or hauled water?

Interviewee

I'm on hauled water.

Interviewer

Hauled water. Okay. And what kind of frequency of delivery?

Interviewee

Once a week.

Interviewer

Once a week. Into a 1000-gallon tank?

Interviewee

Yeah. Wait, wait, wait. No, it's three 300 gallons. So, 900 gallons

Interviewer

And those are the new plastic donut ones?

Interviewee

Mm-hmm (affirmative).

Interviewer

Okay. Do you find that that frequency get enough water? Do you run out of water ever?

Interviewee

We probably run out of water twice, maybe three times a year.

Interviewer

Okay.

Interviewee

Like, when all the kids are home for college. Holidays, where there's a lot of washing of clothes and everybody's bathing and everybody's home. That kinda stuff.

Interviewer

Yeah. Okay, and what do you do? How do you stop gap it?

Interviewee

It depends on what day it is. If it's the day before we're supposed to get scheduled service, then we'll just do without. I have the ability to haul in like five-gallon jerry jugs. I just get water to flush toilets. You know, that kinda stuff. If it's more than a day and if the city has the available driver, then we'll give the haul the next bill.

Interviewer

Okay. Okay. And that's like a supplementary kind of top up?

Interviewee

Yeah.

Interviewer

And you pay them more for it?

Interviewee

Yeah. We pay more, we pay, yes.

Interviewer

It's expensive more for it. Yeah. Yeah. Okay. And I mean how's the cost if you find water expensive to start with?

Interviewee

I do. Yes. You know, I have some knowledge of what the expenses were. And you know there's not – my knowledge of the expenses is 15ish years old now. And they're all legitimate expenses. But it's expensive to produce and deliver water in this place.

Interviewer

Yeah. So, I mean, with that kind of, how have things changed over time? If you've kind of been here for [REDACTED] years? Have you seen a change in the services that like the frequency or the reliability or?

Interviewee

Well, the cost has gone up. 15ish years ago, water was for lack of a better term subsidized. So, the city was not charging what it actually cost to produce and deliver the water. That changed about 15 or so years ago, when the funding that the city got, I'm assuming still gets from the state and the Feds based on their requirements that the city charges at least how much it costs to deliver.

Interviewer

Oh, interesting. Do you know why? Why they did that?

Interviewee

Yeah. Because it was tied to the funding and the funding said look, if your gonna charge, it's basically a business model. If you're losing money, we're not gonna give you cuz sooner or later things are just gonna crash. So, the city implemented over the course of two to three years 20ish, percent price increases, which was kind of a sticker shock. But it brought up to the level that the water sewer was a breakeven.

Interviewer

Okay. Okay. Okay. And then over time, since that is.

Interviewee

And I'm assuming that it's still the same. Again, my knowledge is 15 years old.

Interviewer

Okay, okay. Okay. And so, I mean, is there a way apart from one of the ways to bring the cost back down? If you feel like -

Interviewee

Well, in my opinion, piped is a cheaper way to go. But it's also very expensive to, to build that infrastructure.

Interviewer

Yeah.

Interviewee

We were the city was receiving anywhere from a million dollars a year, up to as much as 10 when there was a lot of oil money back in the mid-2000s for infrastructure, of water and sewer. So, [REDACTED] was piped at that time. But in my opinion, it was kind of the low hanging fruit of the consensus. [REDACTED]. So, the delivery right now by truck or back then by truck is your least expensive places in town to deliver by truck cuz they're the closest to the water plants. Now sewer was able to take advantage of the sewer line that runs from [REDACTED] all the way to the sewer, and so they built the lift station out there by the airport. That minimizes a lot of the trucks back and forth. But water has not done that. And I have urged the city to deliver via pipeline. A couple different tapped sources, so that trucks could don't have to make the run all over town, if they could somehow generate a delivery point into the trucks somewhere out in the approximate area where that lift station meets the sewer line and another run on the other side that runs out to [REDACTED]. That'll that'll minimize a lot of truck costs until you can finally get that pipeline. In addition, less wear and tear on your roads because those trucks are extremely heavy and trucks you know everything. [REDACTED]. But in my opinion, that's one way to decrease the cost direction.

Interviewer

Yeah, yeah, no, that makes a lot of sense. That's a we haven't talked specifically about that with them but what we should ask on the work just saying. And so do you have any issues with the piped like freezing pipes or broken pipes or?

Interviewee

Well, I mean, because we're on a truck system. The freezing is within my house.

Interviewer

Within your house.

Interviewee

Yeah. The sewer tank if it's not heated, our sewer tank will freeze when it gets less than about 10 below or 10 above. So, before we always have to make sure the day before we always have to plug in our tank heater make sure because otherwise the truck comes. Nobody's home. He can't [inaudible; likely "evac" it. He given us a little blue slip, that says your sewer tank is full. We don't see until that evening when we get home, but they're done with their day. So that means we've got to pay an extra fee for him to come back once it thaws. That's a pain in the butt.

Interviewer

No, I'm sure yeah. For so many reasons.

Interviewee

You need a ten?

Interviewer

Yeah, okay. Is your tanks are they all inside or in a shed or something?

Interviewee

The water tanks are inside. It's heated. Yeah, heated. The water tanks they're not insulated, but they're in a heated room. Sewer tank is outside insulated but that [inaudible].

Interviewer

Yeah. Okay. Does that do you ever have issues with lift or floating?

Interviewee

I have not. A couple of properties that I have owned over the years, I do know that it has been. And I think it's just kind of luck of the draw of is it on top of permafrost or not on top of permafrost. You know kinda thing.

Interviewer

Yeah. Yeah.

Interviewer

Okay, so some float, but it's depending on whether you're located on the permafrost or not when things that.

Interviewee

I think that's the reason why. I don't know for sure.

Interviewer

Yeah. Okay.

Interviewee

Like I said, I've been lucky mine have not floated.

Interviewer

Yeah. Okay. And how's the how's the taste of the hot water the taste and color?

Interviewee

Well, two components to that. One is water as it comes out the truck has, in my opinion, high chlorine smell. If it comes directly from the truck and your tank is empty and you're tapping it as soon as it delivers, yeah, there's a strong chlorine smell to it. I don't know about taste. So, we have a filter like a Brita filter on our sink that we get tap water from.

Interviewer

Okay, okay. Nice. And is the color all okay?

Interviewee

Well, the water coming out of the truck is.

Interviewer

Okay.

Interviewee

But I don't know. I do know that naturally our water has a high iron content. And wildlife. Any coloration in our water tank, by the time it gets through our shower, the very first time you turn on the showerhead, the immediate couple seconds, there's a slight orange tinge to it. So, I don't want I don't know is, is that from the water itself before it even came to my house. Or is there some corrosion going on somewhere in the pipes.

Interviewer

Okay, okay. No that makes sense.

Interviewee

Excuse me. I know [REDACTED]. I had an aunt that lived up there, and her water was tang basically. I mean it was heavy orange. And 15 years ago, we are working with – the city worked for many years on a mitigation. You know, a lot spent hundreds of thousand dollars on studies on what could fix this. Studies basically said, well, if you can run this chemical through the line, and it will coat the inside of the line and prevent it from corroding. Alright, so the study did that. It helped, didn't completely fix it. So then the plan was to simply just replace all that pipe. That never happened. Sections were replaced. And again, I've kind of lost touch with what the current situation is in that part of town. I don't live there. I don't know.

Interviewer

Okay, okay. That's interesting. So what in your own personal house, what do you do to maintain? You have a filter? Do you have like a Brita filter? Do you have a different main filter that the water comes into the house?

Interviewee

No, I do not.

Interviewer

And just as you drink?

Interviewee

Yes.

Interviewer

Okay, you do anything else to kind of maintain it on a monthly annual basis? Any kind of cleaning?

Interviewee

No.

Interviewer

Pretty self-maintained?

Interviewee

Yeah.

Interviewer

Cool. I think that that covers, is there anything I should have asked you or that you think we should know that we might not have thought about?

Interviewee

I know to some extent, well the last two years because of COVID, the city and I think nationwide postponed or not forgave necessarily but allowed customers to not pay their bill. It's still increased that you're still getting that bill but because of COVID and maybe you lost your job or something like that. Kinda hold off collection.

Interviewer

Okay.

Interviewee

I believe about a month or two ago the city said okay, you know things are starting to get back to normal. We won't cut you off as long as your bill is not greater than [REDACTED]. Because the city has their financial issues, because they don't have that revenue coming in but they still have all the

expenses. So, they're working on trying to collect. So that has to, and this is just what I've heard through the news. So, I don't know what the total dollar amount of deferred revenue is and how successful they've been in the last month or two at implementing this new policy of collecting that. And are they in fact, well calling through for somebody who's over [REDACTED]? All right. We're cutting him off kinda thing.

Interviewer

Yeah. Okay.

Interviewee

So, moving forward the next few months, that is going to be an issue that I assume.

Interviewer

Yeah. Well, thank you very much. It was great to have you.

Interview 10

Interviewer

So can you tell me a little bit about yourself?

Interviewee

[REDACTED; Introduction]

Interviewer

Nice. Well, as I talked about earlier, we're really interested in learning more about how people feel about the water. So

Interviewee

Oh, so the water

Interviewer

Yeah.

Interviewee

We get more water this year down the cost.

Interviewer

Yeah.

Interviewee

Even we didn't have not enough snow.

Interviewer

Oh, okay. So you didn't have enough snow this year?

Interviewee

Yeah.

Interviewer

Okay. So less water.

Interviewee

But on the top this year's kind of little watery. And we, we got spring early.

Interviewer

Oh, okay.

Interviewee

We usually get spring in June.

Interviewer

And it's already happening. Wow.

Interviewee

Yeah. So early. And the ground is all over water. No hardly any snow.

Interviewer

Yeah. Kinda like what it looks like outside.

Interviewee

Yeah. Mm-hmm (affirmative).

Interviewer

Yeah. And usually that happens a little later.

Interviewee

And the water is very, I mean the ice is very thin on the river. Even the lake.

Interviewer

Yeah. Okay.

Interviewee

And they have to go to the ground by snow machine back home right now.

Interviewer

Yeah. Okay. So you can't use the river for [inaudible] since its already melted.

Interviewee

Yeah. We cannot ride on the [inaudible]. So when you see it you ride on the river only on the side.

Interviewer

Yeah. So how do you get the water that you drink?

Interviewee

Oh, we drink water from the rain and the puddles from the not salty water. We look for not salty water.

Interviewer

Not salty water. Yeah.

Interviewee

No.

Interviewer

So from rainwater.

Interviewee

Yeah.

Interviewer

And if you don't, do you have access to like, any treated water and do you prefer rainwater.

Interviewee

Mm-hmm (affirmative). We have to boil the water from the rainwater from the from the top of the house like rain.

Interviewer

Yeah. Okay.

Interviewee

We use our water saved in the containers, and then we could we boil it we boil the water.

Interviewer

Okay. Yeah, so do you use that water for other?

Interviewee

For drinking tea and cooking.

Interviewer

Okay, so all

Interviewee

And coffee. Yeah.

Interviewer

So, is that the only water source you typically use?

Interviewee

Yeah.

Interviewer

Is rainwater?

Interviewee

Mm-hmm (affirmative).

Interviewer

Do you ever use ice melt?

Interviewee

Oh, we use ice melt.

Interviewer

Okay. In the winter. So, it depends on the season. You'll use ice melt in the winter.

Interviewee

Mm-hmm (affirmative).

Interviewer

And rainwater in other seasons?

Interviewee

Yeah.

Interviewer

Okay.

Interviewee

That's how we do. We try to not to get the salty water.

Interviewer

Oh yeah.

Interviewee

We try and get the higher ground from down coast.

Interviewer

Yeah, cuz is your village on the water?

Interviewee

Mm-hmm (affirmative). Yeah.

Interviewer

On the ocean?

Interviewee

We're by the ocean. So close to the ocean that's why.

Interviewer

Okay. yeah. And is there like a laundry place?

Interviewee

Oh, yeah. We've got laundromat.

Interviewer

Okay.

Interviewee

We have laundromat and they have they have their own pond. They make a little pool for the laundry.

Interviewer

Okay.

Interviewee

So, we don't have, we don't drink it.

Interviewer

Yeah okay. So, but –

Interviewee

Too much chlorine

Interviewer

Too much chlorine?

Interviewee

Yeah.

Interviewer

Yeah, okay. But you can get water there?

Interviewee

Yeah.

Interviewer

Some people do but you don't like it?

Interviewee

We usually pick it up for steam bath. For steam bath, for washing.

Interviewer

Do you do you feel comfortable using that water for steam baths?

Interviewee

Yeah. Mm-hmm (affirmative).

Interviewer

Okay.

Interviewee

We do more cleaning. You open your pores and be clean for how many days.

Interviewer

Yeah. But you wouldn't drink the water?

Interviewee

No, hardly. Some people don't that don't have help for getting ice for them, they do. But I don't how they do it. But they have to get it. People need help. They do. They use the water.

Interviewer

Yeah. Okay, and so do you have someone who typically goes and gets ice for your family?

Interviewee

Mm-hmm (affirmative). Yes, we do. We do helping. Whenever who's not working, we tell them to go get ice for them. We do. From tundra.

Interviewer

Yeah. From the tundra.

Interviewee

Yeah.

Interviewer

And then

Interviewee

Even this one time, when the ice come up, it [inaudible] be clear not salty water. On to say the river, so we took that one too.

Interviewer

Yeah. Okay. So would you use, so all the water you use it's from rainwater. So, do you have a faucet in your house?

Interviewee

No

Interviewer

Or do you just use the rainwater?

Interviewee

We, we use the bucket.

Interviewer
Okay. Yeah.

Interviewee
Like 30 and 55 gallon,

Interviewer
Bucket. Okay. Got it.

Interviewee
In the house. We pack it

Interviewer
Okay.

Interviewee
And we leave some of the waters on the outside with the bucket.

Interviewer
Okay, and then for the after you use water you just like dump it outside your house? Or do you bring it anywhere?

Interviewee
Yeah. We have to clean the bucket inside before we fill it up with the ice or water.

Interviewer
Yeah. Okay.

Interviewee
We have to clean it.

Interviewer
Okay. Got it. Got it. That makes sense. So, is there anything you would change about your water?

Interviewee
No.

Interviewer
No, you like how it is?

Interviewee
Yeah. We, we like the way our water is.

Interviewer

Yeah. Okay. So you wouldn't want a faucet or anything you're happy with?

Interviewee

I heard about they gonna do some water for whoever wants the water.

Interviewer

The piped one?

Interviewee

Yeah.

Interviewer

Okay.

Interviewee

And even the tank for the hot and cold water. I don't know how they're gonna do it. Every year the plan is like that, but we don't get it.

Interviewer

Would you want it?

Interviewee

To have this or not vary in length and maybe it's kind of hard for them to work on.

Interviewer

Yeah.

Interviewee

[inaudible]

Interviewer

Okay, yeah, that makes sense. So it's really hard to do.

Interviewee

Yeah.

Interviewer

So if they were able to do that. Would you be happy with?

Interviewee

Yeah, we would be happy for, but we still work on with our buckets getting water from tundra and rainwater.

Interviewer

Yeah. So, you think even if you had like a shower in your house you would still drink rainwater and ice.

Interviewee

Yeah.

Interviewer

Okay.

Interviewee

But most people have steam house.

Interviewer

Yes. Okay. And then that's where you're able to, a lot of people get it from the laundromat and bring it?

Interviewee

Yeah.

Interviewer

Okay.

Interviewee

That's how our water is for nowadays.

Interviewer

Yeah. What do you think about your laundromat? Do you like it?

Interviewee

Yeah. We love it. I like it. Cuz even we pack water from the house from outside. We use mostly [inaudible]. Like you're [inaudible] you wanna have more [inaudible], you gotta use rainwater or snow ice. Not like laundromat.

Interviewer

Okay. So you only?

Interviewee

Rusty water

Interviewer

Oh. Okay. It doesn't smell or look good.

Interviewee

No.

Interviewer

Okay, have you tried that water, or you want to drink it?

Interviewee

No.

Interviewer

Okay. Yeah. So you only wash your colored clothes.

Interviewee

Yeah.

Interviewer

At the laundromat.

Interviewee

Mm-hmm (affirmative).

Interviewer

But then you wash any of your really white like, your shirt you have on you'll wash that at home?

Interviewee

Yeah.

Interviewer

Okay. Alright. And then, do you ever feel like you don't have enough water? Like

Interviewee

We do. I have enough water cuz I have two boys to help me to bucket water for ice, snow.

Interviewer

Yeah. Okay. Yeah. So, what about when you're doing for your rainwater? Do you have to maintain kind of the tanks and how you get that?

Interviewee

Yeah. From – nowadays, they need to get rain gutters for the houses.

Interviewer

Okay.

Interviewee

The roof. The roof top is getting rusty.

Interviewer

Okay. Yeah. And so it comes off the roof into buckets.

Interviewee

Yeah.

Interviewer

And then you said you boil it

Interviewee

Mm-hmm (affirmative). We have to boil it. Boil everything before we were use it or drink it.

Interviewer

Yeah. Okay. And you feel like it's taste good. You like the way

Interviewee

Yeah.

Interviewer

Okay, but you'd like some gutters or something to make it a little easier to collect the rainwater and keep your roof clean and stuff.

Interviewee

Mm-hmm (affirmative). Yeah.

Interviewer

Okay. Got it. Yeah, that's great to hear that you're happy with your system.

Interviewee

Yeah.

Interviewer

What about it seems like, so do you have to regularly pay for water, or you don't really because it you're collecting it.

Interviewee

No. We collect it, and we don't have to pay.

Interviewer

Okay. Great. Do you pay for your laundry that you do at the laundromat?

Interviewee

Yeah.

Interviewer

Okay. So, you do have to pay when you go there?

Interviewee

Yeah.

Interviewer

Do you feel like it's expensive or?

Interviewee

Yeah. The public is kind of getting big that's why they're getting a little bit higher than the other villages. We have more public in [REDACTED].

Interviewer

Okay. Yeah. That makes sense.

Interviewee

Little bit bigger.

Interviewer

Yeah.

Interviewee

And other villages.

Interviewer

Yeah, you're getting a lot more people out there.

Interviewee

Mm-hmm (affirmative).

Interviewer

Okay. That's exciting, or is that kind of

Interviewee

[inaudible].

Interviewer

Yeah. Okay. Well, those are most of my questions that I wanted to ask if there's anything about your water that you'd like to share that I didn't ask.

Interviewee

I – no, I don't.

Interviewer

Yeah. Awesome. Well, I'll go ahead and I'm gonna stop this.

Interview 11

Interviewer

So, first can you tell me a little bit about yourself?

Interviewee

[REDACTED; Introductions]. So when I got up here, I was gonna work the airlines for the fringe benefit. If not, then with the city hauling water.

Interviewer

Oh, really?

Interviewee

Then, I saw the [inaudible] that drivers go through, especially in wintertime. I was like, man, no. I've messed my back up a few, been operated on and that wasn't gonna work. So now I [REDACTED].

Interviewer

Yeah, that's interesting that you say you were looking at haul like driving the water truck, but it seems like a really hard job.

Interviewee

Yeah. You know, dragging the hauls through my back wouldn't handle it.

Interviewer

Yeah, definitely. So you've lived here for about [REDACTED] you said.

Interviewee

Yep.

Interviewer

So tell me about your water system.

Interviewee

You know, we have hauled water, obviously. Our tank was metal since I've been here but I find it dirty. So my landlord replaced it with a plastic tank. But it's still rusty water. I got a lot a lot iron in it. So I buy my water. A filter down here in [REDACTED]. That's what that's our drinking water and cooking water.

Interviewer

Yeah. Okay. So those are the jobs, right? The kind of yeah, get delivered. So you drink and cook with that water.

Interviewee

Yeah.

Interviewer

And then you use other water for like, showers and laundry.

Interviewee

And laundry. Yep.

Interviewer

Okay. So what do you, do you not drink the water? Because you're worried about the safety or the color?

Interviewee

The color you know [inaudible; likely "Mind beyond matter"] type thing

Interviewer

Yeah. Yeah. Does it taste bad or do you?

Interviewee

I've never drank it.

Interviewer

You've never tried it?

Interviewee

Never tried it. When I saw our water tank, uh no.

Interviewer

Yeah. Okay. Now what about so you get water delivered?

Interviewee

Yep.

Interviewer

What does that look like? Kind of how often?

Interviewee

We have it every two weeks. Every other Wednesday we get it delivered. Since I had my new tank put in, and it's been about three weeks now and I've had to replace the filter three times.

Interviewer

Okay.

Interviewee

Yeah. Just turns orange.

Interviewer

Yeah. Okay. Do you ever run out of water before your next delivery?

Interviewee

Just after I moved here, we ran out one time and turned out because they didn't deliver water. I mean, they didn't fill it up all the way. The reason I discovered that is because the following fill, I noticed the tank wasn't always full. And we've never run out of water since then.

Interviewer

Yeah. Okay.

Interviewee

I don't know if they ran out water in their truck. Maybe they just quit or what?

Interviewer

Yeah. Okay, so generally you don't but sometimes you run out of water?

Interviewee

Right, yeah.

Interviewer

What do you do? What did you do when you ran out of water?

Interviewee

I had to go down to the plant with totes and jugs and buckets to get water.

Interviewer

Yeah. Okay.

Interviewee

Middle of where. Freezing. I was not a happy man. My wife was just getting in the shower and also no water. Oh, yeah.

Interviewer

Yeah. Oh, that's rough. Okay. And okay, so you're on hauled water? Yeah, some of the city's on piped water. Would you prefer piped?

Interviewee

Probably more consistent, you know? What might be a little bit more if you had like, purpose, like you need a garden hose. You'd have a garden or we have a yard. And I have to haul water buckets from the rain bucket just to water my lawn.

Interviewer

Yeah. Yeah. So just like the quantity of water would be nice for piped.

Interviewee

Right.

Interviewer

Okay. Okay. And so what would you change about your water system?

Interviewee

The filtration probably.

Interviewer

Okay. Yeah. So better water that's getting delivered or your house?

Interviewee

No. Getting delivered. Because obviously, you know, if it's coming out of the tank, the brand new poly tank, then you've got rust on my pipes or plastic my house. Or copper and copper don't rust

Interviewer

Yeah. Better quality.

Interviewee

Yeah.

Interviewer

And then you might drink it. If you are more confident in the quality.

Interviewee

Yeah.

Interviewer

Okay. That makes sense. Is there anything you like about your water systems particularly?

Interviewee

No.

Interviewer

Yeah, I guess it's different coming from [REDACTED] as well.

Interviewee

Yeah. There we take water for granted. Of course it being good drinking water. But we take water for granted there. But now living here, you know you're more conservative. Living up here you kind of train your mind, hey wait a minute you need to conserve your water, it's not a renewable resource.

Interviewer

Yeah. Yeah.

Interviewee

So definitely that's one good positive thing about moving up here. Learn to be frugal here.

Interviewer

You think a little bit more about water?

Interviewee

Yeah.

Interviewer

Yeah, that's what I always I talk to people a lot about, you know, you don't really think about your water when it just always comes out of the tap. And it tastes good. And you could drink it. So yeah, I think that realization and being a little more cognitive of that.

Interviewee

Yeah. Down there, you take long showers you want until hot water runs out. Here, get wet, turn it off. Soap up, get wet, rinse off. You know.

Interviewer

Yeah, like quick, just clean yourself. It's not a relaxing.

Interviewee

Right, exactly.

Interviewer

And then what about the cost of water? Is it? Is it something that you is a burden? Or how do you?

Interviewee

Well, it's more than I'm used to paying. I'm used to paying 300 a year, now we pay like 300 a month, 250 – 300 a month something like that. So I mean, it's a big increase you know from what I'm used to.

Interviewer

Yeah. That's a larger chunk of your money you're spending toward water.

Interviewee

But you're making more here than you do there though. So I mean, it's kinda pay off.

Interviewer

Okay. That makes sense. What about maintaining your system? Do you like do you have freeze up? Is there anything that happens along those lines.

Interviewee

No, I've never had a freeze up with my system, because all my plumbing is inside the house. And it's open to the heat.

Interviewer

I got it all tangled. Sorry.

Interviewee

I don't have to worry about freeze up on my water at all.

Interviewer

Yeah. Okay. Is your tank inside too?

Interviewee

Yeah. Yes, in the bathroom.

Interviewer

Okay.

Interviewee

And so like I say, I have to now I can keep on my water easier before I put a stick in there to kind of see where my water level was.

Interviewer

Yeah.

Interviewee

I mean, it's everything's rusty and..

Interviewer

You have like the donut tank now?

Interviewee

Yeah.

Interviewer

Okay. They kinda look like donuts, the plastic ones.

Interviewee

Yeah. Two things. I have a 500 gallon one, which looks like exactly a donut and then I have just a regular 200 gallon cylinder one.

Interviewer

Okay, got it. Got it. And so you haven't had really a lot of challenges in terms of like your water system and maintaining it.

Interviewee

No. Uh-uh (negative)

Interviewer

It's pretty simple. Yeah, okay. That's great.

Interviewee

Yeah. You change the filter maybe once a month because it does get dirty so fast.

Interviewer

Yeah. Okay. Yeah.

Interviewee

You change them every three months, but either that or it comes out black.

Interviewer

Wow.

Interviewee

I learned that the hard way. For some I changed the filter, it was full black.

Interviewer

Do you have trouble getting enough filters?

Interviewee

Say what?

Interviewer

Do you have trouble getting enough filters or your always?

Interviewee

Amazon.

Interviewer

Okay, perfect. Perfect. And then what about seasonally? Is there any water challenges that are only present during the winter or summer?

Interviewee

I don't see any. Just like I say, it's delivered. So the only problem we might have is if they don't deliver to you. I did run across that this last Wednesday. I'm every Wednesday. When they didn't deliver water Wednesday, and so I call, it was after hours. So I called them, I said. They said it was \$350. I said no it

ain't. I said my delivery is today. It's not my fault you didn't deliver. It's your guys's fault. And they find you on the front delivering water. But, you know, it's not my fault.

Interviewer

I mean, if you said it's a hard job, so it's probably a little short.

Interviewee

And they have a hard time getting, well every business has had a hard time getting employees. I work for the [REDACTED], and nobody wants to work.

Interviewer

It's hard to get employees. Okay. And so some of the like, I guess disruptions are are just more. Not enough drivers, they weren't able to deliver to everyone.

Interviewee

That's the biggest issue the city has is not enough drivers. I mean they spend [REDACTED] an hour for part time drivers.

Interviewer

Yeah. Yeah. I saw the posting at the grocery store.

Interviewee

Yeah.

Interviewer

So. Okay. So that was the last question I had. But is there anything I should have asked you that I didn't?

Interviewee

No, I think we've talking about everything.

Interviewer

Okay, awesome. Well, I'll pause this.

Interview 12

Interviewer

Okay, I have this going. Yes, so well tell me a little bit more about about though.

Interviewee

When was that? That was back early 2000s, and we had gotten our new water plant treatment. And and so they took the sample and sent it to I think it was [REDACTED]. And then we got the best tap water for rural community. Of the whole nation.

Interviewer

Wow. What village were you in?

Interviewee

[REDACTED; Introductions].

Interviewer

Okay. Okay, well, so can you tell me a little more about kind of what you like about your water system? Well, maybe it was, let's back up, how did you receive water in both when you lived in [REDACTED] and in the village?

Interviewee

The village it was actually, well, it depends on what house I lived in. One house we had part of it would be rain collected off the it would come in off the roof and go into a tank and then also they would take a hose from the school system and then also fill it up when there wasn't rainwater. And then when I moved into the new housing we had piped water.

Interviewer

Oh. Okay, in the village.

Interviewee

Yeah.

Interviewer

Okay. When you have rainwater, was there treatment before it got to the house?

Interviewee

No.

Interviewer

Okay, so just natural rainwater. What did you did you like the taste of one of them better like, or?

Interviewee

I have a well at my house in [REDACTED]. So, I actually liked the village water.

Interviewer

Okay, yeah tastes like a little bit more.

Interviewee

Yeah, it would have been similar to my system probably at the house because they would collect it. And then they would put it through the treatment plant and then pipe it into and we had water tanks that they would store it in so that water tanks also collected water.

Interviewer

Okay. Yeah, that makes sense. And then, so then now in [REDACTED] are you on piped or hauled?

Interviewee

Hauled system.

Interviewer

Hauled, okay. What do you think about that?

Interviewee

I think it would be good water, but I think my piping in my house is the suspect. I don't think it's the water coming from. So, I have to show my system is like boil for coffee or tea. Okay, and then in the morning when it's cool, I'll put it in the pitcher.

Interviewer

Okay, okay. Do you have a filter as well?

Interviewee

Yeah, well, yeah, that's what I mean. I put it through a filter pitcher.

Interviewer

Okay, and then you still boil it?

Interviewee

I still boil it before because I just I don't know.

Interviewer

You just don't think it'll –

Interviewee

Well, when I look at what's like I get really a lot of scum around like in the toilet and if my dishwater sits overnight like if I want to soak something and so that's why I do it.

Interviewer

Yeah, the color.

Interviewee

It's more like I don't Yeah, it's like the color but the scuff I've got like you just you can't get you can't like.

Interviewer

Yeah, that makes sense. So it just kind of like doesn't look like it?

Interviewee

Yeah, it's always safe to boil all you water.

Interviewer

Yes. Yeah, exactly.

Interviewee

So, after you boil it and then put it through the pitcher.

Interviewer

Do you drink bottled water? Or do you just?

Interviewee

I try to stay away from bottled water because [inaudible] and so I don't like it's especially out here there's no place to really recycle I mean it's harder to recycle. So, I try to stay away from that. So, like my house in [REDACTED], we have the filter in the refrigerator the water coming out of the refrigerator and stuff. So, I try to get their hands, now if we go on a trip, yeah, I always resort for the bottle water cuz you don't want to get some water that might get your system out of whack. Okay, and my dog always drinks, and if we have our dog with us, we always make sure he has the bottle water too, so.

Interviewer

Oh yeah, [REDACTED].

Interviewer

Okay, so how do you how do you use water in your household? We kind of already talked about it is it?

Interviewee

So, I get 300 gallons every two weeks so that's my water to do everything showers and dishes and laundry. So I have a washer and dryer there. But what I did find like and I did find that it helps my water in the in the in the toilet like it kept stuff down in the toilet and made it cleaner, was um I had frozen pipes and so I had to collect the water from the washer into like a big tub. And I went, Okay, I held before I paid to do it before and I hauled it into the, you know, like, put it down the sink or the bathtub. And I went, I can save water. I mean, I'm such the village girl because we used to have to like, have it hauled like a pipe like, we used to have to go like, okay I need some water. So, we were very cautious about what we use. And so I just took a dip pan and we just put it in the toilet like, many a times, you

know, you have a storm. You're out. We all know how to do that. And I noticed that actually kept it cleaner.

Interviewer

Oh, wow. Okay.

Interviewee

One laundry detergent is better than the other, by the way.

Interviewer

So, okay, so you mentioned kind of your village girl, you're used to conserving water. Can you expand a little more on what that was like living in the village of water use?

Interviewee

So, in the village, our water would be stored in a tank. And that was our water once a once the line froze up to be able to pipe in more. It was like that was it for the [REDACTED]. That was it. And so, there was times like one load of laundry a week. Instead of our normal two to three, and like, don't take as many showers and trying to get people – I grew up camping. And they used to notice like the maintenance guys would say this isn't bad for you as much as it goes. This is luxurious camping. I could have bad, you know, bad. It's like being in a like a motorhome or something. Because you could still use the facility, you could still use the drains and everything. But you had no water to pump. So, like I tried to teach the [REDACTED] how to do like, I took a wastebasket filled it up with water, boiled some water, made a nice temperate thing. You know, rinse my hair. Put it in there to get it wet. Let it drain back in wash it up and drain. And I kept hand – like the wit, you know, the movie witness?

Interviewer

Oh, yeah. Yup.

Interviewee

Where she's, [REDACTED]. Yeah. It's just the witness shower, you know? And they, they just were like, but I can't be in the bathtub. And it's not our drains, it's the water.

Interviewer

So, would you rather -

Interviewee

And you could use very little water when you do stuff like that.

Interviewer

Yeah. Would you ever run out for drinking in the village? Or would you use because it was during the winter it seems right? When it was freezing?

Interviewee

It was really nice that we would get a strong wind from Japan, we'd get that. I forget what they call the stream. And it would warm up. And then as soon as it would get anywhere where they could safely pump the water without it freezing, because we had like fire hoses so you can't let them freeze. And they would try to fill up. And a couple of times we got that break where we went, yay. And then just the conserving of the water. But it was also cool when they built a new school. They actually used the raw water to flush the system to flush the toilet. Really a lot of people were like because that would be greywater. Because it came from the washer and dryer that was in school for the school use and for [REDACTED] that didn't have access to it in their house. And then from like the kitchen, and any – you know how graywater system works. And it really took them to get used to that it's okay, that is grey water and that it actually helped us conserve and we can use more water. So that was nice to see that that they built that conservatory into the school.

Interviewer

Yeah. And so what would you change about water services and you can talk about the village and [REDACTED].

Interviewee

[REDACTED] I would like it if they would have like, you could get a kit to make sure your water was safe. You know whether it's your pipes or what their piping it. Cuz you know, cuz we're all like storing in a tank like right now mine's in a metal tank, and I think I would rather go for the plastic but then again it can it break down some of the plastic and put some of that you know it's like. But I think that and maybe being able to get filtered better because I do have a filter system but it's hard like I don't change it because they get shut off the pump and all of that so my maintenance guy will do it. But they can't always get them. I think that's the biggest thing is I think we need a testing.

Interviewer

Okay, what about would you rather have piped water?

Interviewee

They actually are we're on the schedule. I don't know when it's gonna happen. But I saw something come through that they're going to set that were scheduled down and I'm on [REDACTED] to get the pipe. Where that is and I know things always say they say three years and it takes ten years.

Interviewer

Yeah. Are you excited, or?

Interviewee

I don't use it much. It's just me. So, I mean, I'm always cautious of it. Like I go home, and I, when I, when my daughter puts a pipe in my house and I had to replace my shower. It was cheaper for me just to tile. And so I read, like, I don't like that jacuzzi tub that came with the house. So, I'm gonna replace it. And it has 100 gallons, and I'm using the hard for me to do that. And I'm on a well with like a good water water thing crashed it and came in there too. [REDACTED]

Interviewer

So, you've mentioned a couple times, freeze up and maintenance. Can you expand a little bit on kind of what you have to do to take care of your water system?

Interviewee

So, the new maintenance guy we got, who it's his full time job and not like his part time job. And he's very [inaudible] and says he got underneath my house and found out that the heating tape was broke. Do it wasn't, it wasn't keeping, although I had it plugged in, it wasn't heating all the pipes. So, I haven't had any problems since the fix.

Interviewer

Okay, so you have someone regularly kind of checking.

Interviewee

Yeah, he comes out and says, yeah, he'll check in with us because he's usually there's like, six little mini houses where I live. And yeah, so he'll check. And then in the winter, we have these big huge heating, like it looks like a steel cylinder. And then you put it in your tank and keep it from like, a few days before that, you know, you're gonna get hauled out that it will thaw anything that needs to be thawed.

Interviewer

Okay. Okay. And then, let me see if I asked most of my –

Interviewee

I think you got, yeah, I think you got a little bit more when I went off on the fracking, but –

Interviewer

Oh, no, no, I love stories and stuff. That was not. So, is there any improvements you would like to see that I didn't ask you about already?

Interviewee

No, actually. I mean, I understand where we live. I've been in this area for 18 years. I think the biggest thing is that if we have concerns, I think the city should have some testing kits for us, even if they're available for a couple bucks. And that's the big thing is like, where do you send it? Because like, I've been, like, when I've been home at Lowe's, I can buy a test. And it has a place I can send it. But they kept saying, I don't know. Will it work if you send it from?

Interviewer

Farther away. Yeah. Okay. And then what about like, your water bill? Is it really expensive? Is it something that's kind of a burden?

Interviewee

Only if you need an extra haul, extra, the extra that's where they really jack up the price. Which is kind of sad because I mean, I'm a [REDACTED], so I'm okay. But when my son came, yeah, just to get an extra haul was like, my whole monthly water bill. Yeah, because you gotta get an extra haul, you also

have to get the extra sewer because they only hold so much, which I get. But that and I think about, like, people that live here that like the natives that their family will come in and visit. You can't just say, Well, you know, baby wipes. Yeah, yeah, I

Interviewer

Yeah, yeah, I mean, cuz you want to have your it set to like, the normal amount of people in the home.

Interviewee

Yeah, unless they have hauled, or unless they're on the unlimited, because I don't think they monitor that. And so, I would like to see that it's not as expensive to get that as it whether it's you just had, you know, bad that you want to do the spring cleaning and you want to do all your laundry and stuff. Because it's like 10 bucks a load to do laundry at the laundromat, and then it's hard to get in and then they're not always you know how it is with laundromats.

Interviewer

Yeah, it's \$10. It's not the like dollar you put in that?

Interviewee

No, and even back home. Because my, you know, your washer and dryer will go [inaudible; likely "broke"]. And then you gotta wait for it to repair replace. Or when I'm on vacation. Yeah, I spend no more than I think the most I've ever had seen is like, \$4 a load. Which I get. We're here. It's always gonna be more expensive. But it's not always an I mean, that's a big expense for our family.

Interviewer

Yeah, that's really expensive. Yeah.

Interviewee

I mean, and I think it's the gatekeeper. I know, when I had a roommate, it was cheaper for me to go and workout at the fitness center where I got a free shower, and then I could do laundry. I literally did my showering over there and where I could do laundry at home.

Interviewer

Wow. Yeah. That makes sense.

Interviewee

And you know, I get where we live. I mean, I'm not saying that we should become [REDACTED]. I understand where we live. But I think that it does put a hardship on certain populations. Especially that extra haul.

Interviewer

Yeah. Yeah. If you have visitors or anything. Yeah.

Interviewee

Because I mean, I know like when we have new [REDACTED], and they don't always have enough hotel space here. They'll say, hey, you can 45 bucks, you can stay with another [REDACTED] or family plan. But you're supposed to give that 45 bucks to them to cover that extra water they might have to have. It's \$45 a day, so it would eventually. So I mean, that's what the district does to help in that situation. And that's \$45 a day for water for the extra water, sewer and electric.

Interviewer

Wow. Okay, that's pretty expensive though per day.

Interviewee

Yeah, yeah. I mean, and a lot of times they don't give it to [inaudible].

Interviewer

Well, do you have anything else that I didn't ask that you want to share?

Interviewee

I think the biggest thing is, that's why I was excited.

Interviewer

Oh, yeah, I know. That's a great. [REDACTED]

Interviewee

It's probably because of my background.

Interviewer

It probably is.

Interviewee

[REDACTED]

Interviewer

Yeah. Well yeah, we'll look into that. And yeah, so I'll go ahead and pause.

Interview 13

Interviewee

Sometimes, when it's frozen, we have to use the clean, clean, clean from lake.

Interviewer

Yeah.

Interviewee

And then we use it for washing, drinking. Use it for cleaning, washing dishes. The summertime we use the [inaudible; likely "safe"] water.

Interviewer

Yeah.

Interviewee

We use a – we have a safe water.

Interviewer

Do you get your, do you have like pipes coming into your house or do you go to a watering point?

Interviewee

They have that, uh, we pay \$2 a gallon and then we use it for drinking cuz it's safe.

Interviewer

Okay great so you go to like a laundromat or?

Interviewee

Laundromat. Yeah.

Interviewer

Okay

Interviewee

That's where we have that [inaudible].

Interviewer

Yeah, and then you take it back to your house?

Interviewee

Yeah, yeah. Use it for washing dishes or steam baths. Use that water.

Interviewer

Yeah, yeah. Do you do you feel like there's enough water? Do you like that or do you?

Interviewee

I think we have enough water cuz lots of lakes and the snow is melting and the ice is melting. Right now, there's plenty. There's lots of water.

Interviewer

Yeah. Okay. Do you think that changes based on the time of the year?

Interviewee

Lemme – I don't think so. Well, we got rainwater too.

Interviewer

Oh okay.

Interviewee

We could use rainwater too.

Interviewer

Do you use that as well as the?

Interviewee

Yeah, we use that as well.

Interviewer

So, you use kind of?

Interviewee

Mainly for washing.

Interviewer

Okay.

Interviewee

Very handy when we ran out of, sometimes I clean the dish tank and then take another, another water pump it pump it further away from the [inaudible].

Interviewer

Oh, okay. So sometimes the laundromat doesn't have water available or?

Interviewee

Sometimes it freezes. The pipes freeze and we have to use the ice ice melt.

Interviewer

Wow does that happen a lot when it freezes up?

Interviewee

Yes. Well, we use it when it freezes. Right now, there's plenty of water.

Interviewer

Good.

Interviewee

Yeah so, [inaudible; likely "I live all by my"] I live by myself. We have laundry to do my laundry at the – clothes at my laundry. So whenever, really we're not even the pipes freeze [inaudible] cooking things [inaudible].

Interviewer

And it's usually in the winter so then you have the ice to use instead?

Interviewee

Mm-hmm (affirmative). Yeah. Yeah. Yeah.

Interviewer

Okay. Would you? Good. Would you change anything about your water?

Interviewee

I don't think so.

Interviewer

Good.

Interviewee

I like it.

Interviewer

Yeah. You don't think you'd rather have piped to your house?

Interviewee

Kind of away from the [inaudible] they have to get those farthest to how everything.

Interviewer

Yeah.

Interviewee

But the laundry where the water comes out has pipes, so does the school.

Interviewer

Yeah. But is your house farther away so you don't think it would be?

Interviewee

Yes. Yeah. Yeah.

Interviewer

Okay. So, you don't mind hauling the bringing the water?

Interviewee

Yeah, I don't do it, but my, my daughter's kids do it for me.

Interviewer

Okay, great. Yeah. How often do they do they go get water?

Interviewee

When we don't take a steam bath, we use it every other day. Every other day.

Interviewer

Okay. On like a snowmobile or driving?

Interviewee

A four-wheeler. Also, at wintertime we could use a snow machine.

Interviewer

Four-wheeler. Okay, nice. Yeah, depending on if there's snow.

Interviewee

Yeah.

Interviewer

[REDACTED]. I mean, is there any other kind of thoughts about water anything you really like about your water?

Interviewee

Well, we really don't run out of water but that's when the water gets uh even when it freezes that's the only time we run out. But we still have that ice ice out in tundra.

Interviewer

Yeah. Yeah. So, you just get your water from a different?

Interviewee

Or from the rain in the summertime.

Interviewer

Okay, but do you drink the water from the laundromat? Or do you prefer to drink the water from ice or rain?

Interviewee

Either. Either one.

Interviewer

Okay. Do you think they all taste the same or?

Interviewee

Yeah. I think ice is the ice and rain are the cleanest ones. It's okay to drink from the laundry. Laundry water. I like it.

Interviewer

Okay, so any of them.

Interviewee

Yeah, any of them.

Interviewer

Okay. Do you ever worry about being able to kind of you have to pay for the water?

Interviewee

Yeah.

Interviewer

Okay, is that expensive or is it?

Interviewee

Yeah, not really. I think it's or um maybe 5-gallons or maybe 50 cents, a dollar. I don't think but I have to pay dollar for maybe for a couple of gallons.

Interviewer

Okay. You're not worried about being able to?

Interviewee

No cuz we always can get water from tundra.

Interviewer

Okay. Yeah. That's great.

Interviewee

It's safe.

Interviewer

Yeah, that's good that it's safe and you're confident that it's safe.

Interviewee

Mm-hmm (affirmative).

Interviewer

Well, I mean, those are most of my questions that I wanted to ask if there's anything I didn't ask you or any stories about water that you'd like to share?

Interviewee

Not really. They're both the same. We have enough water.

Interviewer

Good, and you wouldn't change that much. Right?

Interviewee

No.

Interviewer

You wouldn't change anything, right?

Interviewee

No.

Interviewer

You're very happy with how it is. That's great. Awesome. Well, okay, I'm going to go ahead and stop the recording.

Interview 14

Interviewer

So it's recording and I'm just going to ask you some questions so first can you can you tell me your name?

Interviewee

[REDACTED; Introductions]

Interviewer

So first, can you just tell me a little bit about how you use water in your household? What kind of things do you do with it? What kind of things do you do with water in your household? How do you use water?

Interviewee

We drink water.

Interviewer

You drink water.

Interviewee

Yeah.

Interviewer

Sure, great. And the water that you're drinking, is it coming out of the tap? Do you have do you have pipes or do you have a-

Interviewee

Rain water, we use rain water.

Interviewer

Do you have a system or you have a bucket? What do you how do you get it?

Interviewee

We use a bucket.

Interviewer

Off the roof?

Interviewee

No. Yeah some people do.

Interviewer

And so do you drink the water straight from the rainwater?

Interviewee

Yeah

Interviewer

And do you do anything else with your water? Are you using it for washing things?

Interviewee

Dishes.

Interviewer

Yeah, washing your dishes. Do you have any traditional practices around water and that maybe your family has done, just mostly using it in your day to day?

Interviewee

[inaudible]

Interviewer

So do you do anything inside your home to kind of keep the water going as far as the water you're using for washing, you bringing that straight in from the rain?

Interviewee

Uh, straight.

Interviewer

Yeah.

Interviewee

Some people haul water from the lake.

Interviewer

Oh, from the lake, okay. Sorry, I'm just kind of flipping through making sure I can get get some more questions. So do you ever think about when you're drinking that water? Do you is there anything you worry about with your water? Do you ever have any challenges with the rainwater? Are there any problems with it?

Interviewee

No.

Interviewer

Awesome so you whenever you need water you've got it ready to go?

Interviewee

[inaudible]

Interviewer

Great. And do you notice any anything about the taste of your water anything about the smell, are there any challenges with anything like that?

Interviewee

No.

Interviewer

What do you use water for the most in your house? Whatever uses up the most amount of water.

Interviewee

Dishes.

Interviewer

Do you have any stories about water maybe from your childhood or even now, any stories that you remember with your family or with your community?

Interviewee

No.

Interviewer

So your family's just always gotten it from rain water, it works.

Interviewee

In winters, go ice pick about the water in the house.

Interviewer

Can you tell me a little bit more about that, I'm from [REDACTED] I'm just not used to that a little bit so so you can go and get ice and you can melt it down in your home.

Interviewee

[inaudible] hot water. Make hot water.

Interviewer

Oh great. Okay. And then that hot water you can use for washing and drinking and everything.

Interviewee

Mmhmm.(affirmative)

Interviewer

Okay. Wonderful. Is there any in your community? Are there other households in your community that maybe have challenges with their water that might be different from yours?

Interviewee

No.

Interviewer

No. So most people in your community are doing rainwater and it works great. Cool. That's great.

Interviewee

[REDACTED]

Interviewer

So is there a washeteria in your community that is an option for treated water?

Interviewee

There is a washeteria.

Interviewer

So some people in the community might go and get the water from there.

Interviewee

[inaudible]

Interviewer

And is there, how does someone decide if you're, so you choose to use rainwater and other people may choose to use the water from the washeteria. Is there any decision in there, any reason that you'd choose one over the other? Is one easier than another?

Interviewee

Um. I don't know.

Interviewer

That's ok.

Interviewee

I think the washeteria water tastes, I don't know, like chlorine or something.

Interviewer

Oh okay, sure yeah, so it tastes a little funny too when its coming from the yeah. That makes sense. Okay yeah. Um so it sounds like maybe people who choose and just like you if you're choosing rainwater it tastes better to you, a little more natural?

Interviewee

Yeah.

Interviewer

Yeah. It makes sense. Does the water from the washeteria, so it tastes funny but does it every like smell funny or look funny to you?

Interviewee

Yeah.

Interviewer

Yeah. Tastes like chlorine.

Interviewee

Yeah.

Interviewer

Yeah, that makes sense. And the water from rainwater never have any issues so if the water sitting in your maybe in a rain barrel or something you don't have issues with like getting sick from that or anything it keeps you guys nice and healthy?

Interviewee

Yeah.

Interviewer

That's great okay, well do you guys have any questions for me? is there anything anything about water that I didn't ask you that you maybe want to tell me.

Interviewee.

No.

Interviewer

That's great. [REDACTED] do you have anything you want to add?

Interviewer

No I don't think so... who set up your water collection?

Interviewee

I don't know.

Interviewer

Oh, it's your house or

Interviewee

Yeah.

Interviewer

So your family has a way to collect water, and it's kinda just always been there?

Interviewee

Mmhmm (affirmative).

Interviewer

Okay. I am all set, before I stop the recording, any other questions or anything else?

Interviewee

No.

Interview 15

Interviewer

And it looks like we're recording alright. Awesome. So can you tell me about where you're from and where you grew up.

Interviewee

[REDACTED; Introduction]

Interviewer

Awesome, great. And so how do you get your water, where you are from?

Interviewee

We get it from the water point at the laundry.

Interviewer

Okay.

Interviewee

Our main water base is at the laundry. The other water, water, what do you call that, uh water stations?

Interviewer

Okay.

Interviewee

Where they get the other water, on the other side of the river is broken.

Interviewer

Ah, okay.

Interviewee

So we were mainly getting it from the laundry.

Interviewer

Gotcha. So you go to the laundry, you bring your containers, to get your water.

Interviewee

The water and sewer operators, they fill it up 100 gallons and they deliver it to our house. They charge for the water into our house in the 100 gallon container.

Interviewer

How often do they bring it to you?

Interviewee

Every two weeks? Is that the max? Usually when we use water, we try to conserve it, because it's well it's way limited over there.

Interviewer

And what do you use your water for?

Interviewee

Washing dishes, washing clothes, disinfecting. Mainly, yeah. Mainly cleaning. Yeah.

Interviewer

And how about for like drinking and cooking?

Interviewee

Oh, we get the ice water from the pond. And then we let the ice melt and dissolve into water. Then we go into filtering. Yeah.

Interviewer

So do you have a filter in your home?

Interviewee

Yeah, I bought our filter from [REDACTED]. It's about like a two gallon, three gallon container filter. So we use that for drinking water. Yeah.

Interviewer

And why do you use that? The drinking versus cleaning? How do you choose which water you're using?

Interviewee

The chlorine water? And after? Well basically after that, um COVID hit Alaska, the chlorine taste and I think the potassium in the water got stronger. And it got funky taste. Yeah.

Interviewer

Yeah. So the ice water that you get and then you filter it, that tastes better?

Interviewee

Yeah.

Interviewer

That makes sense. Yeah. Okay. Great. Do you I think you talked about this a little bit. But just to go back, so you get 100 gallons for two weeks, is that right? Do you ever run out of water?

Interviewee

At some point when there's no trail going for the water sewers to get to the laundry. Well, our village is split in by a river. And we, I live on the other side where there's basically no anything. [REDACTED] So it's really at this time of the year, springtime and fall time is the hard time to do that. That's when we start to conserve the water here in our village.

Interviewer

So in the winter, because it's frozen, you can get across.

Interviewee

Yeah, easily.

Interviewer

Okay.

Interviewee

Yeah. And then in the summertime, they use a boat to bring that 100 gallon container to the other side of where I live. They get it from the, they get the water from the other side, laundries, waterpoint. Then they bring it all the way to the boat, load it onto the boat, then they bring it down to the other side, which is hard work for those workers. Yeah.

Interviewer

Yeah that's a lot of work. Alright okay, that's really helpful. I'm just going to check my list making sure to ask the things I want to ask. So I guess you've talked a bit about it, but what kind of like challenges or problems are there any issues with the water that we haven't talked about? Any, sounds like maybe seasonally things change a little bit.

Interviewee

Yeah.

Interviewer

But do you have any other like things you might, that could make it better, or things that could fix it a little bit for you?

Interviewee

Well, if there was a bridge from our side to the other side, main side would have been a lot easier to use our ATM four wheelers. And the trailers to go get some water. Yeah.

Interviewer

Yeah, makes sense.

Interviewee

That would be easier if there was a bridge.

Interviewer

Yeah, yeah, just getting water is really tough.

Interviewee

Yeah.

Interviewer

Yeah. When you're, what kind of things do you do to conserve your water? So if you're if you know like, okay, it's springtime I might not be able to get the water that I need to pass these two weeks. What kind of stuff might you like change about your daily life?

Interviewee

See like times like this, we lessen the water in the mop bucket. In the Swiffer too we lessen the water as well. Try to conserve that water.

Interviewer

Yeah so when you're cleaning, you use a little less.

Interviewee

Yeah we use lesser but more a little stronger disinfectants. Yeah.

Interviewer

Mm, okay, that makes sense. Um, do you know so, so you grew up in the community that you're in now. Your family before you, did they do the same kind of things that you did with water? Did they always go to a laundromat to get their water?

Interviewee

Back then it was a little harder, they had to get the water themselves compared to nowadays. Nowadays, there's quarantine workers and I don't know how long that quarantine worker thing is gonna stay on. Okay. Um.

Interviewer

So you have someone bringing water to you because of COVID? Yeah. Okay. Can you tell me more about that? How that changed?

Interviewee

Changed? Quarantine workers we mostly rely on after the COVID. We gotta call the [REDACTED] to coordinate with, what was that guy's name? He's the coordinator with the COVID team. Yeah, we gotta get hold of him. And he'll write down and he'll send out his workers to get stuff that we need for the house. Say for, if we need something from the store, we call the store. And we use our debit card to pay. And then after we pay for our stuff, they'll box them out and write our names onto the box, label it out and we'll call the quarantine workers to have them pick them up and deliver them to our house.

Interviewer

Okay, okay yeah, is that still happening?

Interviewee

Yeah, it's still happening today. Yeah. And there's 16 cases I believe, as of yesterday, in my village.

Interviewer

Okay, okay, so being careful.

Interviewee

Yeah. Being cautious.

Interviewer

Do you like that process? Is that working for you?

Interviewee

At first, I didn't really like it. But then gotta let it sink in and get comfortable with it.

Interviewer

Sure. Let's see. So we talked about this a little bit but if you had like a magic wand and you were to change anything about your water system, what would you change in your community?

Interviewee

I tell them to change it to a mountain water.

Interviewer

Aha! Okay, okay.

Interviewee

Haha! Yeah, fresh mountain water for all!

Interviewer

I wish it was real.

Interviewee

Instead of chlorine water I'd have mountain water all the time.

Interviewer

Um, so I think that's all of the questions I have. But do you have questions for me? Or do you have anything else that I didn't ask you that you want to tell me about?

Interviewee

Um, I don't think so.

Interviewer

Wonderful. Well, I'm gonna stop the recording and then I have just one more thing.

Interview 16

Interviewer

[REDACTED; Introduction]

Interviewer

So we're just asking questions about the systems of water that you have in your household. So do you get piped or delivered water? Do you use it from a well or?

Interviewee

Piped water.

Interviewer

Piped water. Okay. And do you like it?

Interviewee

Mmhmm. (affirmative)

Interviewer

It works?

Interviewee

Mmhmm. (affirmative)

Interviewer

It works well. Nice, nice is it unlimited?

Interviewee

I'm from [REDACTED]. Piped water, and I like it.

Interviewer

Piped water, okay, you like it, okay. Is it ever, do you ever have any issues with it?

Interviewee

No.

Interviewer

No, it always comes, is it, is it unlimited?

Interviewee

Well, um, our water pump [inaudible; likely "broke"] and I had no water for a while.

Interviewer

So what'd you do? Did you find a part to replace that?

Interviewee

Yeah, I had to call the [inaudible; likely "city"], and the city ordered it for me.

Interviewer

Okay, and does it take a long time to get though?

Interviewee

A couple weeks.

Interviewer

Okay, what did you do in the meantime?

Interviewee

I got the water from the well.

Interviewer

Nice yeah, what's your biggest use of water in your household, is it for cooking or drinking or cleaning, or all of the above?

Interviewee

Cooking and laundry.

Interviewer

Cooking and laundry. Yeah, yeah, laundry for me too.

Interviewee

Yeah laundry.

Interviewer

Laundry. Yeah, with little kids too.

Interviewee

And bath time.

Interviewer

And bath time, yeah, yeah. That's fair. That's fair. (talking to child) Do you like bath time? Sometimes? Haha. Nice. And so this is so you don't have any issues or complaints about your water system? It's all good? All perfect?

Interviewee

[inaudible]

Interviewer

Good, yeah, great. Apart from the broken water pump.

Interviewee

Um, not really, the only thing was she learned how to park and then sold it way cheaper than we [inaudible]. I think it was like 197 for it and when I got it from [inaudible], it was only 75.

Interviewer

Whoa, that's a big difference.

Interviewee

Yeah.

Interviewer

Yeah, that's a big difference.

Interviewee

I had to go to [inaudible] in the city. And then [REDACTED]. And I was like yeah, can you do that so I don't have to buy any more of those?

Interviewee

Yeah, yeah, so did you have to buy it through the city?

Interviewee

Anything broke we have to buy em on our own.

Interviewer

Okay, okay.

Interviewee

[inaudible; likely "No city budget."]

Interviewer

Yeah, and then you have to figure out?

Interviewee

Anything that breaks we have to buy the parts on our own. But the city employees will fix it.

Interviewer

Oh okay, so you get the piece and they replace it?

Interviewee

Yeah.

Interviewer

Got it. Okay, do you do you have to do anything to maintain the system? Do you have to clean it or fix it in any way?

Interviewee

Yeah, we just buy our own parts like she said.

Interviewer

Yeah, you have to be kind of responsible for getting the parts and okay, and you haven't had anything break?

Interviewee

Uh, one of the pipes I think [inaudible].

Interviewer

Okay, okay, and the water tastes okay? Is it chlorinated?

Interviewee

Most of the water [inaudible].

Interviewer

It kinda tastes okay, okay. Is there anything you'd change about the system?

Interviewee

[inaudible]

Interviewer

No that's fair, no that's fair.

Interviewee

Something I'd change... only maybe like for the city to have the parts of available.

Interviewer

Yeah.

Interviewee

Ahead of time. Wait on order, and sometimes we have to wait until their guys are available. Order them two weeks, and have to wait over two to three weeks for the guys to come over to the house.

Interviewer

Oh, it's a pain.

Interviewee

Yeah, that's my only complaint.

Interviewer

Faster service? Yeah, no that's fair, that's fair. Is there anything, I mean do you feel like the water's safe, safe in terms of drinking and that kind of thing?

Interviewee

One time we got like a [inaudible] that was one of them. [inaudible]

Interviewer

Yeah, yeah, that's not fun to feel unsafe with water. No that's not good. Okay, okay, that's most of the questions, is there anything else you want to share about water? No? Okay, that's great.

Interview 17

Interviewer

[REDACTED; Introduction]

Interviewer

Okay. Nice, nice. Do you how do use water day to day in your household?

Interviewee

Yes.

Interviewer

You do that okay, that's – do you have it delivered to you? Do you have rainwater?

Interviewee

It's delivered.

Interviewer

It's delivered. Okay.

Interviewee

The water system in [REDACTED] is almost the whole town is running out of water because their water pumps don't work and they have a single well which is not a community water plant, but a single home owned well.

Interviewer

Oh, like an individual owns it.

Interviewee

Mm-hmm (affirmative).

Interviewer

Okay, and do they usually share that with other people or?

Interviewee

Uhh no.

Interviewer

Just for the individual? Okay, okay. But it's running out of water?

Interviewee

Yeah.

Interviewer

Okay, okay. So, you get it hauled in you get it delivered to you?

Interviewee

Yeah.

Interviewer

How frequently do you get it?

Interviewee

Weekly.

Interviewer

Weekly, okay.

Interviewee

Elders were priority and then as people's water pumps start going, they started including the rest of the residents.

Interviewer

Yeah, okay. Okay, nice. And how does it- does it taste okay?

Interviewee

[inaudible] from the well cuz you gotta deliver it in a container and then pump it into another container.

Interviewer

If the containers dirty or something, then that's the problem.

Interviewee

Mm-hmm (affirmative). There's dirt in the delivery tube when they're delivering the, delivering to customers and it's not up to code [inaudible].

Interviewer

Yeah, and so what are for your house have you seen issues that they miss? What happens when it goes wrong?

Interviewee

They have tubes that they fill up from the watering point and when they deliver that water, that water is not really clean because it settles in the bottom and causes whatever it's called – looks awful.

Interviewer

And so it's like color in the water. And so do you have ways that you fix that or?

Interviewee

We boil the water, mostly, and get clean water from another residence because back home that surface [inaudible] from the city cannot [inaudible; likely “and they’re not close, they’re not very close”]. And he opens up the community tank.

Interviewer

So do you have to pay for the well water from her as well?

Interviewee

From the homeowner no she doesn't. She shares.

Interviewer

Oh she shares it.

Interviewee

She's the only one who does that.

Interviewer

Oh wow. Okay. And so do you have to do anything to manage your system? Do you have to clean the tanks or?

Interviewee

Yeah, yeah. There's a lot of cleaning and stuff. Pretty much [inaudible].

Interviewer

You do okay, how do you what did you get inside the tank and clean it?

Interviewee

Inside the tank with a stick like a-

Interviewer

A mop?

Interviewee

A mop or a towel

Interviewer

Yeah. Okay. And how often do you usually do that?

Interviewee

Like maybe once a month.

Interviewer

Okay. Nice.

Interviewee

I found a trick for that. When they're pumping into the tanks, I have a secondary tank and I leave it on. Then it flushes that. And we use the other water for flushing the toilet or something. Washing.

Interviewer

Oh, nice. Oh, cool. Any do you find that that helps some of the help the taste like it looks like?

Interviewee

[inaudible; likely "yes"]

Interviewer

Nice. Oh, that's a great idea. That's a great idea. Okay. Nice. And so, if they don't deliver water to you, that's are you worried about running out? Have you run out of water?

Interviewee

Mm-hmm (affirmative). Yes.

Interviewer

And so, what are you using? Do you go to your neighbor?

Interviewee

Usually, we carry like five gallon buckets or a lot of people who can't carry five gallon buckets, they're carrying gallon buckets at a time. And so it's getting worse right now. [inaudible] capital projects.

Interviewer

And do you find that it varies by season? Does it is it worse in the winter or is it better in better in the winter?

Interviewee

Kinda better in the winter cuz they can pull sleds and in the summer they don't have access to like wagons or vehicles or atvs or.

Interviewer

The water delivery people pull it on sleds?

Interviewee

Yes.

Interviewer

Okay, okay. So in the summer are you mainly using well water?

Interviewee

Yes.

Interviewer

So what are some of the things that you like about your water system? What are some of the things that you?

Interviewee

There's not much that I like about it right now because there's a lot of work involved and a lot of preparation to make it drinkable.

Interviewer

And so if you could change something about the structure of it. what would you what would be the things you'd like to change?

Interviewee

I'd like to see central community watering point where everybody will have access to that or you want a delivery to come in and deliver like a private person can come in and deliver for them. And capital projects could include everybody to fix their water and sewer cuz right now it's kinda like I have to [inaudible]. Another village somewhere else is probably worse out there dumping honey buckets outside of their house.

Interviewer

Oh no. Okay. So more and more kind of piped infrastructure?

Interviewee

Yeah. [inaudible].

Interviewer

For that central point would it be like everyone comes to get their water from the central point?

Interviewee

Yeah. Either that or like a person can fill their tank and deliver.

Interviewer

So currently the people who are delivering to – is that city or?

Interviewee

[inaudible; likely "yes"]

Interviewer

It's the city, okay.

Interviewee

And they ran of their [inaudible; "unlimited and they're crippled"], so now they're not delivering anything.

Interviewer

At all right now at all. So you're getting all of your water right now from the wells. So that's what do you—day to day what's your biggest use of water?

Interviewee

Drinking and cleaning. Drinking coffee and making dinner and whatever.

Interviewer

Do you feel like what you do you feel like how you use it today is you've got enough for you? Or it feels stressful?

Interviewee

It's getting stressful for a lot of people who have kids or bigger families. Like they don't have the time to go [inaudible].

Interviewer

Yeah, that's hard. Well, is there anything? That's all questions I have. Is there anything else that you want to tell stories that you want to share?

Interviewee

In Alaska, in this area, there's always been problems with water and sewer. And maintenance, maintenance is a problem. Finding someone to fix those and a lot of low-income people, they can't even afford parts for their utilities.

Interviewer

Do you think it'll get better if it's always been like this?

Interviewee

We see some progress, water and sewer progress in a few villages, and only way to improve is if that person has income to pay for it. Where if you don't have income to pay for it, then just turn them off. And 90% are some of the people are [inaudible; likely "unemployed"] in the village and they go by public assistance or. Very small handful who do have income.

Interviewer

Yeah that's really hard.

Interview 18

Interviewer

That's great. Okay, so it looks like we're recording. So first, can you just tell me a little bit about yourself, your name and where you're from and what you're doing here?

Interviewee

[REDACTED; Introductions] And I'm on the delivery water system versus use all-you-want system. So, I'm, I'm kind of noticing a difference with that. You know, it'd be great if everybody could be on the deliver – on the regular system, free flow system so that they can use all the water that they want. Their water needs and their sewer needs met without having to have it hauled. And, and one of the things that I've seen more of this time that I never saw before because I wasn't exposed to it, but so systems freezing, so that emptying them is impossible. You know, and it's usually in the neck. So that the tank isn't frozen, but it still can't be emptied. Which, you know, I mean, creates problems if you can't work through the tank. It either breaks overflows or backsides. And it's not a healthy system, just in that in that aspect alone. Not a healthy system.

Interviewer

Yeah. So, have you had that issue in your in your home?

Interviewee

Uh, yes, we did, and I was gone. So, when it first happened, so when I got back, I was a little bit oblivious to it because my housemates were not changing their, what was going on? And I'm like, scratching my head and saying to my houseowner, my homeowner, [inaudible] sewers that were running over because ours was, and it was [inaudible]. And she goes, there's no big problem here. I'm like, uhh why not. It's a problem any place else. If you have E coli or any of those other sewer problems when there's a break in the sewer anyplace else it's a problem, so why isn't there a problem here. And it was because she chose not to deal with it, so therefore, it wasn't a problem. Or is it because that's the [inaudible]. And I don't know the answer to that. I don't. I would hope that's not the acceptable behavior. And even in the villages there are sewer systems, and those villages that don't have sewer systems. They have a [inaudible] system, and so it doesn't make sense to me that it's [inaudible] in the village [inaudible].

Interviewer

So, if you could change how your system works, how would you change it? What do you think could be done to improve it?

Interviewee

Well, I hope and I think, I don't know, but I think that [REDACTED] is attempting to get running water sewer to the whole of uh city. They've got some distance uh, suburbs that are subdivisions that almost prevent that just because of their location and how far they are away. You know, just think about the main part of the city and to free flow their water sewer system over I'm sure with lots of problems on the way. But I also know that they have a lot of problems with the what they have in the free flowing. And

part of it is because of the tundra bulges and things like that. I mean those kinds of things are in freezing and above water lines I mean well above ground water

Interviewer

Yeah. Surface.

Interviewee

Above surface, there you go. Above surface lines, you know the freezing in the wintertime but the tundra bulges and sinks and different things like that. It's part of, part of living here, but it's really part of the challenge to get full running water and sewer to everybody. It just is. And that's another reason that it's not only the distance but it's those kinds of things that are preventative in getting to the subdivisions is that, you know, there miles from town and part of the reason they're there versus right next to it is because to the wetlands are preventative. I mean you can't haul enough dirt in to cover up a wetland that [inaudible; likely "close"] to China

Interviewer

Yeah a lot of environmental factors happening.

Interviewee

I'm sorry?

Interviewer

A lot of environmental factors that are preventative.

Interviewee

There are. Yeah. Yeah.

Interviewer

So, on the system that you have at home you know other than water so if you're if your sewer part of it is frozen a little bit of that is wait and wait until the next week when they can service it?

Interviewee

No you can call for you know the actual tech to come out. I think there's a fee to it, but there's work involved. First you have to plug it in, so that it thaws. And then you have to pay attention to that and make sure that as soon as it's thawed, that you get ahold of the city and tell them, my system is thawed will you send a truck and empty. And I know that one of the neighbors that belongs to the church there, theirs had had frozen earlier. When they talked about, they talked about what they did to help it thaw faster, so they got it thawed within a day. When I got back home, my extension cord that I use for my car was plugged into the system set up as the heating system to thaw it. And but I don't know how long it had been there. I you know I was like one of the one of the gals was like, see yeah the sewer systems been frozen. It's been frozen, okay, what does that mean. They said yeah, I saw my extension cord was moved. Oh yeah yours was out so we just used it. You know, just some but no other comments about this is what we're doing until we, or we've already got it emptied or anything like that. And it was said in such a passing way that I didn't say, hey wait a minute what's going on. I was passing that

person was passing and headed on to the next thing that we felt was so important in our lives. No time to stop and talk.

Interviewer

Right, right. Okay. So, if something does break, so with the thawing that's something that you guys handled, but if there's something else that breaks, is that something that you handle? Or is that something that you have to make a call? Who fixes these things?

Interviewee

Well this is, yeah, see so at Christmas time because the other two people are teachers they were going to the lower 48 for Christmas. And I heard this, so in conversation with other people, I was hearing that they're more interested in putting pads down and putting homes on pads instead of pillars. Our homes on pillars and, and I'm like, seriously. I'm not an engineer but that didn't make sense to me. Because of the heaves and the gives and the all of that. And, and so I I said, 'oh that's interesting how come,' and they said, 'well because sometimes the heaves will push a pillar up through. And at Christmas time when I was there by myself, I heard this really loud bang under the kitchen corner where the sink is. And I thought, oh no surely don't please don't tell me that's a pillar coming through and so I went and looked and everything looked kosher everything was you know like level and everything and I'm like *sighs*.

Well the in January we had kind of a thawing period where the temperatures were even the night temperatures were above freezing, and the kitchen sink is like in the north corner. I saw dripping coming from under the house on the south corner directly south of the kitchen sink. So I told the landowner and I was like, I don't know, you know I didn't. I reported what I saw; I felt like that was my responsibility. And then been thinking about it, you know, kind of like should you do anything, why didn't you do something, you know, those kinds of things. And then it kind of processed that I was like well you can't do anything until your- because you have to pull probably pull the insulation off the bottom of the house, the spray insulation of the bottom of the house. You know all the floor joists are sprayed all the pipes are inside that, contained. So, it's all insulated. So, if you can't, you can't go that often. You know, not when you got minus 40 Windchill? Or even minus 30 ambient, you can't expose the floor, the pipes, and everything else.

Interviewer

Yeah, you'd have a lot more problems.

Interviewee

So, so it was like because you can't reinsulate. It's too cold to reinsulate. So, you have to wait. So, you know with everything coming now we're getting kinda excited. Above freezing nice and up to 50, and this next week it's like, 'whoop.' I'm from [REDACTED]. They're already planting corn.

Interviewer

Yeah [REDACTED].

Interviewee

And you get really strange looks when you have your winter coat on your carry on getting on the plane. It's like who are you, I don't have any idea where I'm going.

Interviewer

Yeah, yeah.

Interviewee

But yeah, so you know the challenges worth without. You know, getting that, how much sewer is collected. How much kitchen water is collected. And the insulation and the floor [inaudible]. You know, another question. I mean another comment. I'm thinking about that, it made me think about her other comment about the sewer systems being frozen and she said, when I asked her about the [REDACTED] thing, she goes, 'Oh, it's no problem. All of that all of the solid stuff drops to the bottom. It's just like it's just like, grey water.' I'm like, I know you're not a [REDACTED].

Interviewer

Let's talk about sanitation. Yeah.

Interviewee

Yeah. So, I just, you know, I mean, to me that was for kinda answer and attitude about her thoughts about it. You know so, she just kind of brushed it off like it wasn't important to her, and it's an important thing.

Interviewer

Yeah. So, do you think that that is something in the community that like, in general, do people know about what they should be doing with their water? Or how things were? I mean, does that feel like it is a challenge?

Interviewee

I don't know. I guess there's a part of me that it's like, 'Okay. How many feathers do I ruffle?' Especially when I might be the only one that's really concerned about it. I mean, I don't know. I don't know. Am I the only one that's really concerned about it? Or are there other people concerned about it? They just didn't know about it. You know, except that it's not an uncommon thing. One of my friends is on the truck driver system for the water and sewer. And so he was over to the house to bring the new water connector, a pipe a hose connector onto our water intake pipe. And so I ask him about. You know I'm like because it was still that same time frame. And I asked him about it. And he said, Well, obviously, you guys had that sewer overflow look how black the puddle of water is that's around that. You know a puddle that was being built by the melting snow and ice. And he and it was like, obviously, that's what it is. But I'm like, you know, I didn't think about it at the time, but you know, I'm thinking about it now. Is that something that- because he didn't seem too excited about it. He didn't say, hey why don't you come over and get [inaudible]. Get something done about it. [inaudible]. And you know it's just like, yeah you know. Give it a thought and call for a truck, was kind of his comment. And maybe because he, I mean I don't know him really really really well. But I think that maybe his thinking was, well, she knows that that's what she needs to do, she'll get it done.

Interviewer

Right. Panicking isn't gonna help so.

Interviewee

Right. You know if it was somebody that he didn't trust to get things done, then he may have been a little more assertive with his comments and stuff like that. Unfortunately, it's not my monkey. I don't own it.

Interviewer

Yeah. Uh-huh.

Interviewee

And therefore, can't. You know, it's not that I wouldn't. It's that I can't.

Interviewer

Yeah. That's a tough challenge. You're not the, you don't own the thing that is keeping you healthy.

Interviewee

Yeah. I've done all that I could've done. I had commented about what scuffles take on them. I mean, you know, I mean, that was kind of a nice way of saying [inaudible]. Top of the ground. Without using those words.

Interviewer

Right. Yeah. As far as your drinking water, so the water will get delivered to your home and do you have anything between when it gets delivered and when you're drinking it or when you're showering with it?

Interviewee

Between showering, laundry, toilets, you know, there's nothing between that I'm familiar or aware of. But we do have filters. We have zero water container filter system. And the owner and I use [inaudible]

Interviewer

Like a Brita?

Interviewee

Brita.

Interviewer

There's quite a few different brands, but that's a pretty typical one.

Interviewee

Yeah, and I don't know about the Brita compared to the zero water system. Oh the zero water system has the tester on it. And so, one day, just, you know, she's like tell us tell us, this is the tester, test it in that right now, because we she was also getting five gallon bottles delivered. And she wasn't real

happy with that. And so, I tested the zero, our zero system, and then I tested the delivery one. And they were both five on that zero system. And so she had ordered some filters and changed them out one day when I was out of the house. I was like, it doesn't sound too bad. 120 compared to a 120 to 5. 5's not bad, but she wanted that the zero system.

Interviewer

All right. Is there anything that I didn't ask you that you want to talk about? Or do you have any questions for me? [REDACTED]

Interview 19

Interviewee

So they're having all these barges forever since barges been coming to [REDACTED], and if you go up steamboat because they take people in the summer on kayak tours, and there's at least ten old barges in there and they're rusted and they used to carry some of them carried fuel. So this is contaminating not only the drinking water, but the fish. And then people just say, 'Oh, no, it isn't.' But it is. And then in the summer, they want to open [REDACTED], which uses arsenic to put the, anyway.

Interviewer

So your worried about like the natural water?

Interviewee

It's just gonna get contaminated, and then the only water we're going to be able to purchase is the water that's having to be circulated in some filtration, which would be costly. And so you're gonna pay more for water. You do pay more for water in [REDACTED] than you pay for a gallon of gas, so it's very expensive. Unless you go and drink it from the city water, which a lot of people do. They just put filters on theirs, which some people don't. And then if you live in housing, or anywhere where they have city water, it's yellow. Literally. I mean, it's a tinge, maybe not quite as bad as this but you can literally see it and your tub turns yellow. Not from because the iron in it. Not from not cleaning. It would just be logical. But yeah, it's from the from the water.

Interviewer

Are you, do you drink that water then or do you like that water?

Interviewee

Not that water. I drink water from [REDACTED]. From [REDACTED] because they test it.

Interviewer

Yep. Okay, but you don't drink the, what water were you talking about?

Interviewee

In the housing. When I go to visit there at somebody who's living there. But they don't have that filter thing. I will say I always bring me a coke. And they say, Oh, you're gonna rot your stomach out. But I'd rather drink a coke than that water.

Interviewer

Yeah, and then water so expensive to buy right like bottled water. Is it cheaper to buy a Coke and bring it

Interviewee

It's cheaper than, coke is cheaper.

Interviewer

Yeah. Wow. Okay. But you have a filter on your house?

Interviewee

Mm-hmm (affirmative).

Interviewer

And you drink that? The city of [REDACTED] water?

Interviewee

Yeah, we our water's delivered in a tank and most people are surprised at least. We used to have a metal tank, but we wouldn't actually get inside it and clean it out with a brush. Climb in and clean it because it does start to deteriorate. Any water holding tank that you have is gonna get deteriorate or something because plastic one he says oh, that's better for us. Yeah, but you can see the silt drilling on it.

Interviewer

So at least you know, cuz you're doing metal one, it's harder to see what's going on?

Interviewee

Yeah.

Interviewer

Okay. Yeah, so you get water delivered to you?

Interviewee

It's very expensive in [REDACTED] to get water delivered. I think it's 15,000 gallon tank and we get it. [REDACTED]. And he only showers once a week. That's just what he does. Oh, well. I like to shower like I have to show every day. I didn't shower before I came today. I just wet my hair because I woke up late but I hate it not having clean water. I mean, you use water to cook, you use your water to eat, you know to shower and clean yourself, to clean the house. So, you have to say oh gosh, I guess I'll wear this shirt one more day, you know, stuff like that in [REDACTED].

Interviewer

So yeah, do you think would you rather be I know part of [REDACTED] was piped. Would you rather have a house that's piped so you're not worried about how much?

Interviewee

No.

Interviewer

Okay. Why is that?

Interviewee

The pipe piping systems are very old here and like you know I can see just after we had our plastic tank, I think it's been two years now, I could see the silt. I'm wondering if there's a pill that they, you purchase and put in there to dissolve that silt because you can't get in this tank like you used to with the metal one. Because we used to climb into that metal you know we get all the clothing going in and clean it and then.

Interviewer

Yeah, make sure yeah. Okay, but But you think that like connected with pipes is?

Interviewee

If they put new piping system it's not gonna go through some of the old piping and I wouldn't want to do that.

Interviewer

Okay, so you just want would only want new pipes?

Interviewee

Yeah.

Interviewer

Not the ones that are in the?

Interviewee

Yeah.

Interviewer

What about I know there's-

Interviewee

Nobody does wells. See when I asked about that because I was living in [REDACTED], and everybody there has wells but they said it's over \$5,000 to get it dug. And I said that'll be worth it. They said, well, if you get a well you still have the problem of just the septic tank. So if you use X amount of water, that septic tank is not. Yeah, so.

Interviewer

So, okay, so what would you change about your water service right now?

Interviewee

And I know this is, they are going to be given one, I think \$1,700 with the permanent dividend fund. It's called [REDACTED]. Okay, so they're gonna give that in October. And they're gonna get \$1,700 extra for people for water. No, for gas for gas fuel. Because the price of fuel's going up.

Interviewer

Yeah, but that could help offset your

Interviewee

Yeah, but if they would, for the amount that people pay each month, they should give twice that amount, water shouldn't cost that much. The next thing they will charge us to breathe air clean air. And they do that in Mexico. I think it was in Mexico City. You get paid to go in like a telephone booth type place. Really. And they go pay so much money to go in and breathe clean air.

Interviewer

Fresh air. Yeah. Wow.

Interviewee

Yeah. So yeah, that's, that's what's changing a lot of things. And people think, oh, it's evolution it's always gonna change in people's bodies adjust. But pretty soon, we're not going to be able to adjust with all the cancers that were getting from contaminated waters, contaminated foods that have been from the animals getting contaminated plants. You know, so just, it's trickled down and eventually it's going to be too much. A lot of people are gonna move to Alaska because it's one of the least contaminated places. Isn't that funny? We might have to live in a refrigerator, but we're not drinking contaminated water, which is not too much for the down line for everything gets contaminated here, because they're doing mining and strip mining. And when they do that they use that's where they use the arsenic for the gold and break it down, wash it. And they say, Oh, we have this landfill. [REDACTED]. They bought large loads of trash and put it in this thing, and we protested because they said we have this barrier. It's already having problems with deteriorating, it'll never deteriorate. Now, that was in 1990, and it's already started deteriorating. You know, so people think, oh, yeah, we have this barrier, and it'll be forever. Nothing's forever. Yeah, water is the most powerful element because fire has to be started and air can be contaminated. But water and air both can break. We're downward. We're down iron. Yeah, so we need water. That is my element, so.

Interviewer

Yeah, I agree. I think it's so important, and that's why we're here. Okay, so I think I asked most of my my questions. Did I ask you about taste of the water?

Interviewee

When I live in my sister came to visit me in [REDACTED]. You can actually taste; she didn't like drinking that water. You can taste the water. Just like the sulfur taste in it. Up here the city water you can almost when it first gets delivered, you can smell it in your house, but the water isn't delivered. You can smell the chlorine. Yeah. So, because it's in the holders tank, but it goes through a filter when it comes out. We're not tasting it but yeah, if you drink it cold tastes better.

Interviewer

Yeah. So you think that the because of your filtration that you have in your house? That's why you feel comfortable drinking it?

Interviewee

Yeah.

Interviewer

Because you filter it again.

Interviewee

Yeah.

Interviewer

You wouldn't drink, would you drink the city?

Interviewee

Yeah, I drink it.

Interviewer

Okay, without your filtration in your house?

Interviewee

I went to the movies last night. And I bought popcorn, which I was. I'd never buy a pop there because it's like \$5, for this is only \$2. So, I get them to give me a cup with ice in it. And she says, Well, we can't give you the filtered water anymore cuz they use it for the [inaudible]. She goes. You can buy water or I can give you tap water. And I know it's from the city. And that's a new building. If it was an old building, I wouldn't go in there. I mean, drink that water. And then the restaurant here, if you're going to be here for any length of time, I wouldn't do restaurants there. They get haul water delivered to them. Not really cleaning it. It's really gross, and very disgusting.

Interviewer

And I mean, so is there a lot of maintenance then? on you for like making sure your tank is clean? And

Interviewee

Yeah, is I was wondering if there was, I'm gonna have to look, research it and find out if there's a pill that I can put in the plastic containers to help clean out that so. Because when we had the other one, we just get in and clean it and that was not every year we go every other year.

Interviewer

Okay. Do you have the doughnut looking one?

Interviewee

The one yeah, that this here and it's got that hole in the middle. Mm-hmm (affirmative).

Interviewer

Okay. Yeah.

Interviewee

And a lot of people get way more water than we get delivered because they have more people in their house. It's very expensive to get water here. When I was working with at the city, if you get hooked up and you're a new person, and you're getting delivered water, it was close to \$650 just to get your water started. Just for water. That doesn't include your rent, and then the rent is extremely high here, too. They say well, they, they're charging more because he was in Alaska, and everything costs more. And the people get paid a lot anyways. I'm like he would if he didn't charge that much, he wouldn't be paying this much. You don't have to get paid, you know, where is the equalization, you know? At what point do they say enough is enough, especially for water.

Interviewer

Yeah, I know when it's yeah. So do you ever run out of water before your next deliver?

Interviewee

We have run out of water before. Um, there have been times when everything and then I don't like to do it. We bring our clothing down to the one washing place. They probably filter it. I'm thinking I'm hoping they do because my clothes have not turned yellow, but my mind is thinking, I don't wanna bring mine down where the piped water is. Isn't that funny?

Interviewer

Yeah, you don't want to bring it?

Interviewee

I don't, but I do when I have to if I don't want to run out of water. We've had, we've ordered water. So we get it once a month. And some people get it for, you know, once a week. Twice a month we get it. We'll get it twice, once a week. Or else if they don't want to pay that extra fee because it's expensive, they go and they haul their own water. And they buy it down here. It's like a vending machine you put

Interviewer

Okay. At the treatment plant?

Interviewee

Yeah. You put money in and it out spews water.

Interviewer

And then you bring it to the house?

Interviewee

And unload it.

Interviewer

Have you ever done that?

Interviewee

I've never done it. I know people who have, and I've seen people do it when it was like, not even winter. It was like, maybe October. You know, it's chilly. I can't imagine having to be going in December because I was went for a ride with them because I was riding to get to [REDACTED]. You go on a car ride with someone. We're gonna go get water, and it's cold. And I'm thinking, I can't imagine having to do this in December if they run out of water. But you can pay the city extra money to get water delivered to you for a small fee. I think they do a \$50 price and I have no idea how much it costs?

Interviewer

For the extra? Like if you get more?

Interviewee

An extra. And what's so funny, like if I had if I had somebody in my family die, and we have cold water. I call up the city and say we had a death in the family and they know that more people because they gather when when someone dies, they will give you one extra water and one extra sewer for free because they know you're gonna have people there for at least a week. Isn't that crazy?

Interviewer

Yeah. Okay. So, do you conserve a lot? You can so you feel like you have to kind of conserve water, right?

Interviewee

Yeah, like yeah. We don't just like out of the faucet. We use a Brita, you know with the little filter and we change that.

Interviewer

Yeah. But maybe like short. Do you feel like you have to take shorter showers or?

Interviewee

Shorter showers, for sure. It's crazy. What they call a military shower or short shower? I mean, I get in, I soap up. Some people say they steam, but when I steam, I also have to carry water out there. In the summer I always steam more because I get rainwater. But in the winter, I don't want to steam because even though they say you might be using less if I take a shower, I'd use less than if I steam because I'm gonna put water on the steam and then I got to soap up and then off.

Interviewer

Yeah, yeah. Okay.

Interviewee

So I feel like I've used more when I steam than as opposed to want I take a military shower.

Interviewer

A quick one. Yeah. Okay. Okay.

Interviewee

Get all wet and get all soaped off but yeah, because this way the water is pouring over you but if you're in the steam than you gotta pour it over you, so you're using more. I bring two buckets

Interviewer

Yeah. It's not as easy as coming out of the faucet. Okay. Well, I guess, is there any, anything that you like, if you could change anything about your water system, is there something you would change?

Interviewee

Honestly, I really wish they would think about getting more into wells. But they won't, I don't think they will, just because of the septic tanks. But if they put the leach beds in it, you know, but they don't want to do that either, because then it'll do the global warming contribution to making the ground warmer, because we're already getting permafrost less and less permafrost here, so.

Interviewer

So worried about the septic?

Interviewee

Yes, we do this leach bed.

Interviewer

It'll make it warmer.

Interviewee

So it's crazy. Yeah. You're in a big circle.

Interviewer

Yeah. Yeah. It's a hard problem. Yeah. Yeah.

Interviewee

Well, so how did you get into doing this?

Interviewer

Yes, yeah. So, I am. Well, that was the last question. So I'll pause this and just

Interview 20

Interviewer

[REDACTED; Introduction]

Interviewee 1 & Interviewee 2

You heard about their water plant over there?

Interviewer

A little bit but tell me tell me.

Interviewee 1 & Interviewee 2

It broke down. For last couple or two years ago, I think?

Interviewer

A few years ago, yeah. So what they, they rebuilt it?

Interviewee 1 & Interviewee 2

Yeah, I think they got enough funds for that.

Interviewer

Yeah. Okay.

Interviewee 1 & Interviewee 2

But I don't know how long that's gonna take.

Interviewer

Is it back is it operational again?

Interviewee 1 & Interviewee 2

No, not yet. I don't know how much water they get over there. Maybe from the school or?

Interviewer

What they're doing in the meantime. Yeah. No, that's fair. What do you what do you do here in [REDACTED]?

Interviewee 1 & Interviewee 2

[REDACTED; Introductions]

Interviewer

Yeah. Is your house on piped or hauled water?

Interviewee 1 & Interviewee 2

Hauled. Are you talking about the pipeline?

Interviewer

Yes.

Interviewee 1 & Interviewee 2

We get hauled, hauled water. And it's brown, always brown. And our filter filter likes to get

Interviewer

Black?

Interviewee 1 & Interviewee 2

Yeah. Brown. We have we have that filter. And then we filter our water through our kitchen sink and then we have another filter in our refrigerator.

Interviewer

Oh, it's like a Brita or something?

Interviewee 1 & Interviewee 2

Yeah. I'd rather have it, have it filtered.

Interviewer

Yeah, does it taste funny then too?

Interviewee 1 & Interviewee 2

No, it tastes-

Interviewer

The color, yeah.

Interviewee 1 & Interviewee 2

When it comes out of the filters clear, and then we dump in the fridge it's more clear.

Interviewer

Yes. Okay. Okay. And with hauled, do you get enough? Do you ever run out of it?

Interviewee 1 & Interviewee 2

No, we only ran out once, but we haven't ran out yet.

Interviewer

Okay. Okay. Can you you can see how clear it is?

Interviewee 1 & Interviewee 2

No. It's insulated. Actually,

Interviewer

yeah, got it. Got it. Got it. You just have kind of you know how much water you can each use you have it down to-

Interviewee 1 & Interviewee 2

Yeah, pretty much like a small house but trying to remember how many gallons?

Interviewee 1 & Interviewee 2

1000

Interviewer

And how often does it get delivered?

Interviewee 1 & Interviewee 2

Every two weeks.

Interviewee 1 & Interviewee 2

Yeah I was gonna say about the brown waters. If they could try filter it more or something?

Interviewee 1 & Interviewee 2

They really should cuz there's quite a bit of houses that are on hauled water.

Interviewer

Yeah. And so it gets so you get every second week?

Interviewee 1 & Interviewee 2

Every two weeks. Yeah.

Interviewer

Okay. And they empty your sewers at the same time?

Interviewee 1 & Interviewee 2

Yeah.

Interviewer

Okay and do you ever, did they ever missed delivery? Like a day or two late?

Interviewee 1 & Interviewee 2

No, the first time they did that was when we first hooked up to that.

Interviewer

Okay and after that then it was okay?

Interviewee 1 & Interviewee 2

Yeah.

Interviewee 1 & Interviewee 2

They kinda shut us off when we went to [REDACTED], when we had to reopen our [inaudible]. That was so hard. That was kinda annoying.

Interviewer

What are your thoughts on piped versus hauled?

Interviewee 1 & Interviewee 2

Piped seem like piped, I know some of the pipes they don't maintain well.

Interviewee 1 & Interviewee 2

Mainly in wintertime freeze ups.

Interviewee 1 & Interviewee 2

Sometimes I know there's couple of pipes in our housing area that like to leak so much for winter.

Interviewee 1 & Interviewee 2

Mainly toward the water house. That whole area, water and sewer. End up getting stink around there.

Interviewee 1 & Interviewee 2

So I'd rather, I think hauled water is better than piped water cuz they don't really maintain the pipe as well as they should. And I was told by my uncle that they're supposed to change the pipes like every two years or check them every two years to see if they're good.

Interviewer

Okay, and then, and they don't do that?

Interviewee 1 & Interviewee 2

No.

Interviewer

Okay, so you would stay on hauled when you have a choice?

Interviewee 1 & Interviewee 2

Yeah, my parents do the same thing, hauled water. There's is bigger way bigger than ours.

Interviewee 1 & Interviewee 2

There's more people at your parents house though.

Interviewee 1 & Interviewee 2

We get lots of family, family members.

Interviewee 1 & Interviewee 2

We had my dad for a week probably. I don't know when my mom's coming but she's coming next month with my sister. My baby sister really want to see both of us, so she's coming.

Interviewee 1 & Interviewee 2

[REDACTED]

Interviewee 1 & Interviewee 2

Probably, and I don't know how the water usage is going to be since girls like to mainly wash. Wash wash wash wash.

Interviewee 1 & Interviewee 2

I usually shower every couple of days, not every day.

Interviewer

Yeah, me too. Do you use the sauna more?

Interviewee 1 & Interviewee 2

Uh, barely. Like only once in a blue moon I'll go to the sauna or, but I'll shower every other day, and she will wash clothes every almost every day.

Interviewer

Yeah, laundry takes a lot too, right?

Interviewee 1 & Interviewee 2

Yeah. And I changed my clothes every day. Well since we're working at the hospital yeah I changed every day. Even my sweatshirt I use, I change that everyday.

Interviewer

Yeah, with layers. Yeah, especially during COVID when you don't really know.

Interviewee 1 & Interviewee 2

Yeah, it started not too long ago but in the past I worked at the [inaudible], I changed mainly my shirt or sweater every day or every other. Now it's every day. Now it's different and yeah, what was I?

Interviewee 1 & Interviewee 2

Different working at [REDACTED].

Interviewee 1 & Interviewee 2

[REDACTED]

Interviewee 1 & Interviewee 2

Yeah, only water problem is that brown.

Interviewer
The brown?

Interviewee 1 & Interviewee 2
Brown junk in the water.

Interviewer
Yeah, okay.

Interviewee 1 & Interviewee 2
Only issue, yeah. Filtering.

Interviewer
Yeah, do you have any issues with your pipes? Do they ever freeze or anything?

Interviewee 1 & Interviewee 2
Yeah. When we were in [REDACTED].

Interviewer
Yeah, but not here?

Interviewee 1 & Interviewee 2
The sewage; it froze up. We had to learn, learn that the [inaudible] to be ready.

Interviewer
Yeah, like a day a day before?

Interviewee 1 & Interviewee 2
Yeah, I don't know how old is that sewage pocket or whatever it's called? Kinda leaked a little, and we were kinda wondering about that a little. Probably costs lots of money to switch out, to repair it.

Interviewer
To repair it. You ever had to fix, like when something breaks you fix it or do you call for maintenance or?

Interviewee 1 & Interviewee 2
Yes, we call maintenance.

Interviewer
And are they pretty responsive? The city sometimes?

Interviewee 1 & Interviewee 2
Sometimes.

Interviewer

Depends on what it is and how big it is?

Interviewee 1 & Interviewee 2

Yeah. They're busy to do with other houses too. Other problems.

Interviewer

Yeah, yeah. If you could change anything about the water system, what would you change? Or is it nothing?

Interviewee 1 & Interviewee 2

Filtering.

Interviewer

More at the water collection part?

Interviewee 1 & Interviewee 2

Yeah.

Interviewer

Okay.

Interviewee 1 & Interviewee 2

And them cleaning their water tanks. Delivery tanks.

Interviewer

Oh, cleaning their water tanks? Yeah.

Interviewee 1 & Interviewee 2

And I think if they clean theirs, rest of [REDACTED].

Interviewer

Everyone just do a spring cleaning or something.

Interviewee 1 & Interviewee 2

Yeah, that would be really nice. Pretty much that's it. Filter, filter it.

Interviewer

Okay, I think that's all. Is there anything? That's all my questions. Is there anything I should have asked?

Interview 21

Interviewer

[REDACTED; Introductions] Well, we're talking to people about water and how it works here and what they liked what they don't like. So are you on all hauled or piped system?

Interviewee

Hauled.

Interviewer

Okay, how often do you get it?

Interviewee

Every other week.

Interviewer

Okay, okay. And how big is your tank?

Interviewee

We just got a new tank because our old one was so rusty. Anyway, um I think it's like between, I think it might be 750 gallons.

Interviewer

Okay. Plastic, like the big donut ones? Hooked together kind of thing?

Interviewee

Uh-huh (affirmative). Yup.

Interviewer

Okay. So, you can like see the level?

Interviewee

Right.

Interviewer

Okay.

Interviewee

The only thing is, is since we got it, we hook up the filter, and in one day, that filter is just disgusting, cuz you can see the filter. And it was just a dark brown, and we can't figure out why.

Interviewer

Oh, wow. So how often do you end up changing it?

Interviewee

We've been changing it every day or two days. Just cuz we can't get the junk out of there. I don't know.

Interviewer

Okay. And is it helping?

Interviewee

Pretty disgusting.

Interviewer

No yeah, that's gross.

Interviewee

I don't know if it's just the water cuz before I thought it was the tank. Do your laundry and your whites turn -

Interviewer

Orangey?

Interviewee

Yeah

Interviewer

Yeah. Okay. Okay. Does it taste like anything? Or it's just -

Interviewee

I don't drink it. I think it tastes gross. I brush my teeth different now. Yeah.

Interviewer

Chemically? Like minerally?

Interviewee

Uhh it's not chemical. It's just icky.

Interviewer

Yeah. Yeah. So what do you what do you drink then?

Interviewee

We have we buy water from the water place.

Interviewer

[REDACTED]?

Interviewee

[REDACTED]. Yeah.

Interviewer

How does that work? If you're buying, just drinking? Like upside down jugs?

Interviewee

Well, we have one that just fit in at the water dispenser. But yeah. Buy probably two, minimum of two a week.

Interviewer

Okay, okay. And that's all you drink?

Interviewee

Uh-huh (affirmative).

Interviewer

Okay. And how's your hauled? Do you run out of it ever?

Interviewee

We have run out of it a couple of times. Like this last time, they were supposed to fill it and then I don't know why they didn't. But anyway, it's late, and then they're wanting to charge us another \$160 and it's their fault for not delivering it.

Interviewer

And you've got drinking covered but showering and dishes and cooking. Yeah, that's a problem. That's hard. That's hard. Okay, how often? I mean, it's happened a couple of times now?

Interviewee

Yeah, I think a total of three but the last one was just last week.

Interviewer

Oh man. Yeah, I know they're short at the moment. They're hiring.

Interviewee

But I think too it's hard because my [REDACTED]. He doesn't wanna work there. When you think about you're in and out of your truck all day. Late hours, early hours. Cold weather, hot weather. Sometimes you have to do the sewer and then it's stinky.

Interviewer

Yeah, it's a hard job. No, it is tough. It's not easy. No, that's. That's hard. So that's okay. So apart from the non-delivery, do you ever have issues with pipes freezing or?

Interviewee

You know what we did on our sewer just this year for the first time and it was like in the beginning of spring, it wasn't below freezing. And we didn't know why, but they didn't pump the sewer that time. But the water, I think it's just been one time. My husband usually goes out and just [inaudible] until they deliver.

Interviewer

Okay. And how's the affordability of the water?

Interviewee

Awful.

Interviewer

Really high?

Interviewee

Over \$300.

Interviewer

That's a lot for water. Really hard. If you had the option to go on piped?

Interviewee

Absolutely. No question.

Interviewer

And like water quality what? What benefits would it?

Interviewee

I mean, hopefully the water quality will be better, but I can't imagine it being any worse.

Interviewer

Okay, okay. Yeah.

Interviewee

Cuz it's pretty awful now, and we're paying a lot of money for it. And it'd be convenient not to have to worry about them delivering.

Interviewer

Yeah. Okay. So that if they expanded and you had an option you would absolutely go on it.

Interviewee

Absolutely.

Interviewer

You think for the whole of [REDACTED] that's a good move?

Interviewee

I think that would be an excellent move. The city of [REDACTED] might not like it because it'll lose a lot of money.

Interviewer

Yeah, well, upfront, though, right, like long term operation and maintenance of hauled water is maybe a little higher. Yeah, that's. So if you could change one thing that's not putting yourself on piped water, there's something you would change about your system maybe the filtration of the water.

Interviewee

Yeah. Yeah, that and making sure that it's delivered consistently, and you don't have to worry about calling them and follow up. And the price would be nice as well. It's so high \$150 a fill. It's ridiculous. And then if you if they forget and don't fill you, then they want to charge you another \$150 for coming late.

Interviewer

Yeah, that's tough. That's hard.

Interviewee

They're, they're not easy to work with the city.

Interviewer

How does how was shifting from [REDACTED] to here?

Interviewee

Oh yeah, but water was completely one of the biggest. Do you have enough water to flush the toilet all the time? I mean, we're fine with just two of us but if we have our family come over it's an issue.

Interviewer

Yeah. Showers and that kind of thing. How'd you like that you ran out enough times? And figured it out?

Interviewee

It took a couple of times, but you know, we just monitor it. Decide when we can wash our rug and what we can't or when we can wash our sheets. When you can do extra laundry or do the basics.

Interviewer

Each two weeks it definitely covers showers and cooking and flushing toilet and then some laundry?

Interviewee

Yeah. And then you have to decide if you have extra towards the end of the period, you can wash your rug like that or your sheets and if not, you don't.

Interviewer

Yeah. Okay, okay. That makes sense. Have you lived in [REDACTED] for your whole time?

Interviewee

[REDACTED]

Interviewer

Okay, how was what else did you have to get used to living here?

Interviewee

Probably just having to fly out not being able to just go. And then the cost, the cost of living the cost of buying milk, the cost of going to [REDACTED] because you have to fly.

Interviewer

Yeah. Where do you do most of your grocery big grocery shopping? Is it here or?

Interviewee

[REDACTED]

Interviewer

Yeah. Okay. Yeah. That's awesome. Yeah, I mean, is there is I think that's most like the questions I had is anything that I haven't asked. I should have.

Interviewee

I don't think so.

Interview 22

Interviewer

[REDACTED; Introduction]

Interviewer

Well, we're here asking people about water. And we study water. So are you on the hauled or piped system here?

Interviewee

Hauled.

Interviewer

Hauled. Okay, and how often do you get it delivered?

Interviewee

Umm. We actually only get it once a month. And it's 1000 gallons. Two of us now. My husband and me. We used to have two kids/'\ at home. But we do, when my one son visits we have a sauna for first that and in the summer we will we get rainwater.

Interviewer

Nice, nice. And collection from your roof?

Interviewee

Yes. And then what really – we probably just use half a tank now because of the [REDACTED].

Interviewer

Oh yeah.

Interviewee

And shower there. But we've always been able you know when the kids were young, we would put the cleanest person in the shower first. And collect water for the bathtub for the youngest who got dirtiest.

Interviewer

I love that. How did you assess who was the cleanest? Visually?

Interviewee

Me. The boys, the two young ones. But we've always made it work. One way or another.

Interviewer

So have you ever run out of water?

Interviewee

Yes. Not too often. We've actually learned to haul a couple times up at the pump station. But the rainwater. I just you know we never run water in the sink ever. If you gotta run it for the shower to get hot, we collect it. We still do that. And then that water in a bucket, and then that water goes for the sauna. Or for plants. And or even the toilet. We don't we don't waste. Even now that we have more with two of us.

Interviewer

Just have it now though. Protection of the resource.

Interviewee

And when I travel, you know I can't take the long showers.

Interviewer

Yes. Yes. Yeah. So, when you run out you do call it from the water the treatment if you need to. It's probably been a long time since you've run out.

Interviewee

it's been a long time since we've run out and before we before we knew about that we would maybe we used to keep five gallons just in case and then maybe I'd go get five gallons.

Interviewer

Yeah, that makes sense. Yeah.

Interviewee

Yeah. Boys just learn.

Interviewer

Yeah, yeah. I mean, what a great lesson for kids right is that's a resource to protect. Did you ever have in the delivery and kind of taking away of sewage as to would you ever have any issues in that process? Frozen pipes or service?

Interviewee

Yeah. And then one time they didn't they didn't pick up or evacuate, and a few days later you smelled sewage.

Interviewer

Yeah.

Interviewee

It's pretty pretty good. But my husband, I mean if it was just me, I would have had a lot of problems. He's a [inaudible] so he stays on top of it.

Interviewer

Oh cool. Do you have any cool like what's his best solution so far? If any come to mind?

Interviewee

No, but he has we have rain barrels everywhere he was a [REDACTED] so we have tanks, big tanks. So when it rains, we collect cuz we have a greenhouse. And then we also live by [Hoffman lake](#) [REDACTED] so we always have we have a small boat that we put on the tundra with a pump. So he does in the summer, he's definitely pulls water for our because of our garden.

Interviewer

Yeah, what are you what are you growing?

Interviewee

The [inaudible] crops. Peas and carrots and squash. Potatoes.

Interviewer

Oh cool. How does it taste? Does it taste fine? Does it taste normal?

Interviewee

From the city?

Interviewer

Yes.

Interviewee

I cannot drink it.

Interviewer

You can't? You don't drink it?

Interviewee

I do because we have a filter that it goes through in the house and then I use Brita. But he, everybody else in my family will drink it without using a Brita.

Interviewer

Okay. Okay. What is it? What don't you like about the taste?

Interviewee

I just don't like it; it doesn't taste good. There's some flavor there.

Interviewer

Yeah. Minerally or chemically? Or?

Interviewee

Or dirt or you know just something.

Interviewer

Yeah. Okay. But if you run it through a Brita first.

Interviewee

And then if the filter has gotten, it needs to be changed. In the house. I will, I find that I will do the Brita twice.

Interviewer

Yeah. Okay. Okay. Yeah, that makes sense. Okay. That's what are your thoughts on piped water? What it - how does that compare?

Interviewee

I have friends that love it now that they can shower as much as they want. They don't worry about the water. But when I look at housing and I see some of that water, it looks brown. And I don't know.

Interviewer

Yeah. If you had the option to switch, would you stay on hauled or switch to piped?

Interviewee

As long as I have my husband, I would stay on hauled. But gosh I just don't know. We have four small rentals in the [REDACTED]. And they are gonna go to piped. And we are gonna get to save money.

Interviewer

Test trial.

Interviewee

So my husband is very, very nervous about how you make that switch. And people still have water. And then if it freezes, I mean, there's a lot more issues. Yeah. And we already have totally worked out to hauled. Not totally. I mean, there are times when we have to get the hair dryer. Well, actually. Yes. Our pipe freezes a lot. We have a hairdryer hooked to it.

Interviewer

Okay. Okay. Yeah. In like your Arctic entry? Or where does it freeze?

Interviewee

Outside the house. The pipes that get in the exposed part, and so we'll have to turn. You know, we don't have to do it for long. And then he has, what we have in the house now, we have – I realize now he has a drip system. Mechanical. And if we don't turn it up a level, but it's really getting old. And maybe a little [inaudible]. But we've been there for [REDACTED] years in this house.

Interviewer

And so the drip system just kind of keep the water slowly moving through so it doesn't freeze. And if it freezes, then you turn the hairdryer on and just heat up that little section, and it's all good.

Interviewee

Yeah.

Interviewer

Okay. Okay. If your section freezes, does it impact that one, what I wanna figure out is, does it does it spread throughout the pipes or does it freeze in one section?

Interviewee

It would if we weren't on top of it. Every day, I mean, every time we either one of us during the night will hear the pump running and come and turn it off. We're on it. Now if we were traveling, we don't have a ring or whatever that system is to tell you if it's frozen. We generally, we have a house [inaudible]. I don't know, but my husband still could, he's under the house cleaning. Our tank is buried under the house.

Interviewer

Okay. Do you ever have to when it when it melts, do you have concerns about it floating?

Interviewee

No, we're actually in a place that we could have had a root cellar or basement even covered after we processed the building to a house. So not like most people here.

Interviewer

Okay, that makes sense. Okay. Okay. Let's see. I think that that covers most of our questions. Is there anything you would change? I mean, about the system as it is or?

Interviewee

I don't think so.

Interviewer

Yeah. No, you're happy with it. I love that though.

Interviewee

It's not so much happy. It is what it is. We just live a subsistence lifestyle.

Interviewer

Yeah. No, that's awesome. Is there anything else that I should have asked you that I didn't?

Interviewee

And I did start with a honey bucket here so.

Interviewer

Okay. Yeah. Yes.

Interviewee

You know this is not a honey bucket any more so.

Interviewer

Do you like the? So the honey bucket to this was a good good change?

Interviewee

The honey bucket system works because your outhouse in your house. But I would love it when we didn't have to deal with frozen honey bucket and melting and all that and the smell. My sister came to visit once in the early years. I thought I prepared her and I hear this, 'Oh my god' when she went into the little bathroom.

Interviewer

Oh, wow. Oh, yeah. Yeah, yeah. It's just getting used to it. Right?

Interview 23

Interviewer

[REDACTED; Introduction]

Interviewee

I have always had delivered water. We had [inaudible; likely "dip"] water for a long time, and then honey buckets. But then we, thank God but we have we're not on the piped water.

Interviewer

Okay, so you have hauled water now. Okay. Okay. And what do you what do you like about what you have now versus before? How does it feel different from your own experience?

Interviewee

What I like is, we can control. You know, if, if, if something goes wrong, we can fix it. We don't have to wait for the city to come and all that stuff. We hardly ever have anything go wrong. But because we're on hauled water, we're very conservative. We could bump it up and get more water. But we don't really need to, and we're just careful with it. And I have been appalled that the city put in piped water, and it's even more people on piped water and there's no metering, none whatsoever. They have meters, but they don't read them. So those folks have unlimited water. Unlimited, for a flat rate. We pay twice as much as they do, and we have our limit. And I'm not resentful of cost differential. I'm resentful that the city is being so careless. Because we have a sewer lagoon that is has a finite capacity, and we're almost at that capacity. I mean, surely, the estimates are like [REDACTED] million. They don't even have a site yet. Yeah. Okay. What are we going to do, folks? Those things concern me. Not to mention the ugly pipes that go through people's yards. Nobody else would put up with that.

Interviewer

So, if it were up to you, and this the whole city could, hauled would probably be ideal or?

Interviewee

Well, you know, all the environmental people are my friends. They're really just like adamant, it has to be piped. They see. They feel like it's not safe. It's not clean. Or the too many opportunities for it to get contaminated, I guess. But I don't know if many, you know, situations like that. And certainly we've never had it. So I think it's important to be careful what you wish the city put in piped water in city subdivision about 10 years ago. And we had property there, which they just criss-crossed with their ugly pipe. We didn't have a choice whether or not to do it. Of course, we had to do it. And we've had to call the city here over the years, probably four times, because some part of their system broke down. Leaking sewage, leaking water, and then they had to come and fix it. Well that doesn't happen with our systems at home. And I was gonna say something else about that. I don't remember what else I was gonna say about it. But I have pretty strong opinions about it.

Interviewer

Yeah, yeah. And so your system on hold. So that works well for you. So you're getting it delivered when you need it. It's getting the sewers getting picked up when you need it.

Interviewee

Mm-hmm (affirmative).

Interviewer

What do you do anything in your home once it is delivered? Do you do anything with that water? Does it run the way you want it to?

Interviewee

Right. Well, we have our own filtration. We have two filters on it.

Interviewer

Okay, that's helpful to know.

Interviewee

And you know, my husband just changes them out every once in a while, so there's not much to it.

Interviewer

Right, right. Yeah. Do you ever have any, if something does break inside your home you guys are able to fix it or do you get help from others to do that?

Interviewee

You know we don't have to get help from anybody because [REDACTED]. But you know, it doesn't it's a such a simple system, that most people can figure out their own system and keep track of that. It's kind of like you have to learn what it is. And what are the what's that noise? Why is the pump running? Nobody's using water are they? So then you go figure it out. And it's simple. It's a simple system, but on the city's system, you don't have any control over it.

Interviewer

Yeah, that makes sense.

Interviewee

And it's ugly. And the city is it cost the city a lot more than they thought it was going to because they have had to maintain it at a level when they didn't dream they were going to have to do that.

Interviewer

Sure. [REDACTED]

Interviewer

That's amazing. So, was your transition with kind of figuring out you said you were on dip water when you got here. Well, how was that transition? Kind of figuring that out coming from I assume in [Kansas City](#) [\[REDACTED\]](#) you had piped water?

Interviewee

Unbelievable. We had 30 gallon trash cans in our kitchen, and they would come in once a week with a hose and fill it up. We had two, cuz there was a number of us living in this little freezing little house. And yeah, and you just dipped out with a pitcher. And then we just go back and look at that, and go, 'wow did we really do that.' And we had a honey bucket, a five gallon bucket with a seat in a little closet in our house. And when that bucket got full or as full as you wanted to carry it, and you pick it up and carry it outside, set it by the driveway. Seriously, that was gross. And then in the wintertime, you can't put it out cuz it would freeze. So you had to find someplace.

Interviewer

Okay. Just figure out how to make it worse.

Interviewee

So what people use for the smell was pine-sol. And to this day, anybody around here that was here with dip water and honey buckets will just go. The first people that ran our school, they were using pine-sol, and we just went in with 'Oh, my God, no. They don't know. We can't have pine-sol.' And the [inaudible; likely "children"] were like, 'what.' And everybody's coming and going like, 'why does that smell like honey buckets?'

Interviewer

Wow, yeah, that's a good thing to know.

Interviewee

It's really a terrible smell. Right, so the city would come by once a week with their truck, and guys would dump the buckets. It was, it was bizarre.

Interviewer

Sure. Sure. Do you have any? How's your experience with the different seasons here with the hauled system that you have now? Do you, do you make changes in the winter versus the summer and how does that work for you?

Interviewee

Well, our water tank is outside. It's foamed and insulated. But nevertheless, when it's really cold the water's just sitting there. Especially with just my husband and I now we don't use it as much as when the kids were home. It was constantly being sucked in. With just two of us, it's less so, so it's more likely to freeze up. So we have a tank here that the local welder makes. And if we're going to be gone in the wintertime, we just put a timer on it. So every day the tank heater comes on for two hours and off to just keep the water from freezing. If we're home, you know if it gets really really cold we might turn it on every once in a while just to make sure. So we have to do that kind of thing but the sewer never freezes. It's underground. So it's pretty it's pretty simple. It's just the water.

Interviewer

Is it common for the sewer tanks to be underground? I don't know that I've seen that around here.

Interviewee

Some of 'em are.

Interviewer

Depends on when it was put in and where you're at?

Interviewee

[REDACTED]

Interviewee

He always stays busy. A lot of them and the sewer tanks are mostly made out of steel. So eventually they rust out. Lots of people's water tanks used to be made of steel. Those were a mess. Just, you know just rust and it was gross. And they would pop leak, and it would get thin spots and start to leak. So a lot of what he does is he's replacing the steel ones with the foam ones, I mean plastic ones, or, or just new new tanks for people. Most of the people don't put them underground, I think.

Interviewer

I'm going to check my list super quick and make sure I didn't miss any questions that I need to make sure. But I think we've covered most of what I want to ask you. But I guess my last one is just if you could change anything about the system, whether it's your personal system or the system as a whole, if you could wave a magic wand, what would you do for [REDACTED]?

Interviewee

I would somehow make it more affordable. Yeah, it's a lot of money.

Interviewer

Yeah, that's a big concern.

Interviewee

I mean, I don't know what the piped people pay the flat rate. I don't think they paid for it nearly what we pay.

Interviewer

Right. The hauled is more expensive.

Interviewee

I think ours is like our water and sewer is \$180 a month?

Interviewer

Yeah, it's a lot for two people. Yeah. And how often do you get serviced?

Interviewee

We get it every two weeks.

Interviewer

Every two weeks.

Interviewee

After our kids left home, we went, 'okay freedom.' It's every two weeks, and we still have plenty.

Interviewer

That's great. Okay. Well, so lastly, is there anything you want to tell me that I didn't ask you or any questions that you have for me anything else that you want to talk about it?

Interviewee

No. The state has promised for years to bring clean water to every community, and they have never gotten that done. So it's that's that's sad. It's not right. I'm not sure that putting in piped water and sewer in the villages is the right thing because if we have trouble here, oh my gosh. They don't have engineers sitting around and contractors sitting around ready to fix things. So, the more complex system they put in, and there are villages who have already given up on the pipe water. We can't keep that going. Thank you very much federal government but they just can't keep it they can't afford it. So they've gone back to dip water or hauling water to their houses. I wish everybody can have clean water though. It's United States of America for crying out loud.

Interview 24

Interviewer

[REDACTED; Introduction]

Interviewer

Yeah. Well, so your piped?

Interviewee

Yes

Interviewer

Okay awesome. And how do you like that?

Interviewee

It works well. It's nice to have unlimited water. It's still really dirty. Our house is a triple, triple filtered, and then we also filter our water with like a Brita and because if you don't use the Brita you still get like sediment. Which is amazing that it comes through in triple filters and there's still sediment.

Interviewer

That's a lot. Yeah, yeah.

Interviewee

But the water tastes really good.

Interviewer

Oh, that's good. Okay, cool. And so so when you're drinking your water, it's got that three filters on the Britta, and then what else do you use your water for at home?

Interviewee

Coffee, so we use filtered water for coffee. Cooking, never use filtered. Well, I guess we use the Triple Filtered for everything, even the showering, but we don't Brita anything except our drinking water. Sometimes to drink coffee water. Sometimes we don't. We use it for boiling and freezing. Showering. Washing the car. We're one of the weird people that washes our car because we're so used to it.

Interviewer

Yeah. Yeah. Cool. Nice. Um, so do you ever have any challenges to that water? Do you any especially any, like seasonally do things change throughout the year that you have to work with?

Interviewee

Um, I guess the pipes freeze. That's an issue that happened once over the winter when we got to like negative 30.

Interviewer

Very different from [REDACTED].

Interviewee

Yeah. Very different. So it froze, but we didn't go without water for very long. There's some people that there pipes would freeze and they don't have water for a couple of days. That hasn't been our experience.

Interviewer

That's good. And what do you like about your water?

Interviewee

I like that it's unlimited, and that it's piped. So, we don't have to pay to change how much we use. I mean we're still mindful but not as much so.

Interviewer

Wonderful. I'm gonna check my list to make sure I kind of cover some of the things that I need to cover. So you like the taste of your water?

Interviewee

Yeah. It tastes really good. Some people don't. It does not bother me. I guess the look is not my favorite, when it's just triple filtered and not Brita filtered on top of that, because it looks real sediment and fuzzy.

Interviewer

That makes that makes sense. Um, do you have to do anything inside your home? Other than I guess other than that, filter, but anything to maintain your system inside your home once again?

Interviewee

Don't know exactly because we're renting. So I know that they've changed the filters maybe once a month since we've moved in we've changed it more frequently. So that's kind of, I know it's [inaudible] for them to like keep changing the filters. For us, we've changed our Brita filter at least once a month. Which I feel like is a lot. We didn't use it to do it back home.

Interviewer

Yeah, that's another thing. I was going to ask you kind of just your experiences coming from [REDACTED] and how does that feel different? Just some of the -

Interviewee

I don't trust the water here as much. Yeah. I trusted it more back there. I thought it was more regulated. I don't know if that's true. It's just a feeling that I have. Yeah. I don't know if it's fluorinated. I don't think it is fluorinated here, and it was back home. And I wish it was here. Because I appreciate that for the kids. They need plenty of fluoride.

Interviewer

Sure. All right, um, if you could change one thing about the water system here, what would you change?

Interviewee

Maybe less sediment so I don't have to filter it so much. Very nice if they could filter out all the sand so we don't have to do it personally. But I can't really complain, because we have city water, and not very many people do.

Interviewer

Yeah. Yeah. So you have no interest in hauled water?

Interviewee

No and only because we don't have to pay attention.

Interviewer

Yeah. You don't have to think about it much.

Interviewee

Yeah. Yes.

Interviewer

And so you have unlimited water, right? Because you're not metered?

Interviewee

Yes.

Interviewer

Is it affordable, what you do have to pay?

Interviewee

Yes. I don't know exactly because it's mixed in our rent, but I wanna say it's \$200 a month for unlimited water. Which I feel like [REDACTED].

Interviewer

Sure. And for your whole family?

Interviewee

Yeah.

Interviewer

Yeah, that's awesome. So that covers most of the questions that I have.

Interview 25

Interviewer 1

[REDACTED; Introduction] Okay, and here are you on hauled or piped?

Interviewee

We're on hauled. Same water is piped or hauled. They come and they deliver the water and they take away my septic and I hope they don't mix the trucks up.

Interviewer 1

And have they ever?

Interviewee

No, no

Interviewer 1

Aha no I'm joking, no I'm joking. And how often do you get water delivered

Interviewee

I get water every 2 weeks

Interviewer 1

Every 2 weeks. Okay, okay.

Interviewee

[REDACTED]

Interviewer 1

Okay, nice. So, is that you and your wife, or are there other people in your house?

Interviewee

We have a tenant.

Interviewer 1

A tenant, ok nice, nice. We've heard that the water services are pretty pressed for drivers at the moment. Have you had a couple days where it has come late or?

Interviewee

Nope, never had a late service.

Interviewer 1

That's great though, they seem so impressive and on top of their-

Interviewee

[REDACTED]

Interviewee

Yeah. We get about 780 gallons that we use in 2 weeks.

Interviewer 1

Okay. Okay. Nice. And is it, how's the taste of it, how's the color of it?

Interviewee

Yellow.

Interviewer 1

Okay.

Interviewee

My filter I change out every two or three months. It's black when I change it out.

Interviewer 1

Okay, and you have a filter for the whole house. And then for, what what's your filter setup?

Interviewee

My filter is just for the whole house.

Interviewer 1

Okay, so as it comes in -

Interviewee

We drink bottled water.

Interviewer 1

You drink bottled water.

Interviewee

[inaudible]

Interviewer 1

Okay, and is that just from a convenience perspective or?

Interviewee

No, I don't like the water smell.

Interviewer 1

Oh, I like it! [REDACTED] I like it okay, I like it.

Interviewee

Okay, and sometimes their water smells a little musty too.

Interviewer 1

The drinking water?

Interviewee

but it's definitely 1000 times better.

Interviewer 1

Okay. Yep. Okay. Okay. On hauled water. Do you run out of water? Or is it

Interviewee

I've never run out of water

Interviewer 1

Never and in the 10 years that your wife lived here?

Interviewee

No

Interviewer 1

Mainly never, ok. Is that because you watch it really carefully or is it just works for you? You don't take long showers by nature.

Interviewee

I do.

Interviewer 1

Oh, great. Okay.

Interviewee

I have a very interesting shower head.

Interviewer 1

Okay, okay. Really light flow.

Interviewee

Very well. The water feels like needles. Like I like it.

Interviewer 1

Okay, okay. [inaudible]

Interviewee

It takes, It takes a long time to rinse the shower out after you get it full of shampoo.

Interviewer 1

Okay. okay. I'm with you. Okay, but low flows. Okay, nice. Nice. And how's the Do you have any issues with the pipes in that? Like, have you had frozen pipes? Or?

Interviewee

I had one frozen pipe this year. And that was because they leveled my house and forgot to Cover up.

Interviewer 1

Cover some insulation or something. Okay, is there anything you would change about how it works now?

Interviewee

Might like to be on city water. piped water. Yeah, it's the same water. But yeah. We'll get rid of the water house. Yeah, we got a big water house that I have.

Interviewer 1

So is your water tanks outside of your house? Covered? Insulated?

Interviewee

It's covered It's in a building. It's insulated.

Interviewer 1

Is it heated?

Interviewee

And I blow hot air from my boiler room into it.

Interviewer 1

Okay.

Interviewee

And there's a thermostat in there to turn on and off that fan.

Interviewer 1

Got it. Got it.

Interviewee

And then I also have a hot water line I'm running into it. If something happens, I can turn the hot water on as long as I got water pressure and create a little heat.

Interviewer 1

Okay. Okay. Okay, and so I mean, it's the city I mean, piped water is expanding. So that becomes an option you would have -

Interviewee

It's kind of disgusting looking though

Interviewer 1

The pipes?

Interviewee

The pipes, yeah.

Interviewer 1

Yeah, they're definitely all above ground.

Interviewee

Yeah they are.

Interviewer 1

So is it I mean, the visuals versus the convenience of it.

Interviewee

The convenience would be really nice.

Interviewer 1

Okay. Yeah. In some of the new subdivisions, they kind of disguised it in the back a little bit.

Interviewee

It usually goes in between the [inaudible] and then you have to have a lift station. Every house has its own lift station that's on city water.

Interviewer 1

So tell me more about what is, what is lift station?

Interviewee

it takes your sewer and pressurizes it into the into the sewer system.

Interviewer 1

Is that before the grinder pump? Grinder pump lift station, into the sewer. Okay, got it. Got it. Got it.

Interviewee

[REDACTED]

Interviewer 1

I like that. I'm there for that. I love that. Is it so is there anything you would change about the way it's structured now? You said you'd maybe get on piped.

Interviewee

I would like to be on piped.

Interviewer 1

Do you think that'll happen in the time that you're here?

Interviewee

No.

Interviewer 1

No. Just because it's so expensive.

Interviewee

It's a big deal to get it going. There is there is a sewer close by running down the highway. But yeah, I'm at the end of the road so it would take forever for it to get there.

Interviewer 1

And what do you think of that [REDACTED].

Interviewee

That was nice.

Interviewer 1

Yeah.

Interviewee

It took a while. It took a while

Interviewer 1

Yeah. Yeah.

Interviewee

[REDACTED]

Interviewer 1

Yeah. Yeah.

Interviewee

Just had my house leveled and you get your house leveled about once a year, once every other year.

Interviewer 1

Okay. And your sinking?

Interviewee

Freeze and thaw, and moving around.

Interviewer 1

And you said they, it sounds like they missed a section of it. [inaudible] a pipe that was sticking out or something.

Interviewee

[inaudible]

Interviewer 1

Yeah. Okay. So, I mean, have you had any breaks or any issues with your pipe system or not?

Interviewee

No, my sewer pipe is under the house. I have a heat loop on it.

Interviewer 1

Okay.

Interviewee

So in the wintertime, I just turn the heat loop on, very slow. The water leaves that whatever the water leaves at 140, 100 Whatever the things at. Comes back in around 80.

Interviewer 1

Okay,

Interviewee

So it works really well. And it's very good and insulated.

Interviewer 1

Yeah. Do you leave it on all the time.

Interviewee

Well, it's on. When the heats on, the loop is on. When it boils off,

Interviewer 1

Okay

Interviewee

The calling for heat [inaudible]

Interviewer 1

Got it. Got it.

Interviewee

And then right now it's off.

Interviewer 1

Got it, got it.

Interviewee

You don't need it on

Interviewer 1

Yeah. Yeah. [inaudible]

Interviewee

You don't want to waste the heat. Fuel bills are ridiculous here. Something like 700 bucks a month.

Interviewer 1

Oh, that's painful. That is painful. Yeah.

Interviewee

Electrics like 200 300 depending.

Interviewer 1

Okay. Wow,

Interviewee

That's ridiculous.

Interviewer 1

Yes.

Interviewee

Internet is, I pay almost \$300 a month for a 10 megabyte pipe and I probably get eight. And I only get 200 gigs. I mean its ridiculous [inaudible].

Interviewer 1

Yeah, well, [REDACTED]

Interviewer 1

Back to water. [inaudible] we can come back to. So okay, no major breaks. So is there if you could change anything in the system or in the community about how water is delivered or managed, is there anything you'd change.

Interviewee

Just getting it every-

Interviewer 1

Everyone piped.

Interviewee

Everyone piped would be good.

Interviewer 1

Okay.

Interviewee

But there's a whole infrastructure built around delivering it. and there's a infrastructure around people that don't get water delivered but delivered themselves.

Interviewer 1

Yes.

Interviewee

There's little water vending places.

Interviewer 1

Yes, washeterias and that kind of thing. Yeah.

Interviewee

Yeah. And they go with their tanks

Interviewer 1

Yeah.

Interviewee

And then there's the people out in the villages.

Interviewer 1

Yeah, packing, packing and.

Interviewee

That's a whole other thing.

Interviewer 1

What's your thought there?

Interviewee

Most of the villages have a school which has a water plant yet.

Interviewer 1

Yeah

Interviewee

So the school provides more more infrastructure than just school. pretty interesting

Interviewer 1

That is interesting.

Interview 26

Interviewer

Okay. I definitely wanna ask you more about that. We'll start with some water stuff. But I would love to hear some more. So for now, how do you get your water? What do you do with your water?

Interviewee

So my water comes from the municipal treatment plant that dispenses it you know, in the truck, picks it up, delivers it to my house, I have a 500 or 800 gallon water tank attached to my house.

Interviewer

How does that work for you?

Interviewee

It's okay the water is not very clear. It has a filter in the utility room where the thing is, and actually I went to change that after a year, after two years of living there and saw there was no filter in there. Right. And then we'd also been filtering it with our refrigerator filter. Which seems to filter out most of, I think we bought one that filters out benzene. Gotta change it more often. And then we have a like one next to the sink and you pour water into the top and flows very slowly and so water comes out the bottom. And then that has to be changed pretty frequently also.

Interviewer

Do you like that system?

Interviewee

I like it when - I like my water to be clear. That's the only way it's gonna be [inaudible].

Interviewer

Yeah, so once it goes through all the things that you haven't gone through, it tastes okay? It smells okay for you?

Interviewee

Yeah, it's fine. If it doesn't, I mean, it'll develop quite a film on anything. The tub, the toilet, the [inaudible] of our toilets.

Interviewer

Okay, how's that?

Interviewee

Wouldn't flush. Very strong because a little tiny holes that spray the water to the bowl. Just, were not-

Interviewer

Clogged up.

Interviewee

Clogged up.

Interviewer

Okay. So everything is filtered that you're washing with, that you're cleaning dishes with, and that you're drinking?

Interviewee

Yeah. So there's a filter I put in the utility room that would account for the shower, and the dishes and stuff like that. I don't know how good that is. But it's the standard filter. It still puts a film on stuff. So it's not amazing.

Interviewer

And then there's the additional for when you're drinking it.

Interviewee

Then we do additional, yeah.

Interviewer

Okay. How often do you get it delivered?

Interviewee

Right now we do every two weeks I think

Interviewer

Every two weeks and you said it's a 500, 800?

Interviewee

I think it's five hundred. Five hundred, yeah.

Interviewer

Do you ever run out?

Interviewee

Only when we had to replace the toilet. When we flushed it. With the repair people flushed it like 1000 times and used up too much water. But other than that, no. We could do it every week. Most people do it every week I think

Interviewer

When things do break, so for instance, your toilet or anything else with your water system when things break, who can you call?

Interviewee

So I'm a renter, I call my landlord.

Interviewer

Okay, great. And they take care of it.

Interviewee

Yeah.

Interviewer

Do you have any desire for piped water? Do you think that would be easier for

Interviewee

For what?

Interviewer

For piped water? Instead of them delivering it to you if it came just straight from the plant?

Interviewee

Yeah, I would be fine with that. Especially since it'd be the same water I think. I don't think it would be cleaner or any more dirty. So there's no advantage to the current system. It's just it's like a stress.

Interviewer

Yeah. Yeah.

Interviewee

You worry about running out of water.

Interviewer

Right. Do you ever have issues of not, of like delays or not getting water?

Interviewee

Yeah, that time that they used up all our water and you couldn't get more water delivered and then our septic tank, which gets pumped out, you know, in some synchronous fashion with the water being delivered, right? was frozen a couple of times in a row so then they couldn't deliver water. So that was actually like the most one of the most unpleasant two weeks of my two years here. That was probably the only time we you know, bickered about utilities. Right. [inaudible] during that whole, you couldn't take a shower, it was a mess.

Interviewer

Yeah, that's really stressful.

Interviewee

Not really stressful. There's many more stresses, but

Interviewer

It's an inconvenience.

Interviewee

It's an inconvenience.

Interviewer

Yeah, that's accurate, okay. Affordability wise, is it, how so you said its -

Interviewee

It's our most expensive utility.

Interviewer

Okay.

Interviewee

I think when we were doing, I think we do it two weeks, two times a week now, when it was more frequent. I think it was \$400 a month.

Interviewer

Mm, that's a lot of money.

Interviewee

Yeah.

Interviewer

How many people in your house? Two of you?

Interviewee

Two of us, that's how we're able to really cut it back.

Interviewer

Yeah.

Interviewee

And then when I was traveling to villages, it was better. But now, we got to be super careful.

Interviewer

Sure.

Interviewer

So can you tell me about your experiences with water when you were in the villages?

Interviewee

So in the villages [REDACTED], water is almost always delivered. There's a tank the clinic has sometimes two tanks, one for the front of the house, which one's the [REDACTED], and one for the back, which sometimes has living quarters for the [REDACTED]. And about 30% of the time 20 to 30% of time, showers were not an option, either, not for the whole trip or not for part of the trip. And frequently, it would break at least for some period of time. [REDACTED], where you could not wash your hands in the bathroom, you had to like, go to the jug they had, ladle it out of a, you know, 500 gallon drum and take it somewhere to wash your hands. You know, when you use other methods to wash your hands? Frequently it was, especially in the winter, it would not work.

Interviewer

So a lot more challenging than in [inaudible]

Interviewee

[inaudible] And then the majority of my patients in the villages do not have running water. [REDACTED]

Interviewer

Gotcha, okay, that's helpful. So if you could change one thing, whether it's about your water system or the villages', what would you change?

Interviewee

I would make it so more people had a water delivery system that allowed you to bathe.

Interviewer

Yeah.

Interviewee

Adequate water to bathe.

Interviewer

It feels so basic but

Interviewee

Yeah, that's really huge for health.

Interviewer

Yeah.

Interviewee

Yeah. So the bathing system, here customarily is the [inaudible; likely "steam row"]. And that is not does not prevent infection in my experience, like regular showers.

Interviewer

Yeah. Okay, let me check my list and make sure I didn't forget anything.

Interview 27

[REDACTED; Introduction]

Interviewer

And so how do you get your water at home?

Interviewee

We're delivery.

Interviewer

Delivery? Okay. All right. And do you like that?

Interviewee

It's okay, I mean, you know, you get used to it, you live here, you get used to it. When I was first here. I had a honey bucket

Interviewer

Okay.

Interviewee

Which was quite the experience

Interviewer

Yeah

Interviewee

[REDACTED]

Interviewer

Sure

Interviewee

But I still explained too that we're still on piped water I mean running well you got to come and get our water delivery and all that, they still like, "It's 2022."

Interviewer

Yeah

Interviewee

[inaudible] but this is what we're doing. but um you know for the most part we've we really haven't had any [inaudible] every now and then our sewer tank will freeze up. And we've had troubles with that we don't have them come back the next day [inaudible] but you know other than that it's been okay, we've

got some pretty elaborate filter systems on our water system at the house there, so the water that comes out of the sink is like on its third filter by the time it gets to the kitchen sink so

Interviewer

Cool. So I'm gonna ask about both of those things a little bit. So the sewer, so when it does freeze up, What do you need to do? Are you able to kind of take care of it? Do you need someone to come help you with it?

Interviewee

No, we pretty much take care of it ourselves. We now have up to [inaudible] a system for it. We plug that in usually a day or two before our system is time for us to get evacuated. So it's pretty thawed out by. And then a couple of times we've kind of gone over paid attention to it and or it had gotten you back in completely the first time and that's kind of messy. But you know we see that right away like stop, no more running water and you know the city has that [REDACTED] that you know your super tank. I think it's like either 200 or 500 gallons bigger than water tank which is a good idea. Yeah, I think at first I don't think we did because I remember we had to redo our feedback tank because it wasn't quite big enough and we've gotten a bigger water tank in the meantime because family grew and so yeah, but it's not easy kind of thawing out your sewer tank you know when you don't have a heat system on it but now it's a lot easier so.

Interviewer

Now you flip the switch as long as you remember to do it the day or two before

Interviewee

Yep, yep that's usually what we do. Especially you know the temps are way below zero so yeah a couple of weeks because we're once a month now since we're only my husband and I just have three dogs, we are kind of empty nesters and nobody else, but yeah.

Interviewer

Okay, and from the city side when they come to you know either evacuate or drop off water how does that work? Do you ever have any challenges with that especially in different weather?

Interviewee

Yes, they ran right into our garage, put a big dent in the garage, and kind of tore the wall down a little bit the city was okay with it. And then one other time I was at school and my husband calls me and goes you need to come home right now. I'm like, what happened? One of the guys had I guess hit the reverse thing and sewer came up through the toilets and all our water faucets and [REDACTED]. So they kinda compensated us a little bit to help with that because I took the rest day off to clean everything up. It was pretty gross. So Yeah. That does happen.

Interviewer

Right. Yeah, okay, okay.

Interviewee

I mean so now when it's water day I kind of put the plugs on the tanks and put the toilet seats down but it probably would still blow your seat off if they reversed and

Interviewer

Yeah, those are powerful hoses

Interviewee

I think it's probably a little bit safer if it happens again. Good. Yeah, we've had some experiences. But it's home.

Interviewer

And so your water filters that you have so, so the water gets delivered into your tank and then it goes through these filters. And that's the what you're using for drinking for-

Interviewee

For bathing and all that. We have a filter system right there like that. Because we have our water tank outside. Because we have a bigger one. And comes in through the outside goes down around that water heater and around the water tank there. We have a filter system right there and then also at the kitchen sink. We have a filter system and then also on the refrigerator. A water one. [inaudible]

Interviewer

Cool so the water you're drinking is a little bit extra

Interviewee

[inaudible] Yeah, we could ask them to please eat or drink from the refrigerator or from the sink, and for bathroom water, it's okay, but not the greatest.

Interviewer

And how do you like that? Taste wise, smell wise? Aesthetics?

Interviewee

You know, everybody says, first come in I kind of warn people, I say, I don't know if it's true or not. You know, you get that [REDACTED] pride first couple times of drinking the water and all. I don't know. I don't notice anything. Maybe I've been here too long. You know, I don't know. My husband drinks really filtered, well he gets the water from [REDACTED] guys. I'm accustomed to it. I make my juice out of it. I make my iced tea. So I'm okay.

Interviewer

Yeah, your body adapts over time.

Interviewee

[REDACTED] So sometimes I am careful though, when, depending on where, where some of the water was coming from.

Interviewer

Sure. When, when you're going places in town or in the area?

Interviewee

[REDACTED].

Interviewer

Yeah. Yeah

Interviewee

You've got a point. Our waters good!

Interviewer

Yeah. Have you ever been on piped water in [REDACTED]? Have you always had that hauled?

Interviewee

Always had it.

Interviewer

Always. Except for what the very beginning when you had a honey bucket.

Interviewee

Yeah, yeah. That was interesting.

Interviewer

Yeah. If you could change anything about your system would you?

Interviewee

I wouldn't mind having the piped. I think it would probably be a lot better. But yeah, I don't know if they could ever do that with everybody here in [REDACTED]...right up by the sewer lagoon. Sometimes on you know, the south wind would blow we had to close the windows because it got a little, you know you didn't want to have the windows opened during then and got pretty hot there sometimes. We didn't have air conditioning either. Okay, sometimes I said yes. Used to smell like opening my windows. Yes. So.

Interviewer

Yeah.

Interviewee

And just yeah. And you know for the most part, all our delivery guys have been just honest. I can't complain about, except the one that kind of ran into the garage, you know, an old tank like that. I mean, you know, I'd probably keep running into all everything. You know, we have we put cones out now. You know, so they can see where the porch? I don't know, how they do it with it being so dark and all that

and I'm just like, You guys are darn good drivers, because I could never back that thing up into our driveway.

Interviewer

Yeah, yeah, we've kind of watched a few of them here actually, in the place we're staying. They were delivering water yesterday. We were sitting out on the front porch watching them.

Interviewee

Oh yeah, you have to! It's quite an experience for people that don't understand it.

Interviewer

It was really, it was nice, absolutely. And these drivers are impressive.

Interviewee

Yeah. Yeah. Well, in the hours that they put in and the over, and I mean, you know, and people start [REDACTED] complaining and I'm like, you guys, give em a break.

Interviewer

Yeah

Interviewee

They're working long hours. And you know, I understand it. [REDACTED].

Interviewer

Yeah.

Interviewee

And usually that happens sometimes, you know, more times, and we'll get there as soon as we can. I'm like, Okay, super. I make sure I pretty much [inaudible] what I have to call it. We'll be there at six o'clock. Okay, thanks guys!

Interviewer

Do you ever have any, like, special challenges that the with the [REDACTED] and water and getting water out to them and anything different from your home? Is it kind of the same deal?

Interviewee

Yeah, kind of about the same? [REDACTED]

Interviewer

Wonderful. It's wonderful. It sounds busy!

Interviewee

[REDACTED]

Interviewer

Affordability wise, does it feel reasonable? You said you're serviced every two weeks now? [inaudible]

Interviewee

Here in [REDACTED] we're once a month. Just because, you know, we kind of became empty nesters we didn't want to, you know, but when we first were building the house, the family and all that I told my husband, we're having water every week. I can handle everything in [REDACTED], but not when running out of water. So I said that's the one thing we will not put up with.

Interviewer

Right

Interviewee

The water for the kids, or for laundry. But for the most part we were okay with it doing it once a week but now I mean once a month, but my daughter and grandson are here so I'm kind of a little nervous, if we'll make it to once a month but yeah, like I said the guys in the cities are real good about you know, if we need another fill up, then fill it up and evac. Really good about that for the most part.

Interviewer

Yeah.

Interviewee

They are some awesome drivers. [inaudible] you know sometimes when you get towards the end of the tank. Yeah, the water sometimes in the bathtub are just a little dingier you know its like, yeah I don't know if I want to take a bath in there. Oh, wait till the next day after they bring water, sometimes I wait a couple hours too for it to settle. You know, I don't do laundry on water days. It just [inaudible] I don't know if it's my imagination or if it really does happen. But yeah it seems like it stirs the tank up and when we were moving our tank from inside to outside, the new tank when we pulled that thing out. I looked inside our old tank, and I was [inaudible] We were drinking water from this thing? My husband goes, Uh, yeah. Can we you know thoroughly empty the tank sometime and wash it? Rust, oh it was awful I couldn't believe how yucky it was. Never thought of that in all of the years I lived here.

Interviewer

Right? You think you get clean water?

Interviewee

Yeah, well, yeah. And didn't even think about cleaning that tank out with everything else. No, we kind of got on board with some other people. Cleaning out the tanks a little bit more. [inaudible] what do you call that? Thinking of the hoses...

Interviewer

Power washing?

Interviewee

Yes power washing. [inaudible]

Interviewer

That's one of the things I was going to ask is, you know, once the water is to you, and it's kind of in your system in your home, is there anything that you need to do especially other than, you know, with the sewer, turning it on, turning the heat on?

Interviewee

Nope, just the other thing we have to keep up with though was making sure you know, we change out the filters.

Interviewer

Filters, sure yeah.

Interviewee

The lights come on to indicate that they are pretty plumb full of dirt. Yeah, we do that. That's one thing [inaudible] And then we also make sure you know, wintertime, they often ask us to make sure that getting into the water tank is cleared out. So I'll shovel that out sometimes, or we'll plow it out, you know, around the back tank, so they can get up there and make life a little bit easier for them. And I sometimes have to make sure to clean up the [REDACTED].

Interviewer

It's someone you want to keep on your good side. Yep. Well, are there any questions you have for me? Or is there anything I didn't ask you that you want to talk about?

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Interviewer

[REDACTED; Introduction]

Interviewer

Sweet. So can you tell me about your water situation here? Do you have the, kind of how do you get your water here?

Interviewee

Yeah, so I'm on the city hauled water. So I have two 300 gallon plastic storage tanks that are inside my house that are inside my apartment, not outside with just a big pipe that goes to the outside, that the city comes and fills for me. And you can sign up for, like up to twice a week, I think. But I'm on every other week, I get it filled. And I'm pretty rarely below a third of my tank [inaudible] It's a flat fee, it doesn't matter how much they fill it. It's just you know, one gallon or 600 gallons. It's the same price. It's just how frequently they come to fill it that you pay for. And I use it for everything, for showering, cooking, cleaning, normal house stuff. I don't have, like I don't think anyone really has like outdoor water [inaudible] It's all just rain and [inaudible], because it's expensive and not a freely available commodity most places.

Interviewer

What was that, you were telling me about how it works in your apartment?

Interviewee

Yeah, so big water hoppers filled from the outside. They know it's full by an overflow valve. So when it just starts coming back out of the apartment, they turn off the flow. And I have a little electric motor with the priming tank that, once the priming tank, the pressurized priming tank starts to fall off on pressure, it notices and the electric motor repressurizes it with water from the storage tank.

Interviewer

Okay. How does that work for you? Do you have challenges with it at times?

Interviewee

Yeah, I don't run out which is nice. I'm very lucky in that I don't feel like I have to ration very carefully then, and that I can afford to pay for haul service. I don't have to. I don't pay attention to how much I lose which is something that a lot of people, in this community, I think do. More mindful than I was in the Lower 48 I guess. But nah, I don't really ration. My electric pump gives out about four times a week or which is only really annoying if you're doing laundry or in the shower. You just, you know, walk out and fiddle with a little lever and that works. That's probably more my landlord just not wanting to fix it than a systems problem. I'm sure if you just replaced the pump it'd be fine. The pressure's pretty good. Pretty normal water heater like I head down south, except for that issue, it works pretty well it seems. The city, sometimes it's delayed but never more than a day or two at the most, and that's usually like you know, winter, COVID call outs and all that. So they, I feel like they do a pretty good job of being on time with the deliveries. Works okay for me.

Interviewer

You said you'd been here about [REDACTED]?

Interviewee

[REDACTED]

Interviewer

So have you seen any differences? Kind of? You haven't had a full year yet but seasonality at all?

Interviewee

Yeah, I think again, mine are inside. Yeah. So the biggest thing is I was here for this last winter, is the city can't do anything if your tanks are frozen, or if the line is frozen. So my tanks inside, but both my fill line and overflow line have to go on the outside and that's 40 below, it's easy for those to freeze. So I have a like a, I forgot what's it called, but it's just a plugin strip that's over the both metal pipes that plug out of the inside. It's just a heating element. It was just staying on 24/7 simply for for the winter. I think most people a lot of people that have those have them on like a timer switch so they just, or they just have it on a light switch. They just turn them on like the day before the city services are coming just to make sure they are thawed out. Same for the sewer pump out. But that only happened once, that the outlet blew and I didn't notice, so one time this summer or winter they weren't able to fill my tanks because of the freeze up. That's it, really.

Interviewer

Nice. You drink the water that's coming right to you. Do you do anything with that?

Interviewee

I don't, no. The city I think does, the city made it pretty clear. I think they did a pretty good job communicating that it's tested and that its safe, its clean. It's got a it's got a color, and it's got a flavor. So to me, that's enough to say, I don't think I want to be drinking large quantities of this. So I cook with it, I shower in it and wash my clothes in it. But my drinking water, I have a Big Berkey filter those big like stainless steel, gravity filters, the giant one that I fill like every three days or so. I don't use that for cooking. I'm not so worried about that. But I don't know when it tastes like noticeably funny and when it has a very noticeable yellow color, I'd rather filter that. I don't buy don't buy bottled water, which is what a lot of people do. I bought a Big Berkey, which was expensive. Yeah, but I mean, lasts forever. It's just an expensive initial investment. Yeah, like the carbon filters they have lasts for like 6000 gallons or something like that. That's worked well for me. But I mean, it costs like 400 500 bucks I think. Which is pretty cost prohibitive for a lot of people here. This is actually outside your question, sorry.

Interviewer

No, no.

Interviewee

But yeah, [REDACTED] A lot of people don't trust the water and don't think it's healthy. That's actually a big argument people use against like, there's a big conversation [REDACTED], should we do a sugary

beverage tax and to try to decrease sugary beverage consumption. So like so many [inaudible] diabetes, dental caries and stuff. And a big argument from the community, right not to do that was well, we can't drink our water. So we got to drink soda.

Interviewer

Oh!

Interviewer

Ok, cool.

Interviewee

So yeah, that's just, it's kind of interesting. And I've had, I told myself, like, you know, just just listen and learn for the first [REDACTED], I'm here. And then try to, you know, put my feelings out there. And it's like, that makes sense, like free to drink the water. And they say, Well, if we can't drink the water and buy juice and soda from the store. If we're buying something, why waste our money on water? Let's go buy something that tastes good. Like, I see where you're coming from?

Interviewer

Yeah, that's tough. We've heard that from a few people that they don't like the taste in [inaudible]

Interviewee

Yeah.

Interviewer

Can you tell me a little bit more about that? I mean, it is. It's slightly outside, but it's still really relevant to water, [REDACTED]?

Interviewee

I think I'm probably not the best person to answer it again [inaudible] But I think that the, I mean, water systems for so long were just like non existent or not safe, that the City hauled water system has been, my understanding it's been in place for a while now for a couple of decades, but only recently maybe have like, quality control. That was like more public as well. People tell me that like, they recently have been trying to advertise more than they know, like, we really do test our water, it's safe to drink and all that and but its just not trusted in the [inaudible] long term. I think about like or what a lot of people think about spending money [inaudible] to drink orange juice or soda or something that tastes good. There's also this kind of like, you know, it's like the, I don't know how to say it, just this like perception, I think a little bit that [inaudible]. It's just, it's just better than that.

Interviewer

Yeah. That's tricky. [inaudible]

Interviewee

I have been surprised like we have a couple of nice water filters at the [REDACTED], for drinking water. Like the ones you know, the nice ones, where you put your water bottle underneath it. I notice the

counters on those are very low as far as like how many how many bottles filled total. So even there like a lot of people are just buying stuff to drink.

Interviewer

You think it's a habit? After a while [inaudible] So you, so your whole system seems to work pretty well for you. Do you have any kind of like desire to get piped water? Is that something that you feel like could be better for you?

Interviewee

Yeah, I mean, I think that so there's one district in town that has piped water. I think everyone that lives there universally prefers it. Not having to ration I think really is a big deal for a lot of people. And then there's just there's this hassle of the old water I mean, and make sure your driveway is clean and clear when they come, you have to make sure that your pipes are maintained for pump in and for overflow. I don't know anything from the engineering side about like quality control, but I would imagine that maybe it's a little bit easier to do quality control on that, kinda closed circuit supply and then the whole water supply.

Interviewer

And yeah, it's a little different. You don't have a person, you know, dragging something through mud at any time and then the operators [inaudible] really great, but there's just more people [inaudible] open air?

Interviewee

For sure. No, I think that would be, especially with just the winter conditions here. Although I think all of it I think all the city water and city stuff is above ground. And all of that type of water. It's especially interesting. Fact of life in the tundra I guess.

Interviewer

Yes.

Interviewee

Yeah. Apparently the permafrost is like going away.

Interviewer

Right. We've heard a lot of that. Yeah.

Interviewee

But yeah, I think, I think that'd be a lot of, I'd prefer to be on hauled water. Or sorry, I mean piped water. But I just bought a house in town that's on hauled water. So obviously, it wasn't the biggest sort of breaking point for me.

Interviewer

So it'd be a plus, but it's not a decisionmaker.

Interviewee
[REDACTED]

Interviewee
Thanks.

Interviewer
Exciting. Um, so while you're renting right now, when something goes wrong, is it your landlord that is mostly going to fix things? And how do you anticipate that once you don't have that?

Interviewee
[REDACTED]

Interviewee
And I've I've just been a little frustrated with that stuff. Like it's just everyone that just tells me and I'm getting more used to it that it's just a little bit different. And I think it's that things happen a little bit different here. Like my you know, like if my pump has been broken for the six months I've lived in this place, and four times a week that I have to go you know, restart it and turn it back on. And the first couple of weeks that infuriated me, and my landlord was like, 'Maybe after the winter I'll take a look but just fill this switch and it works so to me that means it's not broken.' But you know, he said to me, it's like well, you know, when I'm in the shower and it turns off and I'm trying to get to work or if I'm you know burning out the motor on the washing machine because it's not you know, sucking water and it's a little bit annoying that like house not falling over but a little bit broken. And that kind of stuff is just you know, pretty normal and acceptable I think and I have a pretty good landlord it's still, he's always like, that's that's not gonna, not gonna fix that. Sorry. Yeah, well okay, I guess I'm just gonna live with that.

Interviewer
Gotta pick and choose your battles.

Interviewee
Yeah. There's there's just not a lot of resources to fix things I think. We can't really call like the plumber who's like, you know? I think no, I don't think there's any like, like professional, there's a couple of great contractors but not like utilities peoples that you call. It's just know a guy that knows a guy that might be able to come over and fix it or order a new part for me, which is really expensive. So in the winter, it all has to be flown out, barged out this summer. So it's expensive to do that stuff. [REDACTED]

Interviewer
Yeah. Okay.

Interviewee
Don't know a good way to say that.

Interviewer

I'm seeing if there's anything else that I haven't asked. Affordability wise, you know, typically, it sounds like generally you're kind of okay, but recognizing that are not always affordable things?

Interviewee

I left my phone in my truck, I was gonna look up the utility bill. I think my hauled water and sewer is I think around like 180 to 200 a month, which I'm honestly kind of lost track of how that compares to Lower 48. I'm very lucky that I have a great job, I don't have to worry too much about the cost of utilities. I think that that is something that is prioritized by community members that are on budget, just making sure that you have all the services set up. But yeah, I can't speak too much to how cost prohibitive that is for people. I also don't know much about, this is interesting. I don't know how much of that is subsidized. So I would have I was like that's actually doesn't seem that expensive, you know, that level of personnel and equipment and everything, but it's less than 200 a month so I wonder how much of that is subsidized through state or city programs?

Interviewer

That's a great question.

Interviewee

I don't really know how stuff gets paid for around here. We don't have property taxes I just learned. I just don't really know how stuff like that is paid for. Is that usually how utilities are paid for?

Interviewer

Yeah, that's a really good point. And I know that you mentioned I haven't, we've heard little bits and pieces of lots of different things. But as far as those who can afford it, we really haven't heard much. We've heard that it is a lot for some, but not really what they do about that.

Interviewee

Right. Yeah.

Interviewer

Something for us to look into.

Interviewee

Yeah, and I'm sure you've I'm sure you've met a ton of people.

Interviewer

Yeah.

Interviewee

[REDACTED]

Interviewer

Well, is there anything that I didn't ask you that you want to talk about or any questions that you have for me?

Interviewee

No, I think that the, I think there's the biggest thing definitely, [REDACTED]. It's just that lack of trust of quality, or too much concerns about the actual, like cost or systems breaking down and just the quality of water and that is like just a pretty universally not trusted, it seems like from most people I've talked to.

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Interviewer

[REDACTED; Introduction]

Interviewer

Yeah. Nice. Nice. Cool. Okay, so you live on you have piped water, right?

Interviewee

I have hauled water.

Interviewer

Okay, okay, and moving here, and there wasn't like a shift to have to learn how to deal with hauled water?

Interviewee

Yeah, definitely. I didn't know that that was gonna be a thing when I accepted this job. I like didn't really, maybe I should have asked my questions, like I knew the costs of living were gonna be high, but I didn't realize that [inaudible] was gonna be the bathroom.

Interviewer

Okay. Okay. And so what what were some of the like, learning kind of trials was that as you had to kind of figure out how to deal with it?

Interviewee

Well, let' see. I mean, I think that like the city can be, the city is often understaffed and I think that can lead to miscommunication when accounts are switched, when anything is changed in an account and so like when I switched it from my landlord's name to my name [inaudible] skip a service, so like, remember to skip it, but forget to [inaudible]. So when I switched over, there was like, a couple of weeks where I like didn't get water and like, would like to wait up for the water, or, like, come to my neighborhood. Like, look out the window, like, get up early, like watch for this, [inaudible] like run down the street and be like, [inaudible]

Interviewer

Whoa!

Interviewee

That happened in like the first week.

Interviewer

What did you do without water in the interim?

Interviewee

I think it was like a little bit less where the [inaudible] in my house you can sort of see the level. They're not like, they're like fairly opaque, but you can kind of see. So I had like enough like, but I like couldn't take a shower. I'm not sure if I showered at the gym or not, maybe I showered at work. But I [inaudible] around piped water and there's like an apartment up there. So things have never gotten like too dire for me.

Interviewer

Okay. Okay, good. And how's the taste, do you notice anything different in the taste of it or in the color of it?

Interviewee

I use a [inaudible] filter so I don't, but I also could have gotten used to it.

Interviewer

Yeah, so is that for the water you're, all the water you're using in the house? Or just the water you're drinking that you use the filter on?

Interviewee

Just the water I'm drinking, but like if I cook with it too, or actually I do notice like it smells more chemically. I've never heard this term before but off gassing?

Interviewer

Yes.

Interviewee

I didn't know that. And that's a term I learned like really quickly. The first few days after it's been delivered. It's more like chemical-y. And so I try to not use it like in like my sourdough starter, or [REDACTED].

Interviewer

Yeah. Yeah.

Interviewee

And I don't want it to [inaudible] the chemical.

Interviewer

Have you found that it does if you do that?

Interviewee

It probably doesn't.

Interviewer

Right but like you don't know.

Interviewee

I'm probably being extra cautious, but I don't want the chemicals to interfere with the [inaudible]

Interviewer

Oh totally, oh interesting I hadn't thought of that.

Interviewee

It might be just like, you know?

Interviewer

No, like noticing [inaudible] Off gassing is definitely something that we've heard. So, okay, so have you had any issues with frozen pipes, you've been here over a year so frozen pipes in the winter?

Interviewee

[inaudible]

Interviewer

Yeah, what do you do with that?

Interviewee

Oh God let's see I had I didn't have I didn't have water to my bathroom for like almost two months this winter. And my landlords have like a compound across the way that I can go shower in and I just like like use a honey bucket number one, and number two I'd like go to their place across the way yeah, [REDACTED].

Interviewee

Yeah, I think it was like, yeah, either like seven weeks or eight weeks or something like that.

Interviewer

And it's because the pipes were frozen?

Interviewee

Yeah, and then they actually replaced the pipe. Got a new tank. I guess like the way that they've set up the piping. [REDACTED].

Interviewer

Okay, cool.

Interviewee

[REDACTED] So in order for like the stuff to get like from the shower and from the toilet, have to like travel quite a long way to jump out into the sewer. So I think that's how it was mainly all freezing. And then my landlords their new pipes built, welded, and it basically sits right under, sorry, I guess this is interesting to you.

Interviewer

No, no, it is, I am here to listen. It's not too much! Hit me with it.

Interviewee

[REDACTED]

Interviewer

Oh, no.

Interviewee

So I'm not sure like we'd have like a little space heater that was set up next to the toilet because my landlord was like, oh, like there's the pipe has like about this much that that is exposed. Like has no insulation on it because he like couldn't do it till the summer. And so you put like a space heater on super low right next to the toilet.

Interviewer

Okay. It was helping keeping the pipe.

Interviewee

Yeah. And I don't know if she moved it or like turned it off or something. Or I forgot to tell her. It was weird [inaudible] I only found out like through someone else like last week. I don't know what happened in that situation.

Interviewer

So was the landlord responsible at the end of the day for all of those fixes?

Interviewee

Yeah, financially yeah.

Interviewer

And logistically?

Interviewee

And I got a break on like rent.

Interviewer

Okay, good. Good. Okay. Is it so in addition to like dealing with some of the hassles of it? How did they were they like, tough it through, like, make a plan to get through the couple of months and then we'll fix it when the [inaudible] melted.

Interviewee

Like how, [REDACTED]

Interviewer

Yeah, like, what are the solutions there? Are there ways to melt the pipe? Like how do you do, if its frozen, is it too far? It's gone too late.

Interviewee

Basically.

Interviewer

Yeah, I'm going to wait.

Interviewee

One time. [REDACTED]

Interviewer

Before you or with you?

Interviewee

With me here. And he's kind of like [REDACTED]. He's fine to like crawl under the place [inaudible] So I guess what had happened before after the new tank was installed is that like, you turn on the new shower, you turn on the shower, and then if the pipes were cold, the water was cold like for the there's a pipe for cold the water cold like for the first few seconds comes out, it hits the frozen pipe, a really cold pipe and then [inaudible]

Interviewer

Oh ice, okay.

Interviewee

So we got like some ice buildup but that was able to be, I like called my landlord about it. Like, he's like, you gotta go under there with a hairdryer. My [REDACTED] took my hairdryer, and a couple it was like a couple minutes later, actually no it wasn't. No, he like set it up under there with some like tinfoil and like a light.

Interviewer

Like a whole contraption?

Interviewee

Yeah, he made a whole contraption. Ran it for a bit. And then it melted, I think only a little bit of ice [inaudible].

Interviewer

Okay, man. That's a lot to deal with though.

Interviewee

[REDACTED]

Interviewer

Okay. Okay. So did you have the same issues last year? I heard this happened to be a really rough winter in general.

Interviewee

I wanna say [inaudible]. But I think last year because we had that different system. And there was like the system that my landlord had done when they had lived in the [REDACTED], which was to like, pour a bucket of hot water down the toilet when they flush. Like once a day. Every so often.

Interviewer

Okay. Kind of keep it moving.

Interviewee

Yeah, and I hadn't done that. That at that point, it was another like, at least month without. So I've had at least three months without full running water in total.

Interviewer

Wow that's hard. So if you can say I mean, is getting onto the piped system. Would that be ideal?

Interviewee

Yeah. For me I think. Though for cost. Though I know people have issues with it around town. And I know, yeah, I guess, you know, [REDACTED]. But a lot of people don't actually want it and it actually is coming to like, stopping like three blocks before my neighborhood. [REDACTED]

Interviewer

Yeah, yeah.

Interviewee

Yeah, [inaudible] like a lot of people really think it's ugly. People don't like that it's above ground. And obviously, there are lots of neighborhoods where it [inaudible] really bad. I think the general consensus is that hauled water is like cleaner. So I don't know if that's true because when I talked to like, [REDACTED] and like, looked into things like that. It seems like, basically, the more often water is exposed, the more the higher the chances are of it getting contaminated. So even though hauled water may taste cleaner, I'm not convinced that it actually is from like a public health perspective.

Interviewer

[REDACTED] So in terms of so similar criticism, criticism that you'd hear on pipes is maybe like the visual look of the pipe.

Interviewee

You have the look.

Interviewer

You have a taste?

Interviewee

Yeah. I mean, I think that the two are sort of inextricably linked.

Interviewer

Yeah. Yeah.

Interviewee

You know, if it looks brown, and you're looking at it, even if it taste like nothing. [inaudible]

Interviewer

Yeah, that's fair. And what about like the look of the pipes like in the [inaudible]

Interviewer

Just being able to see the pipes on the ground and that kind of thing.

Interviewee

Yeah, people don't like that.

Interviewer

Yeah, I don't blame them.

Interviewee

I don't think like anybody who lives in [REDACTED] [inaudible] In my personal opinion, it's like whatever, like I don't care. It seems like a better way to get water, but.

Interviewer

Yeah. Yeah, no that's fair. And if you get, so if you could change anything for [REDACTED]'s water system, what do you think would be some of the good changes? Like getting everyone on piped? Is that what a good direction to go? Or?

Interviewee

It's, it seems so I mean, I think that like, there this is something that I don't know as much about but like there's some neighborhoods, I'm sure you've heard of housing that have really bad piped water, or it's just brown or like, you know, the city runs tests on water. So there was actually a point where like, there was some contaminants over the past year. But normally, it's like pretty good I think. I don't know how it stacks up with other cities. It seems like the best option as long as they can address like the color [inaudible] really off putting. And like yeah, obviously yeah, like housing is like [inaudible] So that's super problematic. I think it's just like, if they can address equity within the piping system, and then like expanded, yeah, that would be the best.

Interviewer

Yeah, yeah. No I think that makes a lot of sense. Yeah. Okay. Is there anything I should have asked you that I didn't think ask or that you think we should know?

Interviewee

I think yeah, I think that about covers it.

Interviewer

Yeah, we'll be here all day. That's great. Thank you.

Interview 30

Interviewer

[REDACTED; Introductions] Perfect. So are you on a piped or a hauled?

Interviewee 3

[inaudible] mega pipe, that go house to house. Their taste, you know from the rust flavor, it's really bad. And I don't see why the water and sewer project inspectors don't [inaudible] I'm not sure if they made a change. But then the whole system needs to be [inaudible] if you're reflecting only on [REDACTED] or any other village, then [inaudible] the village.

Interviewer

Okay, so the pipes are old, and there's a lot of rust in them.

Interviewee 3

Those housing areas.

Interviewer

It's on piped water right? It's all fully on piped?

Interviewee 3

Yeah

Interviewer

Are you guys on piped?

Interviewee 2

I grew up on hauled water. My parents they got connected to city water [inaudible] and it is severely overloaded with chlorine. You can, my dad will run the water for 15 to 20 minutes just to keep get the chlorine, otherwise [inaudible] like when we lived in [REDACTED] we hauled our own water, a lot of times we went, her dad, my father-in-law. And he was on piped water [inaudible] village and we'd carry all our containers and you could taste the chlorine. Every couple of days we'd have to change, or wash out our water containers because they'd fill up with [inaudible]

Interviewer

Oh, wow.

Interviewee 1

My dad's water was [inaudible] under the sink

Interviewee 2

[inaudible] hooked up in line. So he had [inaudible] when I went out. So he had three filters all in line [inaudible]. He added extra ones for the chlorine and he could still smell it in the water.

Interviewer

And taste it? Okay.

Interviewee 2

And our father, my father-in-law, her dad, in [REDACTED], he can't, they don't like drinking the water from the pipes, so they'll go out to the river and punch a hole in the ice and haul back the water from the river water.

Interviewee 1

Or rain water.

Interviewee 2

Or rain water.

Interviewer

Yeah, tastes better. So you're both on hauled right now, here?

Interviewee 1

No, we just came for my [REDACTED].

Interviewer

Got it. Got it. Okay.

Interviewee 2

We [inaudible] on hauled and piped.

Interviewer

And so what do you prefer?

Interviewee 2

Hauled water, I prefer the hauled water.

Interviewer

Does it taste a little less chlorine-y?

Interviewee 2

Yeah.

Interviewer

Than the piped one?

Interviewee 2

Yeah, the chlorine one in my dad's house, nobody's [inaudible] they settle in the lowest part of the pipe.

Interviewer

Got it.

Interviewee 2

So that's why my dad runs it for 15, 20 minutes try to get the water flowing.

Interviewer

Moving. Okay, yeah yeah. So the hauled is the same water from the system but its like not through the pipe. Got it. Got it. Got it no that makes sense. So in between the hauled and the piped, what apart from the chlorine taste, is there any other cost benefits or any other kind of convenience benefits?

Interviewee 2

The hauled water is way more expensive. The piped water here I think [inaudible] flat rate. But it just depends on how big your tanks are. You could be paying upwards of 200 dollars a month [inaudible] every week.

Interviewer

Wow, that's a lot.

Interviewee 2

It was different when we were in the middle of hauling our own water.

Interviewer

No, I'm sure. So if you moved back to [REDACTED] would you go for a hauled or a piped system you think?

Interviewee 2

I'd probably go on a piped system, but add lots of filters. Lots of filters.

Interviewer

Yeah, that makes sense. And so that's because of the convenience of it and the cost of it.

Interviewee 2

Yeah. [inaudible] and you don't have to worry about it. Unless the pipes break or burst.

Interviewer

Which, have you had broken or frozen pipes?

Interviewee 2

You see them every year. I don't think we've had [inaudible] pipes burst there was none in the city but [REDACTED], you see them burst, there stuff that they burst every winter.

Interviewer

Yup, yup. And have you had issues with your pipes in housing?

Interviewee 3

Well, not really those [inaudible] or water but the metal that can rust, they [inaudible] change into plastic [inaudible] only problem there is where they put chlorine, is it, and depending on how strong it is, they could make it [inaudible] without them. The whole water pipe [inaudible] however they can, maybe how he said it [inaudible]

Interviewer

Okay, okay. So do you prefer piped or hauled water?

Interviewee 3

Doesn't matter, nature's nature wherever it came from. Because it's spreading all over regardless of it's a village or a small hub or area, you know. Sometimes can be bad. And then the water can be really bad due to [inaudible] chemicals and stuff [inaudible]

Interviewer

Okay, okay. If you could change [inaudible]

Interviewee 3

I would change how [inaudible] For steam baths, there's many ways they haul the water from the river, and in the community people maybe even hearing [inaudible] maybe don't have running water, go down the river somewhere and have water there. Regardless of what [inaudible] rainwater as well.

Interviewer

Yeah, yeah. That's a different water path to take. If could change anything about the water system here or where you lived, what would you change?

Interviewee 2

[inaudible] my father-in-law. He's on city water in [REDACTED] and my dad's on city water here. You can't really get away from the chlorine and all that other stuff. But, like him and my brother-in-law they still go out to the river and they'll haul water from the river or rainwater. Too much chlorine. And here, what was it, was it a couple months ago? [inaudible] They were testing levels of some kind of chemicals, and they were high [inaudible]

Interviewer

[REDACTED]

Interviewee 2

Eh, might have been. But they didn't notify anybody, just somebody said something.

Interviewer

Oh wow, okay, yeah.

Interviewee 2

But there [inaudible] were high. I don't really, it would be nice

Interviewee 2

It would be nice to have everyone on city water and [inaudible] People run out of water, her [inaudible; likely "grandfather"] ran out of water, and they were on hauled water served from a truck.

Interviewer

Yeah, yeah, so what do you do when you run out, you haul it, and if you run out of water on a hauled system, where are you hauling in from?

Interviewee 2

Um, you go to the main [inaudible; likely "treatment plant for the piped water"] and you can, they have a little [inaudible] where you can pump it

Interviewer

On your own?

Interviewee 2

[inaudible] in your quarters. And we were hauling, what was it, 33 gallon of water [inaudible]

Interviewer

That's heavy. Yeah okay. Well I think that that is

Interviewee 3

Can I see this?

Interviewer

[REDACTED]

Interviewee 2

I don't know. Like I said it's just depends on if, you're hauling your own, there's a lot of people doing [inaudible] Are you from here?

Interviewer

[REDACTED]

Interviewee 2

So, if you're on a hauled system, a lot of people will have giant tanks on the back of their trucks because it reduces the cost of having to have the city haul it for them. So, [inaudible] pull up to the plant, and just fill up the tank in the back of their truck, and then pump it into their tank in there house.

Interviewer

How many people do you think do it like

Interviewee 2

If you're here long enough, you'll see trucks running around, just a regular pick up truck with a giant plastic tank

Interviewer

That's it, that's it.

Interviewee 2

Yep. And that just helps, they still gotta because it's a hauled system, they still have septic systems. So they still gotta watch that. But it reduces their costs.

Interview 31

Interviewer

Yeah, how do you find the water? So what kind of system are you on here in [REDACTED]?

Interviewee

We live on the piped water.

Interviewer

Okay. And you were you were starting to say that you don't like it.

Interviewee

Yeah, I don't like the water.

Interviewer

Is it? What don't you like about it?

Interviewee

I think it's gross.

Interviewer

Yeah.

Interviewee

Before it used to be rusty. Now it smells like Clorox.

Interviewer

It smells like Clorox? Do you taste it too?

Interviewee

I don't drink it.

Interviewer

Don't drink it, okay. So what do you drink?

Interviewee

I buy my water.

Interviewer

Okay, yeah so, hauled water, or bottled water?

Interviewee

Bottled water.

Interviewer

Okay, and to shower and that kind of thing, what do you do?

Interviewee

Well I use that to shower.

Interviewer

Okay, the piped water?

Interviewee

For drinking and cooking, we buy the water.

Interviewer

Are you from [REDACTED] or?

Interviewee

[REDACTED]

Interviewer

Okay. Nice. And so have you always been on the piped system? Or did you start on the hauled system?

Interviewee

Always, always on the piped.

Interviewer

Has it gotten? Has it changed over time?

Interviewee

Yeah.

Interviewer

Has it gotten better or gotten worse?

Interviewee

I think it's the same.

Interviewer

Okay.

Interviewee

Well, it's not like it used to be.

Interviewer

Okay.

Interviewee

It used to be rusty. We used to have brown water. You could smell the rust. Now it smells like Clorox.

Interviewer

Okay, so what is that, an improvement? Or is that? I mean you don't use it, so that sounds like it's not a good, good thing.

Interviewee

I boil it before I wash dishes with it.

Interviewer

And then that takes a lot of electricity, right to boil it. Okay, and so what what's the biggest use of water in your household? What do you mainly use?

Interviewee

Everything.

Interviewer

Everything, yeah, yeah.

Interviewee

Cooking, cleaning,

Interviewer

Eating, showering, everything.

Interviewee

We have a big house.

Interviewer

[REDACTED]

Interviewer

Are there things that you like about your system? Or what would you change? If you could change something about it, what would you change?

Interviewee

Drinking water.

Interviewer

Yeah. Would you keep it? Would you keep it as piped and just take away the chlorine smell? Or what would you?

Interviewee

I don't know. Is there another way to get water besides having the piped water? Well, actually, I do. I was living in [inaudible]

Interviewer

Okay, okay. Did you like the well system?

Interviewee

The water was easier to filter.

Interviewer

Okay. Okay, and did it taste better?

Interviewee

Mmhmm, a lot better.

Interviewer

Did you have to go in and use [inaudible]

Interviewee

No the

Interviewer

It was still hauled? Like the water delivery would?

Interviewee

Well there was actually no delivery. It actually was like an old well system that they were using. [inaudible]

Interviewer

Got it. And do you prefer that kind of system because of the pace.

Interviewee

Yes, mmhmm.

Interviewer

Did it come in piped?

Interviewee

It was [inaudible] It's filtered already.

Interviewer

And that helps to [inaudible] for everything too.

Interviewee

[inaudible] the management [inaudible]

Interviewer

Okay, okay got it. That makes sense.

Interviewee

But I don't think they have that type of good water.

Interviewer

Yeah. Okay. This was some ground what, like the source water is not clean?

Interviewee

Not as good as the well where I was [inaudible]

Interviewer

Okay, that makes sense. [REDACTED]

Interviewer

Yeah, yeah. So what do you think about the new piping that like if more people are moving on to piped water? Is that a good thing? Or what do you think?

Interviewee

Yeah, I think its that or water delivery. [inaudible] better than the piped water.

Interviewer

Okay that makes sense. I'm going out of my head here. I think I hit all of our questions. Let me just make sure I haven't missed any.

Interview 32

[REDACTED; Introduction]

Interviewer

Nice, that's a good place to be. And what do you feel about water? How's your water system here and is it reliable? What do you are you on piped or hauled?

Interviewee

I am on piped water. I did rent a haul water situation that wasn't that bad. Just had to watch.

Interviewer

The levels?

Interviewee

Yeah. [REDACTED] The only thing hooked up when you had hot water held water, the only thing hooked up to your sewer tank that got evacuated was the toilet. The other water just went off to the tundra.

Interviewer

Okay.

Interviewee

Okay, [inaudible; likely "stopped that"]. And every all everything you use the water goes to the sewer tank. Okay. So that's the hauled water situation. The piped water situation, the pipes are old. And where I live, the pipes are very old. But they work and I have a circulation piped system.

Interviewer

In the house?

Interviewee

It's outside of the house. My house, the pipes, it's a long way from the main. So I have a circulation pump and a heat tape system, it goes to the main from the exterior of my house.

Interviewer

And so if that happens to freezes, does it hit back to the main pipe or just

Interviewee

No, if that happens to freeze. I'm, it's just my house.

Interviewer

Just your house, okay, okay.

Interviewee

And it's not even, we can't even thaw it, you just have to replace the pipes. Now, my neighbors that have [REDACTED], they don't have that intricate system, but they're just told to leave the water running. And if they don't, and I had a neighbor with little kids that turned off the faucet, you know, they don't know that this were a little kid. They had to have it replaced.

Interviewer

Oh, that's and how often do you think that, I mean, does that impact people often?

Interviewee

Oh, you just have to be on top of that. I had another neighbor this past winter. Somehow, you know, when the pipes burst, they freeze and expand, and then when it thaws, unless you shut off the main, the water will keep running. So I did have a neighbor. And I had this a couple years ago with another neighbor, where there was just a skirt of icicles around the house. All the way around. So you knew what happened.

Interviewer

Oh no, the whole thing had flooded?

Interviewee

Yeah, so the flooring and insulation and everything. I've had frozen pipes, but I turned off the main until the pipes got fixed. But if you don't do that, that's what happens

Interviewer

Okay. Okay, and so did you replace when your pipes froze? Did you replace it?

Interviewee

Yeah, they replaced and soldered, but then it happened again. So we replaced them with plastic pipe. Plastic pipes can freeze easily so I have to really insulate and keep on top of that.

Interviewer

With the heat with the heat tracers that you said?

Interviewee

Oh, I don't have heat tapes inside. I have, I'm gonna insulate it a little bit better. I took out where I saw the weak point was and insulated it but I'm gonna insulate it better because I think that was the area. But this past winter, it was fine. There was when you use plastic pipes, you use them because they don't break when they freeze. They can expand. But the tradeoff is they can freeze [funny 03:34], easy.

Interviewer

Okay. So when did you when your whole set of pipes froze, did you replace it? Or did someone come in and replace it for you?

Interviewee

I had I had a certified plumber do it.

Interviewer

Okay. Okay, that makes sense. But then then some of that kind of installation. You said you were doing?

Interviewee

I can do that. Stuff I can do.

Interviewer

Yeah. And so in terms of the quality of water, do you like the piped water? Does it taste okay?

Interviewee

It varies. It's different times of the year. It varies, and sometimes they're flushing the pipes, or if they shut them off to work on something, they can be kind of funny colored.

Interviewer

Is the variation seasonal?

Interviewee

Oh, I don't have a pattern to it. I have the filters. I have filters.

Interviewer

Okay, so nice. Okay. Inside your house with filters?

Interviewee

Yeah. I have one for the hot water. And one for all the water when it comes in.

Interviewer

Got it. Got it. Okay. And are there things that you would change about the piped system or about your system in general?

Interviewee

I don't know that much about it. I do tell people that are getting hooked up, what, you know, that how that works, the circulation and all that. and I tell them how it works.

Interviewer

Did you, was that something you had to pay for? Is that or was that there when you bought the house?

Interviewee

Oh, I bought the house from the original people that built it and that was how it was installed. And what the circulation system does is it just puts it back into the main without having to leave water running in the house.

Interviewer

That's great. And just doesn't let it freeze. Right.

Interviewee

Yeah. It filters back into the main instead of down the drain.

Interviewer

Haha, cool. I like that phrase, I like that. Okay. Is that something that, I mean, can more people do that? Is it expensive?

Interviewee

It's just another way of [inaudible]

Interviewer

Yeah, yeah. Okay. Okay. What's your thought on, I mean, more and more people are moving from hauled to piped? Is that, is that a good direction to be moving? Do people like the hauled?

Interviewee

Oh, some people like the hauled. They do. They figured they have a better handle on the water being clean and tank being clean and some people prefer the hauled but it's more expensive. The bills are higher.

Interviewer

Okay. Okay. And have you had any service delays or interruptions?

Interviewee

Well, they let they tell. They tell us ahead of time when they're gonna shut off to fix something.

Interviewer

Okay. And how often does that happen?

Interviewee

Some summers, it's a lot. Sometimes it's not. There was something in the middle of the winter where they had to fix something, but it wasn't cold enough to freeze things.

Interviewer

Okay. Okay. So it's I mean, in general, you said happy with your water system. You like it? No major complaints?

Interviewee

Yeah, I can live with it. That's fine.

Interviewer

Okay, well, and then the last kind of couple of questions is some people pack water out in the villages, and that kind of thing. And do anyone, does anyone do that I mean, in [REDACTED], or?

Interviewee

Probably because, you know, when I drive home I on the on the, I drive by the one of the city buildings where the trucks go up and get their water. And there's a little sidestep thing where people can buy water, fill their own little tanks. And some of them have big tanks in their truck. And some people are just filling little five gallon things. Okay, so that's the water that's being hauled.

Interviewer

Okay, got it. Got it. But it's probably more expensive.

Interviewee

Well, no, they're just I don't know what it charges. I don't think I think they save money that way. And maybe they don't have running water in their house. They're getting it themselves and taking it away.

Interviewer

Okay, yeah. Okay. Do you feel, and so you have quite a few filters. Once it's gone through all the filters do you think you feel comfortable that it's safe to drink?

Interviewee

Yeah, or it might be time to change a filter.

Interviewer

Okay. Yeah. So does it ever taste, like you can taste it when you need to change it or does it ever taste?

Interviewee

No I, what happens is it looks like the water pressures going down, it just means its clogged up. Another thing that hauled water people have to deal with in the winter, is they have to be on top of the schedule of when their sewer is being evac-ed , okay? Because they have to put a heat tape they have to plug it in and actually cook that. Or heat it. If you leave it plugged in your electric bill [inaudible]. But if you know, day or two before they pick up your sewer, depending on what kind of insulation or tank system you have, that's another thing that hauled water people have to be on top of. [inaudible] plugged in there. Yeah. And then when breakup happens if they live in the floodplain. You don't want that tank to..

Interviewer

Burn out?

Interviewee

Yeah. And if it's under the house, if you just pin it against some boards against the house [inaudible]. If it rises it could break the pipe into the exhaust pipe [inaudible] Or they weigh it down with sandbags because its not under the house. During break up those things can float.

Interviewer

Yeah. Okay. Yeah. Okay. Okay. That's, yeah. And so is that have you seen tanks going off?

Interviewee

They don't go off without the [inaudible] and break the pipes. It's kind of a biological hazard.

Interviewer

Okay. Yeah, that makes sense. So, are you in a neighborhood that has primarily piped?

Interviewee

Yeah, my neighborhood is all piped water. And one of my neighbors built this tall house, right next to me thinking they could hook up to my system, but that would mess up my circulation and heat tape. So they're gonna have to figure something else out.

Interviewer

Like he's gonna hook into your pipe without hooking into the main?

Interviewee

Well, yeah, because that's where it's located. It would make sense. But at top of that, I have a circulation and the heat tape system that would get compromised. They didn't ask me that they just built this house. Yeah, I think whoever buys the house after me if I sell it and whatever, I'll tell them that that's something that might come up.

Interviewer

Yeah, like be aware.

Interviewee

And then the other thing is across the street. When they hooked those guys up to pipe, they had to do a septic thing that they had to hook up to my sewer pipe and have a valve put in and stuff because if that backs up, I don't want it backing up into my house. For some people that have those nightmares, depending on where their house is located. So I think people when you live in [REDACTED], you just have to be knowledgeable, this kind of stuff. Whereas when I grew up in [REDACTED] it was just hot water cold water. No worries.

Interviewer

Do you think most people are knowledgeable and aware of it?

Interviewee

They have to be. But there's people that are new and they have to listen and really look at stuff. It's a learning curve, but they can get it or they are gonna have consequences.

Interviewer

How do people learn? Do they learn from neighbors or do they learn from

Interviewee

Well they find out that you can take a quick navy shower. You know, when I was when I was in a rent situation like that, you just, you just get all wet. Turn it off, lather up. Then rinse it off.

Interviewer

Yeah, it's just like learning trial by fire kind of thing. Like run out of water and next time you do it faster. Yeah. Okay. Okay. And when things are broken, or like, are there is there someone that you had a plumber that came back? Is there like one plumber that comes in?

Interviewee

No, but they're all very busy.

Interviewer

Yeah, I'm sure.

Interviewee

The longer the cold spell is the busier or more behind they get.

Interviewer

Because more pipes are breaking and freezing.

Interviewee

Yeah.

Interviewer

Okay. Okay. All right. Okay. And that's until like for your neighbors next door that were young and learning. Did you have some [inaudible]?

Interviewee

Well, I didn't know I don't know who they were. [REDACTED]

Interviewer

That's the icicle skirt?

Interviewee

Yeah.

Interviewer

Okay, was there anything else that I should have asked you that you wanted to tell us about water and [REDACTED]?

Interviewee

I just think you know, when I moved out here and when other people move out here, they're gonna have to learn what they got. And work with it. Yeah, that's basically it. Yeah. Okay.

Interview 33

[REDACTED; Introduction]

Interviewer

Yeah. What kind of what are you guys getting where you live? Is it like you're a piped? Or do you have hauled water?

Interviewee 1

We have hauled water.

Interviewer

Hauled water, okay. Okay. And so when you so someone's bringing the hauled water to your home, do you have anything from when it gets into your home that you're drinking? Are you drinking it straight from what comes out of that pipe?

Interviewee 1

No, we actually get five gallon buck- the bottles?

Interviewee 2

The blue one, you know the big jugs.

Interviewee 1

The big filtered jugs.

Interviewer

Okay, so that's what you drink. Are you cooking with that? Or you cook with what's coming out of the tap?

Interviewee 1

Depends. If it's like rice, we use our pumped like our filtered water. Same with ramen noodles.

Interviewee 2

So if you're boiling it, it's okay.

Interviewee 1

Yeah, so if I'm just doing like spaghetti noodles or macaroni, I'll use the regular water.

Interviewer

Yeah, cool. How's the like taste and smell and all that?

Interviewee 1

It does have like a chlorine-y smell. It's like a yellowy brown?

Interviewee 2

Yeah. It has a different color. If you do drink it even though it's kind of filtered, you're you're gonna have an upset [inaudible] toilet.

Interviewee 1

Yeah, you're gonna have a tummy issue afterward.

Interviewer

Do you have any challenges with the water getting into your home? How often do you have it delivered?

Interviewee 1

So my landlord pays for it. She wants to move us to every other week. But I like it, right now we have every week. Which is nice.

Interviewer

Yeah. Okay, so as of right now you're never running out of water?

Interviewee 1

Mm-mm.

Interviewee 2

Not yet. We will be soon though.

Interviewer

Um, how was your experience with the delivery? People bringing it to you, any challenges? I know it kind of changes a little seasonally of how challenging it might be to get the truck to you?

Interviewee 1

Only issue we've ever had was our pipes were frozen on the outside. And so they weren't able to give us water.

Interviewer

Gotcha. Okay, what do you do in that case?

Interviewee 1

We have to bang the pipes in order to get the ice out. And then we have to retry.

Interviewee 2

Yeah, so they can deliver it to you after hours, but it's gonna cost you like 150.

Interviewee 1

Yeah

Interviewer

Okay that's a bigger expense

Interviewee 1

On top of what you're already paying. Which is like 100 and something, I think, for delivery.

Interviewer

How is that affordability wise of what you're paying for your water? Does it feel comfortable? Does it feel

Interviewee 2

It's \$300

Interviewer

A month?

Interviewee 2

Yeah. But that should be twice weekly. I think it's like every week, every time you get water. It's like 150.

Interviewer

Gotcha. Okay, if something does break, no you're renting. So maybe that's part of this. But if something does break, what do you do? Are there people you can call or you just call your landlord and they figure it out? Or

Interviewee 1

We just let our landlord figure it out.

Interviewee 2

I don't know, otherwise.

Interviewer

That's the wonders of renting.

Interviewee 1

Right

Interviewee 2

[REDACTED] is so tiny and limited. There's a lot of jobs too, so pretty sure it will take a while.

Interviewer

Yeah, yeah, that makes sense. Okay. Um, what would you change about your system, if you could change something?

Interviewee 1

If anything living in a house that had water piped to the house rather than deliveries.

Interviewee 2

Like the lower 48

Interviewee 1

Yeah, just so you have it. You don't have to worry about getting a delivery. Oh, are my pipes gonna freeze today? Well, I can water.

Interviewee 2

Yeah, you can use as much as you want.

Interviewer

Yeah, you're not limited

Interviewee 2

[inaudible] So where we live, we have a smaller

Interviewee 1

We have two smaller tanks

Interviewee 2

Water heater tank thing, tiny, tiny.

Interviewee 1

Oh yeah, our water heaters super small.

Interviewee 2

It's like this big. Yeah, so you have to turn the water on and off

Interviewee 1

And its about this tall. So in between showers, after you put shampoo on you gotta.

Interviewee 2

Turn it off.

Interviewee 1

Yep. And then when you rinse, put the conditioner on. You got to shut it off. And then you can turn back on

Interviewee 2

If not, you will go through [inaudible] so. Has anyone told you about the toilets?

Interviewer
No. Tell me.

Interviewee 1
Oh dear

Interviewee 2
If it's mellow.

Interviewee 1
If it's yellow, let it mellow, if it's brown, flush it down.

Interviewer
Oh yeah. Because you're limited.

Interviewee 2
Because the water is so limited.

Interviewer
Sure. It's not fun but

Interviewee 2
Like if you go to the airport, the bathroom, have you looked?

Interviewer
No

Interviewee 1
They're awful

Interviewee 2
Before you leave, go look.

Interviewee 1
Go look

Interviewer
Okay. Alright.

Interviewee 1
But yeah, our waters pretty much a yellowy brown looking color. I mean, it's like light, but it's still noticeable.

Interviewee 2

Go look at the toilet at the airport, you'll see what we're talking about.

Interviewer

Okay. All right. What about what about the like pipes and other parts of town right? So part of [REDACTED] is piped in part of its hauled. Is that piped system something that you would like want to be on? Is that seem like it's better? It seemed like it's pretty similar?

Interviewee 1

I think it would be better.

Interviewee 2

I think it probably just goes into a one big sewage tank. Because I bet you they're all one owner [inaudible]

Interviewer

Oh, where the water comes from in the very beginning? Before it goes onto a truck, and before it goes through pipes?

Interviewee 2

Oh wait, no, I'm talking about something else. My bad.

Interviewer

Oh are you talking about sewer? Because I always think about water but sewer is a big part of this too. So yeah, yeah. Okay.

Interviewee 2

Okay. So repeat yourself then, sorry.

Interviewer

What was I asking, oh, so, and other parts of town where it's piped. So from the treatment plant. So right now you're hauled water, it comes from the treatment plant, it goes into a truck and then it goes to your home. The other way that could work is at the treatment plant. It goes through a pipe and then it goes to your home through that pipe. So all of the raised pipes that you see in like a different part of town, but

Interviewee 1

[REDACTED] I believe, we still have pipes on the outside. But we still get pumped water. I think it's just the buildings like the houses in like the middle of the town area, they are on piped but other than that, everybody else is on delivered water.

Interviewer

Okay. Okay. Yeah, that makes sense.

Interviewee 1

I definitely would love piped water.

Interviewer

Um, let me make sure I've covered all the questions I want to cover. What do you like about your water system? What is good about it? If there is something?

Interviewee 1

The only thing I kind of like is I don't have to worry about because my landlord pays for it. So it's just out of our rent. So that's like the only benefit of it.

Interviewer

Yeah, that's fair. And you mentioned your skin and hair, it's not?

Interviewee 1

Yeah, my hands

Interviewee 2

Yeah, it's gross. She dries [inaudible]

Interviewee 1

Yeah. So like, I've actually started losing my hair. And I've only been here four months. She's lost some of her hair.

Interviewer

Yeah. Have you thought about like extra filter systems? For like your shower or anything like that. Is that

Interviewee 1

I don't even know how to get those.

Interviewee 2

We would have to talk to our landlord to see if we could even do it.

Interviewee 1

Like we can't make any changes to our [inaudible] home. So like any water thing? Yeah. She's a stickler.

Interviewer

Gotcha. Okay. Let's see, anything that I'm missing here?

Interviewee 2

Your parents have one though

Interviewee 1

Oh, yeah. My parents do have one. Yeah, you can definitely see. So they just actually got two new plastic water filters. And they're hung up before they were on a metal tank for their water. And so it was just it was just so rusty too like, coming out.

Interviewee 2

Turned brown quick. The filter.

Interviewee 1

Yeah, the filter. I don't even see anything brown in here that would represent but it's just like, a reddish brown.

Interviewee 2

And it's only been like a couple of days doing it [inaudible]

Interviewee 1

Like their second or third day after putting it in, it was just completely brown.

Interviewer

Yeah, yikes. Okay.

Interviewee 1

So I don't recommend metal water jugs.

Interviewee 2

I guess they did that back in the day that was cheaper [inaudible] I don't know exactly.

Interviewer

Yeah. Yeah. It does sound like a lot of the the upgrades and the newer things are getting more of the plastic. The the metal has some challenges there. Do you notice differences? So if your parents, your parents have an extra filter on there, what are, it sounds like, so do you notice a difference between your water and their water?

Interviewee 1

Their water is clear. Definitely seems a little bit it doesn't smell as like chlorine-y. Like chemical based.

Interviewer

Yeah. That makes sense.

Interviewee 2

I don't know, I can't say. I haven't noticed so.

Interviewee 1

I did.

Interview 34

[REDACTED; Introduction]

Interviewer

Do you have piped water? Do you have just water get delivered to your home?

Interviewee

No

Interviewer

Or do you go get your water?

Interviewee

Oh piped water.

Interviewer

Piped water. Okay, so it just comes straight to your home. Okay. How do you like that?

Interviewee

It's good.

Interviewer

Okay

Interviewee

Yeah.

Interviewer

Do you ever have any challenges with it? Does it do you ever have

Interviewee

Sometimes the pipes freeze. We have to go get it but other than that, not really.

Interviewer

Okay, yeah. Is that so mostly kind of like seasonally in the winter, you might have some frozen things, but other times of the year it works well?

Interviewee

Oh, yeah.

Interviewer

Okay, cool. Do you do anything with your water when it comes to your home? Do you ever like Do you have any filters in it? Do you drink what's coming right out of your tap?

Interviewee

Well, I have a Britta filter on my faucet.

Interviewer

Cool. Cool. Don't worry, you're doing great. Yeah, these are not these are not questions to get right or wrong or anything like that. So you're Yeah, totally fine. Well, and so then anything you're What are you using for water otherwise when you're washing or cleaning?

Interviewee

Well, it's just regular tap water.

Interviewer

Yeah. Cool. Awesome. How do you feel about the taste? The smell?

Interviewee

It's alright. Yeah

Interviewer

Cool. Okay, nice. That's good to hear. That's what I like to hear. Yeah. So is there any or ever anything? I guess if your pipes do freeze, what do you do about that? When it happens? Is there anything that you're able to do? Does someone else come and help you with it?

Interviewee

My husband usually goes to the well and fills it up. Fills like buckets and stuff with water.

Interviewer

Yeah, okay. Yeah. Cool. And is that that's like a central well, for the town?

Interviewee

Yeah.

Interviewer

Do you have to do anything? Does the pipe just eventually unfreeze? Or do you have some thing

Interviewee

We have the maintenance guys from [inaudible] will usually put heaters and [inaudible]

Interviewer

Okay, cool, good. Is there anything you would change about your water?

Interviewee

No.

Interviewer

Works good?

Interviewee

Yeah, otherwise it works fine.

Interviewer

Yeah. Yeah. Do you most people in your community have piped water like that? Or do you ever just do other people go to the well and do some other things?

Interviewee

I think it might be about half and half.

Interviewer

Cool. Okay. Nice. Affordability wise, do you, the piped water, is it metered for you guys? Do you pay for how much you're using? Or do you just pay like a flat rate every month?

Interviewee

Actually it's included in my rent so I have no clue.

Interviewer

Oh, cool. totally great. Yeah, no problem. I'm gonna check my little cheat sheet here and just make sure I'm not missing any questions, but I think I got the wrong form. Okay, all right. I just want to make sure I'm not missing any questions. Now, that's great. Um, okay. Is there anything else about your water that you think I should know? Is there anything that you, any big differences from you said you were in [REDACTED]?

Interviewee

[REDACTED]? Oh that one you could taste the chlorine they put water. Oh, yeah.

Interviewer

So you like the taste a lot better here?

Interviewee

Oh yeah.

Interviewer

Cool. Okay. What about any of the other communities you were in before you were in, you said you were in [inaudible] is that right?

Interviewee

Those never had any issues with the freezing.

Interviewer

Okay, cool, and you've always been on piped? You've never had any hauled water or?

Interviewee

Mm-mm.

Interviewer

Okay. Okay. I think those are all the questions I have. Do you have any questions for me?

Interview 35

Interviewer

Nice, okay. And how do you get how do you get water there?

Interviewee

We haul water. [inaudible]

Interviewer

Okay, and so it's ice packing during the winter.

Interviewee

And rain water.

Interviewer

And rain water, is there like a washeteria or like a treatment plant?

Interviewee

Yeah. Like a laundromat?

Interviewer

Laundromat, yep, yeah. But you usually, how much do you get from there versus the river or rain.

Interviewee

We don't get any from there.

Interviewer

Nothing from there. It's all rain and pack. Okay got it. And in your household who's doing that?

Interviewee

My brother-in-law and my brother.

Interviewer

And how often do they have to go?

Interviewee

I don't know, in the winter I think its like every week and a half and then in the summer time its [inaudible]

Interviewer

Oh yeah. Nice. Every 10 days okay. And they carry it on a sled in buckets?

Interviewee

Yeah.

Interviewer

Nice. Do you like that system? Does it work for you?

Interviewee

Yeah. But sometimes [inaudible] I don't like getting water from rain. I prefer that than the [inaudible] water, like for drinking. Because you can taste the [inaudible] even if its filtered you can still taste it.

Interviewer

Mm [inaudible] you taste the chemicals?

Interviewee

Chlorine

Interviewer

Yeah chlorine. Yeah, no totally. Do you get enough water? Do you feel like it meets your needs?

Interviewee

Yeah.

Interviewer

Do you ever run out of water?

Interviewee

Sometimes in the summertime because [inaudible] and then you have to get the bottled water [inaudible]

Interviewer

Okay, that makes sense. What do you do if you're waiting between rains and you've run out of water? What do you do?

Interviewee

[inaudible]

Interviewer

Bottled water, okay. And so do you use that water for drinking and for showering and for cleaning and, what are the main uses of your water?

Interviewee

For the bottled water?

Interviewer

Or just water in general?

Interviewee

Oh yeah we use it for all of that.

Interviewer

Yeah, for everything. Okay, nice. Is it so you prefer the taste of the rainwater and ice water over? What do you think about bottled water, does bottled water taste?

Interviewee

Some bottled water [inaudible]

Interviewer

Yeah, yeah, yeah.

Interviewee

But otherwise [inaudible]. Like lately my favorite water is [inaudible] Fiji water.

Interviewer

Mm, yeah Fiji water is, that water is yummy. Okay, nice, nice. but is there anything you would change about your system like, if you could do like, what do you think about piped water? What do you like about being here in [REDACTED] for school? What do you think about piped water?

Interviewee

I feel like its [inaudible] especially for like laundry, and showers. Because sometimes we get [inaudible]

Interviewer

So if you could switch, would you switch to piped water?

Interviewee

I think it just depends like the water [inaudible] which I like because you can fill up your tank [inaudible] but then we also have [inaudible] water to use, like we'll have both of them.

Interviewer

A bit of both

Interviewee

Yeah.

Interviewer

Okay, yeah, that makes sense. Is bottled water expensive? Do you have to pay I mean do you find it expensive?

Interviewee

[inaudible]

Interviewer

Yeah, you're good, nice nice.

Interviewee

As long as its [inaudible].

Interviewer

Yeah, yeah, totally. Do you filter the rain water, or ice water, or what do you do, are you able to just drink it straight?

Interviewee

Sometimes we just use a cloth [inaudible]

Interviewer

Yeah, nice. And you feel like it's all good to drink? You feel safe with it?

Interviewee

Yeah, in my opinion.

Interviewer

That's awesome. Is there anything you would change about the way your water works?

Interviewee

Maybe just add the option for running water in [REDACTED].

Interviewer

Nice. Does anything ever break or do you have any issues with the sleds and collecting it or it's like the rain gutters break? Do you have any issues with like freeze or anything like that?

Interviewee

Nope, not that I know of.

Interviewer

Okay, and it works well, nice. I think that's all the question I have. Anything else that I should have asked.

Interviewee

I don't think so, I'm not thinking of anything else.

Interviewer

Thank you that's perfect. That's awesome.

Interview 36

Interviewer

Okay, that makes sense. How do you get water? In [REDACTED] or whichever you feel more comfortable talking about.

Interviewee

Well here I filter the water.

Interviewer

Okay.

Interviewee

[inaudible]

Interviewer

Okay, nice. Are you on a piped or a hauled system?

Interviewee

Piped.

Interviewer

Piped. Nice, nice.

Interviewee

But we go through so much filters cause of how gross the water can be.

Interviewer

Is it, what's gross about it?

Interviewee

[inaudible] I don't want to say moldy, but some kind of um residue [inaudible]

Interviewer

Yeah, okay. So if you don't filter it, does it taste weird? What do you think about that?

Interviewee

Uh I don't know I don't

Interviewer

Oh yeah that's fair.

Interviewee

[inaudible]

Interviewer

Okay so you are on piped water, what do you like about the piped water?

Interviewee

I don't, sometimes its. I don't know.

Interviewer

No yeah, that's fair.

Interviewee

[inaudible]

Interviewer

How do you usually collect water?

Interviewee

Rainwater, or we go [inaudible]

Interviewer

Yeah, packing it?

Interviewee

Yeah.

Interviewer

Yeah, no that makes sense. If you could switch systems here, could you pack here? Could you collect water here?

Interviewer

You have [inaudible]

Interviewer

Okay yeah, that makes sense.

Interviewee

[inaudible]

Interviewer

Yeah no that's fair. So would you switch off the piped water to do rain collection here?

Interviewee

Yeah.

Interviewer

Are you renting here?

Interviewee

I am. I don't like the water here because it makes my skin dry [inaudible]

Interviewer

Your skin doesn't get dry in [REDACTED]?

Interviewee

Mm-mm.

Interviewer

Yeah, my skin has been so dry, my lips are all chapped. Yeah, yeah.

Interviewee

So what are you doing this for?

Interviewer

[REDACTED] Is there do you get enough water here in [REDACTED]?

Interviewee

Yeah, its fair. If not then I get the bottled water.

Interviewer

Yeah. Yeah. Okay.

Interviewee

[inaudible]

Interviewer

Okay, okay. Have you run into like over the winter, did you run into any issues with the pipes freezing or anything like that?

Interviewee

No.

Interviewer

No. All good. Yeah, and your landlord was taking care of it otherwise?

Interviewee

Yeah. [inaudible]

Interviewer

Good. Is it is the water affordable or is it expensive?

Interviewee

It's kind of, I mean, I don't know how to answer that because my [inaudible]

Interviewer

Oh great, nice, so you don't have to worry about it.

Interviewee

It's still kind of expensive

Interviewer

Oh, okay, so it's all in one.

Interviewee

Mmhmm. So I guess [inaudible]

Interviewer

Do you have to change the filter or does your landlord come and change the filter?

Interviewee

Oh I have the Brita water filter. [inaudible]

Interviewer

Nice okay. How often do you change the Brita filter?

Interviewee

I change it once every month.

Interviewer

Every month. Yeah, that's fair. Yeah. If you could change something about the water system here what would you change?

Interviewee

Oh you know for my [REDACTED], I don't know what they are called, it filters the whole, I don't know how much water. They are installing those into each [REDACTED].

Interviewer

Oh cool. So you'd rather have that here where it's like filter in line at your own house. Okay. So it's still like your ideal system would be piped from the plants but then it has its own treatment at your house. So you can make sure it's all clean and whatever moves from the chlorine taste

Interviewee

Yeah [inaudible]

Interviewer

Yeah, no that makes sense.

Interviewee

There's no running water in [REDACTED]. We all depend on

Interviewer

Packs and rainwater. Yeah. Do you ever run out when you're packing?

Interviewee

No with rain [inaudible] pack a lot of it a few gallons [inaudible]

Interviewer

[REDACTED]

Interviewee

Well, yeah I think [inaudible] gallon [inaudible]. A really big water tank in our the house.

Interviewer

Yeah, the tank's inside the house?

Interviewee

We have a tank inside the house and then we have a [inaudible]

Interviewer

Yeah, that makes sense. Okay nice. Okay I think that's all my questions. Is there anything I should have asked you that I didn't know.

Interviewee

No.

Interviewer

No. That's it. All right. Okay. Well, that's great.

Interview 37

[REDACTED; Introduction]

Interviewer

How do you get your household water?

Interviewee

Comes from the river. And then they [inaudible] chlorine [inaudible] We don't drink that water.

Interviewer

You don't. What are you drinking?

Interviewee

We use rainwater or ice water for drinking water.

Interviewer

Yeah, yeah. Like your rainwater catchment off of your roof?

Interviewee

Off the roof or we get ice.

Interviewer

Yeah, packing it. Nice. Is it a taste thing?

Interviewee

The water we have we have a filtration system, but it doesn't clean everything out. And you can just taste all the chemicals in the water. And so [inaudible] you know you cook or you have tea, its just tastes better. So you're just used to it. But we [inaudible] of all that chlorine.

Interviewer

Does it meet your water needs?

Interviewee

Yeah it does. But it's just out of a bucket.

Interviewer

So the treated water, with the chlorine taste, its out of the river, is it then hauled to your house?

Interviewee

No, we have a water and sewer system.

Interviewer

So piped?

Interviewee

Yep, piped.

Interviewer

And is that, it tastes chlorine-y, but does it look?

Interviewee

It's clear, but you're at [REDACTED] so whatever comes from upriver comes down.

Interviewer

Yeah, all the way down.

Interviewee

Yeah, so you can only clean so much of it. There's no other source of running water.

Interviewer

Yeah, and do you like the system, does it work well for you?

Interviewee

It's been there for [REDACTED] years, it's a convenience, it's way better than what we had. We didn't have anything.

Interviewer

So before it was all either rain or packed water?

Interviewee

Rain or packed water. You get used to that. This just makes your life a lot easier.

Interviewer

And so you use it for showering, for cleaning

Interviewee

For showering, for washing dishes too. Use some of it for like cooking once in a while. Maybe make soup or something.

Interviewer

Where you're not worried about the taste of it.

Interviewee

Yeah.

Interviewer

Okay that makes sense. Do you ever run out of water, is that ever an issue?

Interviewee

We only did in [REDACTED] because there was a flooding in the system. [inaudible] the system off.

Interviewer

Oh wow.

Interviewee

I think it was almost two years or so or some places went two years without water and sewer systems.

Interviewer

Wow.

Interviewee

Cause the state came in and they were really slow.

Interviewer

Yeah, just a matter of replacing everything. Oh yeah, that makes sense. Okay. So is the piped water, is it affordable, is it costly?

Interviewee

I think it's \$85 a month now, they knocked it down from [inaudible] over a hundred. So they knocked it down to 85. So not everybody can afford it. There's not enough jobs, not anything. That's one of the increments.

Interviewer

Okay, yeah, in terms of like [inaudible] pipes broken, flooding, are there any issues that you run into with it?

Interviewee

Yeah, you do in the wintertime, because you have to keep your heat tape on and [inaudible]

Interviewer

Okay.

Interviewee

But then the system can freeze too at the same time. They have they have heat tape that run through it but there's a lot of times it freezes over.

Interviewer

Have you had that happen to you?

Interviewee

I've had it, oh how many times [inaudible] someone to thaw it out or something. Our section part [inaudible].

Interviewer

Okay, so do you have to call someone else to come do that?

Interviewee

Yep you do. So, they have four guys that work there at the water plant. So they come over and thaw it out, and so they're only responsible for the exterior [inaudible].

Interviewer

So it doesn't freeze interior [inaudible]?

Interviewee

Some people have if you don't keep your, because if you leave right, and it freezes, some people [inaudible]

Interviewer

Oh, oh, and then does it flood when the water comes back on or something like that?

Interviewee

[inaudible] then you have to replace the whole system.

Interviewer

Okay, okay. So in general what do most people do, the combination of rainwater, pack, and piped?

Interviewee

Some people do and some people don't, you know not everybody used to rainwater because we have to filter it, we filter it through a Britta filter too.

Interviewer

Okay, in order to drink.

Interviewee

Yeah, in order to drink it. It's still not completely pure because you have sediments that come off, you know from the rain or from the [inaudible] something comes out but not everything comes out. And part of our town doesn't have water.

Interviewer

Okay.

Interviewee

[inaudible]

Interviewer

Okay, and so they're completely relying on the rainwater?

Interviewee

There's rainwater and now there's a [inaudible] system that you can come across to get water.

Interviewer

Okay, like a washeteria or something?

Interviewee

It's not a washeteria, its just a hose that comes out of the water plant.

Interviewer

Got it, okay, that makes sense. Is there anything you would change about the system as it is?

Interviewee

The [inaudible] system that they have is better than what they have in [REDACTED]?

Interviewer

Yeah.

Interviewee

So the one that they designed for is a box, so you can open the box up, it's insulated and [inaudible] so when sections break or they freeze, you can open up and heat that section up.

Interviewer

Oh, okay.

Interviewee

So when they first came we weren't too sure if that's going to be any good. But it's been over [REDACTED] years so it's working good. So, when you have certain areas, you don't have to change the whole system, you can change it right there. So that was a good design.

Interviewer

Great, is it more expensive that way? Do you know why they haven't done it here?

Interviewee

[REDACTED]

Interviewer

Yeah, and I'm sure COVID and all that kind of thing hasn't helped it. Well that's all, is there anything I should have asked you or anything I should know that we haven't talked about?

Interviewee

Oh, the only thing we would see that you know, like ours we still use a bucket, but if we had a better system that we could use, because people still use that so you have to use a [inaudible] Sometimes it'd be unsanitary [inaudible] if they designed a small system that you can use or people can use that are more safe than to

Interviewer

Like a system that would catch the rain water that would then keep it enclosed.

Interviewee

Yeah, like before we used to have a tank inside the house [inaudible] fill up with rainwater [inaudible] I wonder if we could figure out how we can make it more, somebody would have to design something that's more sanitary.

Interviewer

Than a bucket, no yeah that makes sense. Great, thank you.

Interview 38

[REDACTED; Introduction]

Interviewer

Oh wonderful. So how do you get your water?

Interviewee

Through the water plant.

Interviewer

And you have – is it piped or do you have someone deliver it?

Interviewee

It goes – no, it's piped. It's through the sewer system. Water sewer system.

Interviewer

Cool. Okay, cool. How do you like that? Does it work well for you?

Interviewee

Yeah. The water come in. It's better than having to pack it.

Interviewer

Absolutely. Have you always had piped water?

Interviewee

In my life? No.

Interviewer

Okay. When you were young, did you pack water?

Interviewee

Yeah, from the river we have to even go by boat to go to clear water.

Interviewer

Do you ever miss doing that? Are you kind of really happy that you don't have that chore anymore?

Interviewee

I think I'm more happy that we don't have the chore.

Interviewer

Yeah. Yeah. Um, who taught you about water when you were young? When you were packing water, was that with your whole family with your parents? Or?

Interviewee

Basically, everybody in the village. We all did it. The only people that didn't have to pack the water were teachers. Teachers and the principal.

Interviewer

Okay. Cool. Do you ever have any issues with your water now? Do you like the way it was?

Interviewee

In [REDACTED] there is because saltwater comes in. [REDACTED]. And so the tide comes up, saltwater comes in, especially if it's a certain wind. And so that saltwater gets into our tank if there's not enough water in there. And then comes to our faucet which if we don't have an osmosis filter and so everybody started getting osmosis filters.

Interviewer

And that makes it taste good?

Interviewee

Yeah. Yeah. So if you don't have one you're drinking saltwater. The [REDACTED] didn't have one either. Until we bugged them, but we only have so much if we could.

Interviewer

You use that filtered water for everything you do or is that for the drinking?

Interviewee

Just drinking

Interviewer

Okay and everything other stuff that you do with water?

Interviewee

Yeah. Washing and it doesn't matter what's in it as long as it's water. Clean water.

Interviewer

Do you always have water in different seasons? Are there ever any challenges with you know any issues with the pipe?

Interviewee

Only during the winter, it freezes. Then we don't have water.

Interviewer

Yeah. What do you do when it freezes?

Interviewee

We – [REDACTED]. So just have to call the maintenance and say, 'something's going on'. Yeah, yeah. So you've been out of water for at least three times this year. One of them was due to the [inaudible; likely "sub"] there was a problem with the freezing the sub so they had to turn off all the water for us to get the sub running. But the other ones were freezing water pipes.

Interviewer

And so your water is part of [REDACTED] housing. So, affordability-wise, is that just all included? You don't pay separately for that or do you pay for that?

Interviewee

It's people direct. Yeah, but it's probably our rent is so much cheaper than anywhere else. But it's included in everything. So is electricity.

Interviewer

Okay. I had my next question and then I lost it.

Interviewee

Were you gonna ask about the community?

Interviewer

Yeah, thank you. Yeah, so others in the community, how did they get there water?

Interviewee

Same way. They they're all piped. There is one house that's not piped. And they have to go to their relatives to water. A lot of them aren't having aren't getting their water for some reason, they go over to the laundromat to get their water and especially if they want the osmosis water. They just recently had a program where they can the community can get the osmosis filter and install it in your house. That was, I think it was last year. COVID time.

Interviewer

Cool yeah that makes sense. If you could change anything about your water system, would you?

Interviewee

Probably the location where there sucking it in from.

Interviewer

You don't – where is it coming from, what don't you like about that?

Interviewee

The saltwater comes in.

Interviewer

The saltwater, right.

Interviewee

To put it further over where the [REDACTED] kind of comes down here you know you don't get as much as the sea coming in.

Interviewer

Yeah. Yeah, that makes sense. Do you know if that salt water caused any challenges like in the pipes themselves? Do you know if there's any extra maintenance that has to happen because of that salt?

Interviewee

I don't.

Interviewer

That's okay. I think they're most of the questions that I have, but is there anything I didn't ask you that you want to tell me about? Or any questions that you have for me?

Interviewee

You were asking about whether I prefer one or the other. Well if I preferred the old way of doing things, we'd have our toilets not working. Sanitary issues. That's it. That's all I have.

Interviewer

Do you like having a flush toilet over honey buckets?

Interviewee

Flush toilets, running water. Water on demand. Showers.

Interviewer

Wonderful. I'm going to stop recording.

Interview 39

Interviewee

[REDACTED; Introduction]

Interviewer

Great. And how do you get your water?

Interviewee

We got a water plant over there. But I'd rather drink rainwater or boiled water, boiled tap water. That would be best.

Interviewer

So you, so you have a pump. So, do you go to the pump? And like get the water and then bring it home? Or?

Interviewee

No, we there's water service for everyone in [REDACTED], and but people that are like living on the, across the river, they gotta go to the water plant to get water.

Interviewer

So, someone brings it to you.

Interviewee

Actually, it depends on if people are like living across the river they take will get the water themselves.

Interviewer

Okay. And so you said you'd prefer to drink other water?

Interviewee

Boiled water or rainwater.

Interviewer

So you boil the water that that you have in your home? That that water from the pump? Do you boil it before you drink it?

Interviewee

If sometimes yeah, but there's once in a great while it'll be like brown or yellow. Okay, so that's how come I always liked to uh boil it.

Interviewer

Do you like the taste of it then when? Either before or after it's boiled?

Interviewee

Before or after, it depends on the taste. But there are some times you got to boil it because it'll taste how to say kind of gross like.

Interviewer

Is it gross like dirty or gross like chemically?

Interviewee

More of chemicals

Interviewer

Yeah. And so when you you like rainwater? Do you collect that? Or you just would like to?

Interviewee

We can collect them, but yeah, but we gotta wait for rainy seasons.

Interviewer

Yeah, so when it's not the rainy reason you really can't get enough to store?

Interviewee

But the water is nice and good when it's wintertime though. It's it's like how to say we're cold and fresh like, probably because the ice is like blocked off from the materials like from the mud. Probably what the water intake takes from our village, it's probably taken from the bottom close to the mud I guess.

Interviewer

Yeah. That's interesting. That's really good to know. If you do have rainwater when it is the rainy season and you collect that water, do you drink it straight from when you collect it?

Interviewee

Yeah, yeah, rainwater is best. Yeah, it tastes for us. Tastes clean.

Interviewer

Is that how you've always gotten your water and your family's always gotten there water? Or has it changed over time.

Interviewee

Lately, the water over there's been getting better now. I I'm guessing they're like, keeping an eye on the water more, I guess. Maybe

Interviewer

And you say when it's getting better, the natural water or the water from the plant?

Interviewee

The plant. It started to taste better. But there's some times that we gotta wait for him to repair the pipes though sometimes.

Interviewer

So, do you have times where something broke there so you don't get water?

Interviewee

Times, yeah. But last, last time, [REDACTED]. Some of them were like, underwater. You know, like how the land is right? In the pipes. It's like the boardwalk pipes are like bended.

Interviewer

Like not on purpose?

Interviewee

30 years they've been.

Interviewer

But the land kind of moving and kind of settling?

Interviewee

Settling down. Go sinking down. Yeah, that's how they bend.

Interviewer

And when that happens, things go wrong?

Interviewee

Sometimes, but most part is they just gotta wait, or watch what when when the pipes freeze. That's a big problem. Cuz sometimes the pipes do freeze at home.

Interviewer

What do you do when the pipes freeze?

Interviewee

We either get iced water or if not, we'd collect water from the powerplant. Now power plant, but water plant.

Interviewer

When you get the ice water bring it in and boil it or melt it down and then?

Interviewee

No ice water is all good we can just drink it how it is cuz ice water it usually melts from ice as we pickaxe and get ice.

Interviewer

Okay and then you just leave it and it'll melt and you can drink it.

Interviewee

yeah

Interviewer

And so for things that you're not drinking so for like washing and cleaning use the same water is the water that comes from the plant or the rain?

Interviewee

Yeah from the pipe or from the water plant we usually use but our village hasn't had any major accident or anything any major disasters since last time.

Interviewer

[REDACTED]

Interviewee

Usually time when when it becoming breakup we, we watched the river cuz saw sometimes the breakups can be river breakups can be pretty pretty scary. As long as we don't have high water it'll be good.

Interviewer

The water that you get from the plant is that affordable do you have to pay for that?

Interviewee

No, it's free.

Interviewer

Oh, it's free. Good. Okay anything you would change about your water?

Interviewee

I'd have to say the part plant might need to be remodeled maybe.

Interviewer

Mm, why is that?

Interviewee

Not like remodeled but more like cleaned as I should say cuz I saw, how to say it, how to say it, Oh I meant to say more organized like with their stuff, their equipment and stuff. Not all over not really literally all over but just need some more, how to say it, just to be ordered like orderly like know where the things are and but there's times our water plant needs more parts for people's housings.

Interviewer

So at people's houses sometimes their stuff breaks or they don't have or they need someone to come fix it.

Interviewee

Yeah. But the parts for from being shipped from city to the villages it's quite spendy.

Interviewer

Yeah. Right. If something breaks in your home are you able to fix it? Do you have that same problem where someone else has to have to fix it or do you have to wait for parts?

Interviewee

Usually when something breaks in the house with like if a water pipe break we'd call up the water man. For now in our village we got about four or five maybe workers for the water plant. We pretty much trust him though. We trust what they're doing. They try to keep our water clean.

Interviewer

That's good. Well, I don't think that I have any more questions for you. But is there anything else about water that you want to tell me that I didn't ask? Anything I should have asked you?

Interviewee

Not that I know of.

Interviewer

And do you have any questions for me?

Interviewee

Nope. That's about it. Okay,

Interviewer

I'm gonna stop the recording.

Interview 40

[REDACTED; Introduction]

Interviewer

Okay. Cool. That's awesome. No, that's awesome. Yeah, um, well, I guess Can we ask you a little bit about water? So how do you get your water?

Interviewee

I use tap water. Is that the question? How do I get my water? From my sink.

Interviewer

Do you have hauled your piped? Let's talk. Let's start, since we're talking cultural, let's start here and then.

Interviewee

Oh, God, I don't think about the water here.

Interviewer

No, that's fine. Okay. That's good to know.

Interviewee

I think it's piped. Yeah, right. Yeah. Um, it's filter. I mean, the I drink if I'm drinking water, I drink the water out of the drinking fountains. And oh, I looked the other day. I wondered if the water that goes in the ice machine is filtered and I don't think it is. And I was like, interesting. That's an interesting move. But whatever. Yeah.

Interviewer

There's potable coming out the plant.

Interviewee

Is it, always?

Interviewer

You tell us.

Interviewee

It is not always.

Interviewer

Their statement is that it's potable coming out of the plant.

Interviewee

Currently, right now it is. Um, yeah.

Interviewer

Okay, cool. Um, so do you ever I mean, it sounds like you don't have to think much of what's happening with the water here. So do you ever have issues here? Do you ever have like, not getting water here? Or?

Interviewee

We have a really good facilities guy.

Interviewer

Cool. That goes to my next question. If there's a break in the [REDACTED], who handles it?

Interviewee

Not me.

Interviewer

Awesome.

Interviewee

Well, yeah, water issues here. [REDACTED] deals with that. And, like, yeah, sometimes it's yellow coming out of the sink in the kitchen. But then you just run it for a while and it's fine. And I mean, my water is yellow at home always. So like, it doesn't I think that I am a little bit less anxious about water things than many of my friends. I'll put it that way. But also because like why you can't fix it. Like, I can't fix it. And so I feel like being anxious about it is a little bit of a wasted emotion, which is funny because I'm anxious about everything else. Everything else, but it's like, it's the one thing like the one thing I'm like, meh I don't know, whatever. It's probably not gonna kill me right now. But yeah.

Interviewer

Do you have any sense of why your friends are anxious about it?

Interviewee

No. They, I mean, my one friend that I'm thinking of is just extremely picky about how her water tastes. And I'm like, if it's no and I will say I am like that. If it has like a kind of that moldy musty taste, I'm like, this is an absolute no go for me. Which is funny because that tastes to me happens more often in like, you know, you put the jug on the water stand because people don't clean this the spigots. And so, like we have one of those that goes in the meeting rooms and I took it apart not too long ago, just like cleaned it because it was like this tastes funky. Cleaned it as much as I could put it all you know, flushed it with hot soapy water flushed it with vinegar. I was like, you know, just doing thing, put it back together. Of course that little taste is still there, because you can never fully clean that kind of stuff. But to me, that's really the only thing that I will be like, I will not drink this water, if it tastes like mold.

Interviewer

Probably a good standard.

Interviewee

But I grew up drinking tap water in [REDACTED], and it used to be the, like, best water that anybody had ever tasted. And then in within the last, like, [REDACTED] years or so, I mean, definitely after I left the house, but I would go back to my parents house, and they started chlorinating it and you could still-

Interviewer

Taste it.

Interviewee

Yeah. So like, I when I grew up, we would just drink out of the tap. Like, period. And now, I, that is its foul. So but a Brita takes it out, and I use a Brita at home here

Interviewer

Does it take out the yellow color at home?

Interviewee

Some of it. Not all of it.

Interviewer

Not, is it not super worrying though?

Interviewee

What am I gonna do? I mean, I'm not gonna buy water. That feels.

Interviewer

Are you piped at home?

Interviewee

Um, it's, uh, well, so my apartment building has its own well.

Interviewer

Is it so it's a private well?

Interviewee

I think so. There are not that many in town.

Interviewer

Right. [REDACTED]

Interviewee

Okay, well I am one of them.

Interviewer

Okay, there we go. Okay.

Interviewee

My water is like, this color. No, it's a little brown. It's like in between that and this. No, it's not actually that. Well, I mean, this shower, the shower is like that. I mean, that's thing. I don't know if people have talked about like, their showers being super rusty. But um, I. Yeah, I mean, it's bad. Like, it is not pretty. I was looking at it the other day, and I thought, God, I haven't cleaned this in a while because it's like, why, why bother? But it's super gross. So yeah, like my my Brita filter that you know, basket inside of it. That I replace the filter every month. I like scrub and scrub on that basket thing, but it doesn't really come off because it's just, it's on the plastic. And I think there's a little part of me that's like, yeah, does this look gross? Yes. What else am I going to do? I am not tying myself to purchasing water. Like my friend does that she'll be like, Oh, we ran out of water. It's like, yeah, your sink water is right here. And she's like, well, there's fecal matter in the sink water. And I'm like, Oh, it's probably not gonna kill you. So yeah, [REDACTED], so yeah.

Interviewer

So do you pay for water at your apartment? Or is that like, included in your rent?

Interviewee

It's included in the rent. Which and that's a reason. The apartment is not the best place I've ever lived, but that is honestly, that's a massive reason why I moved. Because, like, I have had living situations that are like, Hey, if you want to live here, it's this much and you know, you can have a dog and you can like have your own little house and like, all this stuff, but water costs always push that that rent, you know, full rent up, and it's like, I mean, a place that is equivalent, like seems like it's equivalent. Rent wise, you're talking \$400, \$300 - \$400 a month more just in water. And so it's like, okay, every month so I can't really justify that.

Interviewer

[REDACTED]

Interviewer

Was that going to be hauled water?

Interviewee

Yeah.

Interviewer

Okay. Yeah. Yeah. Yeah, that's fair. That's fair. Piped water is more affordable, though than hauled. Like hauled is most expensive, then piped, and then included with your rent is.

Interviewee

Yeah.

Interviewer

Man. Yeah. That's tough Does that well ever run out? Do they constrain it? Is it basically limitless?

Interviewee

I mean, I think it's limitless.

Interviewer

Have you had any, like seasonal issues? Like does it freeze up?

Interviewee

Not usually there was, it's, you know, I'm like, man, it's been a while because there was a time, couple years ago, when the water stopped, I think it was in the winter. So that might have been a freeze up thing or something thing. And I just, what did I do? I think I just borrowed like, an old [Northern Lights](#) [REDACTED] jug from somebody and like, put some water in it. I didn't it it wasn't, I showered at the gym. It wasn't something that was super, super impactful. It was just kind of annoying, because I was like, okay, like, I had to remember because I would just be like, nothing. And I'd be like, Oh, nevermind, doesn't work. But yeah know that, that water is consistent. When the power goes out, and I don't know about this, but in my mind, I'm like, Well, if the power goes out, then there's gotta be something like there's water in the pipes. So that'll come out. But then it's not gonna like that motor, sucking it up at some point isn't gonna keep going. So when the power goes out, what I do is I one of the first things I do is I just fill up my Brita and I, like, fill up my other. And I'm like, and it's never out for that long. But I always feel like it's one of those things where the power is gonna go out and then I'm gonna be like, I'm so thirsty. I have nothing to drink. But yeah, so that's, that's really the only time I think about it too much, except how nasty the color is.

Interviewer

Yeah. Is there anything that you don't like or that you would change about your system? I guess the color. But is there anything that you would change about it?

Interviewee

I mean, the this stuff in it is like rough on my hair. I think it's mostly has to do with like, the quality of what comes out of the tap. It's like extremely mineral and very, you know, it's so all of the things that are because that's really the only thing that's like wrong with it. I mean, you cannot drink it out of the tap. Like, I don't think any of you because by the time it gets up here, and you smell it, it's like an assault.

Interviewer

Of what, can you?

Interviewee

Oh, it smells like blood.

Interviewer

Whoa, like really heavy iron.

Interviewee

Yeah, yeah.

Interviewer

Okay. Yeah.

Interviewee

Which is like the first time I moved to [REDACTED], and it was the same. They had really, really orange water. Maybe even worse than where I'm at now, which is hard to beat. But there, when you turn to the shower on the whole bathroom would just smell like hot blood, which like, that's gross. But also, you get used to it, which is like, also gross. But it's just kind of the thing was like, Well, what's my other option? This is the water that's happening. And this is you know, and that's kind of how I feel there. I mean, it's it's annoying for sure. And I as I get older, I get like more annoyed by it and then like, what kind of rust away products will like ship to [REDACTED]? How much like hard water shampoo do I need to buy? But, but again, it's like, okay, using not using water is not an option. So you live with it or you move. And I'm like, the benefits of living in a place with terrible water. But water is better than paying outrageous sums for it, and potentially still having some of the same problems. I mean, there are a lot of people that I know who live in homes with hauled water. Still, Brita their water because and like it gets that musty, you know, because their tank has something in it. Like that, to me. I feel like I would just constantly be like, gotta empty the tank and clean it. We need a new tank, we need a new tank. So it yeah, it feels a little bit like, it is what it is.

Interviewer

Yeah, that's fair. Yeah. Um, so I, I don't know if you have a sense of this or not, but being in a community role, and then kind of like interacting with more community people, do you have a sense of like, how other people feel about their water or experiences that others might have with the whole process?

Interviewee

I think a lot of people don't trust the water that comes from the city. Because sometimes we get the notices that are like, whoops, we checked, there's poop in everybody's water. And it's like, that happens everywhere. But in a small town, when it happens, it's like, yikes. And I think that people are just if people get mad about because when you have something like hauled water, and like water, sewer stuff, in a town with sometimes hard to reach homes or hard to access homes with the trucks, it's like, somebody's always having a problem with city services. Somebody's house was always skipped somebody's house was whatever. And I think that is just more people's lives, managing the water in their homes is part of people's lives in [REDACTED] in a way that it isn't down in states. I think for the most part, I don't know. It's never been part of my life. It isn't now really, but you hear about it. I mean, it you know, it's that idea of having to manage that service is everywhere. I mean, it kind of feels to me like you would, it feels like something where you would have to hit a button on your router anytime you wanted the Internet to work. Yeah, we're like, it's not hard. But it is something that you have to pay attention to. And you can't just kind of set it and forget it the same way that you do with other things or that you can with water down states.

Interviewer

Yeah. That makes sense. Yeah, that's interesting. Do you so for your friends that are on piped or hauled? Is that? Are they your read on it? Are they happy with that system? Is it how do they feel about it apart from I mean, Britta filtering and it sounds like some of them are worried about the taste?

Interviewee

I don't know. I mean, everybody always has problems with their pumps. And they're, you know, that's the idea of like, house sitting in [REDACTED] is huge. I mean, that's the thing is you don't even call it there's dog sitting which is one thing, but for people without animals if you're gonna go anywhere in the winter, you need a house sitter. And that's not

Interviewer

I've been wondering that because people have said things about going away for stretches of time. It sounds like it's pretty common to go away for a little while. But no one has talked about what who watches their house.

Interviewee

That's very interesting. So there is a there is a kind of I think it seems pretty large when I think about the people I know who do this. Kind of almost not like underground but like there's a large network of people who house sit consistently. And it is a lot of times I mean in the summer you can go away and you know it's normally fine, but it's less for like theft prevention. And at least in the winter, it is keeping the water going, you know, making sure the house nothing goes wrong with the heater or anything like that because then you your pipes burst, So that's kind of a that's a thing. And people pay money. And not small amount of money. And so and many people also have animals. So then it kind of doubles where it's like, do you want to dog sit?

Interviewer

Also make sure my house keeps working.

Interviewee

Right. And there's so part of that is like, sure I'll dog sit but it's not like I'm gonna come in and feed your dog twice a day. It's like, no, I'm gonna come live in your house for a week because using the house in the winter is absolutely required to make sure things keep working. So yeah, I mean, there's a lot of people I know that do that. That are kind of and that kind of fits in also with that kind of younger adult idea of like, I have three roommates. But like, are we ever really all home at the same time? You know, like, if you have a smaller house and like less personal space, but you're spending a week over here, and then you're back for you know, two weeks? And then somebody else's spending week over here? It works well, I think.

Interviewer

[REDACTED]

Interviewer

I have a question on that again, I don't know if you can answer. But it's something that come up a few times that you just you might know. One thing that we've heard from a handful of people is we've asked

them the question of like, so if something breaks, what do you do? And also, who do you call, right? So we understand that, like, there is a little bit of a lack of, you know, plumbers and such in [REDACTED], but we've also noticed that a lot of people don't say I call my neighbor. And that's been surprising for us. And I don't know if maybe that's just happens to be the people we've spoken to have said something different. But I just think in a lot of my experiences, even when I haven't really known my neighbors, they're still the first person I go to if something breaks in the house, because they're just right there. Yeah. Anyway, I don't know. I wasn't sure if you might have a sense of that.

Interviewee

Well, I think it depends on like, what breaks. I like because there's kind of for me if it's something that I can either handle or work around it being broken. Sometimes I call my landlord. Sometimes not honestly. Because then when it's something I can't handle, it's like call the landlord Right?

Interviewer

Right. Don't want to be the [REDACTED] who cried wolf?

Interviewee

Right? Yeah, instead I'm the like, weird [REDACTED] who like never called landlord for anything. Unless like a couple of years ago, there was, speaking of water, there was water coming out of my light socket my light socket in the ceiling. So like there's an upstairs and I'm on the downstairs. And I was like, why is the floor wet? And I looked up and it was like dripping out. You know? It's like a [REDACTED] light thing. And I was like, Oh, God, oh God, and I unscrewed it and it was filled with water and there was just water coming. Like through like this, the bolts were there, and just like all the wiring, and I was just like it's raining inside. You know, and I had like some buckets and I was calling her and it was like, what? What's going on? Is the upstairs neighbor dead? Like cuz that's always my first thought, oh this is like, somebody has-

Interviewer

It's logical if your water smells like blood.

Interviewee

Right. And so she called him and he came home from work and I thought, oh my god, what is happening? And he like, checked his stuff. Everything looked fine there. And I was like, okay, well.

Interviewer

Something definitely not okay here.

Interviewee

Water coming through my ceiling, like not near a window or anything like this is straight up through the ceiling. So yeah, of course the response there was. Oh, maybe it's like something's getting in somewhere because we were having a rainstorm like sideways rain crazy. Just like I don't know, maybe something's getting in somewhere. You know, upstairs neighbor says it's there's nothing crazy going on in his apartment. I was like, okay. She's like, it'll probably stop like when the rain stops. And it did and I was like, okay you have like water in your walls of your apartment.

Interviewer

Did they never go to fix it?

Interviewee

Oh, I mean, then it stopped raining. What is there to fix?

Interviewer

They didn't come look at it? No? I mean, okay, that's I feel like there's gonna be a look at least. Okay.

Interviewee

I also felt that way. I mean, that light fixture had not actually worked before, so I wasn't, it's like one of those things where I was like, well,

Interviewer

What do we lose here?

Interviewee

I didn't lose anything, honestly. But all right. You know, like, this isn't how I would treat my own house. But it's not raining inside anymore. And the next we did that we did have like a windy rainstorm, I was kind of like, like, I didn't put buckets down. But I did just kind of move anything that could potentially get wet out of the way, just in case. Never happened again. That was probably two or three years ago now.

Interviewer

So random.

Interviewee

Yeah, I know. I don't know.

Interviewer

Was it a lot of water?

Interviewee

I mean, it wasn't not a lot of water.

Interviewer

Like a water bottle's worth?

Interviewee

Oh, it was more than that. Like, all told, It was probably a gallon of water. And it was just kind of, it was like, drip dripping for like, a long time. But yeah, I mean, it was kind of like, all right, I don't. Anyway, oh, man. That's how did we even get on that? Um, who do I call?

Interviewer

Who do you call? Yeah. And why don't people call their neighbors.

Interviewee

I mean, well, cuz

Interviewer

Or do they? Yeah.

Interviewee

They may if their neighbor knows anything about plumbing. Yeah, I mean, a lot of people rent in this town, and so it's like, your first call is your landlord, because you don't want to pay for it. And there's always somebody, there's always somebody asking, like, my something happened with my pipes or something like on Facebook, like in the [REDACTED] groups. And then they'll be like, ah, like, who to help. It's 11:30pm, and there's water coming out of my ceiling. You know, and, and people just like put numbers and put people's names, and so I think a lot of it is the renting thing. I think a lot of it is also that the problems that happen, are not usually fixes that normal people should do. They probably do do them, but in my mind, I think you have this is like a more major thing than I'm going to want somebody who knows a little bit more about it.

Interviewer

Yeah, that's a good question. Well, I think that's most of it is there anything that we didn't ask that you think we should know or understand about water in general in the community? And I like, like, this institutional corridor thing? Is that working out? Are you liking it, I mean, I guess doesn't really change things for you. But do people you talk to like it?

Interviewee

The what?

Interviewer

[REDACTED]

Interviewer

Was it like a good thing or a bad thing for you?

Interviewee

Oh, God, I would love piped water because then it wouldn't be brown. And when I, when that project started happening, or like started being talked about happening, I was like, there is no way in hell, I'm still going to be at this apartment in you know, X number of years when it's well, now I'm like, oh God probably still gonna be here. But yeah, I mean, I would love when I go to people's like, when you go to people's homes in this town, it's hard because everybody basically everybody used to be on hauled water except for [REDACTED]. But there's always that thing where you have to think like, is this person on hauled water or is this person on piped water? Because if you waste somebody's water, who's he's on delivered water. You're, I mean, you're like, sending their money down the drain. Or you know, before you wash your hands, or, you know, like, you know, if you like wet your hands and turn the water

off like. And so I've been, even though I've never had hauled water, a lot of my friends do and so I try to be really cognizant of that of like not wasting it. But when I'm at my house, I definitely use more water than when I'm not at my house. And I think, yeah, it would be great if everybody could have piped water. I mean, it's, it takes away so much of the difficulty of accessing the service and the costs. And like, I don't even know, how much does piped cost do they charge it by the?

Interviewer

So piped is not metered, and so they have unlimited. They can use as much as they want, and they just pay a flat fee each month. I think I've heard some mixed messages on how much that fee is, so I'm not sure if- \$300 is the range and somewhere around there. But then like \$800 is what people pay for hauled water for like 1000 gallons once a week.

Interviewee

It's incredibly expensive

Interviewer

It is really expensive. Yeah, that's rough. Okay, well, is there anything else you should have asked you?

Interviewee

I don't think so.

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Interviewer

So maybe we can start with if you grew up. Having grown up in [REDACTED] were you on piped or hauled water?

Interviewee

Um, I was.

Interviewer

Or, or neither?

Interviewee

All. I remember my appa dumping honey buckets in the community. Dump those big green things that are around town. That you see with the tip up things?

Interviewer

Yes. Yeah.

Interviewee

I remember my grandpa dumping honey buckets in there.

Interviewer

Wow. Okay.

Interviewee

And I remember when the pipes lit were literally hauled into town. And we used to play on those pipes

Interviewer

Walking and balancing on them.

Interviewee

We used to climb and climb up on them like jungle gyms. Play with the caps like they were plates and stuff. Mud pies and whatever.

Interviewer

So, you go from honey bucket and was it rainwater catchment, initially? What were you using initially?

Interviewee

Yes.

Interviewer

Rainwater?

Interviewee

Yes. My, my grandma had a gutter that literally had a string hanging down from it. And then at the end was a nail to catch all the water. And then this big trash can that was covered with the flat sheet. And then you know, so it will filter out the whole dirt and whatever. And then we would literally pitch all the water that way for drinking water.

Interviewer

Well, that's okay. That's did you have you had did you get enough that way? That what you need.

Interviewee

So so sometimes you'd have to boil up the whatever water was coming out. I remember the pipes been installed. They were laying on the ground before they put them up on the stilts.

Interviewer

Nice. That's nice. [REDACTED] Yeah. And so then were you on you said then you were on a mix of piped and hauled after they installed the piping. So you were still were you still catching rainwater? And using piped?

Interviewee

Yeah, I used a lot of Brita filters before in my life. We bought a lot of bottled water.

Interviewer

Okay. Yeah. Okay. Okay. Okay. What was your perspective on the pipe system? Was it a good a good addition? Or tell me more about kind of the pipe system in general.

Interviewee

The pipes in general sometimes it would be like really dirty water that would look like it was almost blackish. The tubs like after we clean our kids take a bath whatever, there'd be such a really bad ring around the tub that would have to use shower power to clean it. Just to make our tub look white again. And I hated doing that because I knew that chemicals were so bad. And right now it's almost \$300 a month just for piped water.

Interviewer

Yes. Yeah. Which that's so piped water and then hauled water is even more than that, right? Is that?

Interviewee

Yeah, hauled water is getting

Interviewer

If you're getting like 1000 gallons every week or something, it's like –

Interviewee

Yeah. Especially if you live out in [inaudible]. That's why.

Interviewer

Yeah, yes. Yeah. That's so do you think moving to the pipes was it? I mean, the water quality, the provision, the abundance of water was it was a good thing or was it? What, what's your opinion on the piped system?

Interviewee

Well, the hauled water seems like it's a lot more cleaner than the pipe water because it's a lot more rusty sometimes it's most bleachy. There's some days that they will shut completely shut off the water for hours and hours. [REDACTED]

Interviewer

Oh, my goodness.

Interviewee

Yeah. So

Interviewer

Because of the water quality?

Interviewee

Because they were cleaning out the system or something.

Interviewer

Okay, okay. Oh, interesting. So the whole system is something it sounds like if you're picking if you if you have to pick between piped and hauled, you'd prefer the hauled system?

Interviewee

Yeah.

Interviewer

Okay. Yeah. Did you ever have issues in the service delivery? Did they ever not come? Or did you ever have issues with delivery timing?

Interviewee

Yeah, because of the snow blizzards and whatnot. Yeah, road conditions out there, sometimes they get pretty bad.

Interviewer

Okay. Yeah. Yeah, I can imagine we're only there in April, and it was mean I can see that it could be quite intense and in the midst of winter.

Interviewee

Yeah, we started blizzards in the 80s. We used to have like, literally, snow piles up above our roof, and we used to climb on the roofs and slide down. And we used to dig tunnels like massive tunnels, and we would never have to worry about you know, it being collapsing and whatnot.

Interviewer

Oh, that's awesome. Yeah, that's awesome.

Interviewee

That's all. But it was fun growing up.

Interviewer

Yeah, that's Did you did you connect in with your neighbors and that kind of thing? The tunnels?

Interviewee

Yeah.

Interviewer

That's awesome.

Interviewee

Yeah, so and one time, we had a red tag on every one of our houses. It was I want to say it was in the 90s. We were not allowed to use our water because we had so many different chemicals that were crossed off. And I'm sure you could probably find it within the city of [REDACTED].

Interviewer

Okay, in the news?

Interviewee

Yeah. And our washers were so stained with rust that we could never get closed completely cleaned. [REDACTED]. Never wear white out there. Never have white clothes. We kind of clean. Yeah.

Interviewer

Did you do anything to filter the water that came through the hauled system or the piped system?

Interviewee

Yeah, we had we had we'd have to put something in our house and it was like a salt thing. A salt purification thing. It was expensive. Not a lot of people could afford stuff like that.

Interviewer

Okay. That's and you said you'd use a Britta did so you never did you ever drink the water straight as it's delivered, or it always went through a couple of filtration systems?

Interviewee

Always filter it. But there's some people that can afford to do it. Some people had to just mix it up with Kool Aid and stuff. So you don't have to taste it. I wouldn't even cook with that water.

Interviewer

You wouldn't. Okay. You filtered the water you cooked with too?

Interviewee

Yes.

Interviewer

Okay. So did you have water hauled and piped at the same time? Did you have both systems at the same time?

Interviewee

No.

Interviewer

Okay. Okay.

Interviewee

Because, because in certain parts of the town, you just don't have type water. It just depends on where you live.

Interviewer

Yes. Yeah. So did you said you were on all types of systems. Did you move around? So initially, you were collecting rainwater and then you maybe move to somewhere that had hauled and then maybe moved to somewhere that had piped. Is that how you got all three?

Interviewee

Yeah. Where I put the rainwater was my appa and grandma's house. Appa's grandpa. And we all kind of just lived together until I kind of grew up and then we when I got older, we lived at [REDACTED]. Sometimes it'd go without days for water. It all depends. You just always had to make sure that you were stocked up. And yeah. Always had to have a backup.

Interviewer

Yes, yeah. Did you keep like five gallons kind of on hand? Or how did you?

Interviewee

Oh about 20 gallons on hand. Just in case.

Interviewer

Yeah. And then did you do any? Did your system ever break? I mean, did it ever frozen pipes or leaks or that kind of thing?

Interviewee

No, because we were really kept on it. And we always had heat tape on. Even the oil. Yeah, you'd have to put heat tape on it.

Interviewer

Wow. Okay. Yeah. So that's so you had a regular kind of, did you do that every month did - you kind of like checked out the system frequently it sounds like.

Interviewee

Every year once a year check up. Just like a car.

Interviewer

Yeah. Keep it running. Yes. Yeah. That makes sense.

Interviewee

Definitely.

Interviewer

Okay. Okay. That's it. So it's, it sounds like there's a lot of things that kind of could be improved in terms of the water quality side of things is there? What do you like about the system? Maybe, I mean, let's talk maybe pipe system. What did you like about the pipe system?

Interviewee

Well, you always, you always had running water besides when they cleaned. You just had to make sure that your water was running during cold, cold spells. Just you have to a lot of maintenance with your boilers, everything. And I didn't have to haul my laundry to any facility. And that was a major thing for a lot of people.

Interviewer

Okay. Yeah, that makes sense. That makes sense. And what kind of things did you like on the home side? You'd said that it had better water quality?

Interviewee

Yeah. Yeah, you could. Basically you could almost drink out of the tap. And it tasted better

Interviewer

Wow. That's a pretty substantial difference.

Interviewee

Wow. But you never know. So you still should always clean your water.

Interviewer

Yeah. Okay. Yep, that makes sense. That makes sense. I don't know if you're in tight on time, we kind of changed our structure of how we're doing the online interviews. [REDACTED]

Interviewee

We really need like a professional engineer out there. People that know what they're doing. Instead of just putting people in there and saying, you know, you got to do this, this and that. And that pumphouse out there is pretty old. You know, it's been there forever.

Interviewer

Okay, that's is it in the plans to put a professional engineer out there, or?

Interviewee

I have no idea. [REDACTED].

Interviewer

Oh, cool. You think it's an option?

Interviewee

I think that would be a great option. Put them through school, just put that water treatment program and then make them work in that area.

Interviewer

Is there do you know if there's a reason why they haven't done that yet?

Interviewee

I don't know. Maybe they're picking different opportunities on work. I know a lot of people want to be bio physicists and whatnot. [REDACTED]

Interviewer

Oh cool, that was an option during their training to be able to kind of focus on water and stay in the [REDACTED] area or did most people who took the program then leave?

Interviewee

Oh, I don't know. I don't know about the [REDACTED]? Because, yeah. My work out there was different.

Interviewer

Okay, can you tell me can you tell me about it? What were you? What were you? What were your day to day looking like? What did you do in a day?

Interviewee

[REDACTED]

Interviewee

So he's, but yeah, I worry about the people in [REDACTED] and their water.

Interviewer

Is that is that one of the biggest problems you think in [REDACTED] is the water?

Interviewee

Yes, the water and I wish the drug stuff went away. And it's all everything, everything in general.

Interviewer

If you could change something, I mean, it could be anything about [REDACTED], but since we're focused on water, if there's one thing you could change about the water system, what do you think the biggest issue is?

Interviewee

The quality.

Interviewer

And you think it's the quality out coming through the pipes? Because when it's delivered, it sounds like the water qualities maybe okay. But it's primarily through the pipes that it becomes an issue.

Interviewee

Yes, they probably need to be changed. Because those have been there since basically the 70s.

Interviewer

Someone had told me that they'd run some kind of test where they decided that they needed to fix corrosion of pipes. And they'd run some kind of chemical through it to line it. But that hadn't fixed it. Do you? Do you remember that happening?

Interviewee

Probably. Probably. It's been a while. Yeah, I think they probably just need new overall new pipes or some kind that's different, that's better.

Interviewer

Okay. Yeah. That makes that makes our questions. How did you, what did you think about the affordability of the water? And we kind of said that it's expensive when it's piped and even more when it's hauled?

Interviewee

I I think the people are they need assistance for the water or something. They pay too much for everything out there. It's just hard to live out there, basically.

Interviewer

Yeah. Yeah. Those of everything are high right? For water and internet and gas?

Interviewee

Did you go to the stores?

Interviewer

To get food. Yeah.

Interviewee

Yeah. The poor kids don't get enough milk. Just cuz of that. That's I worry about all the kids out there.

Interviewer

And everything comes in on the barge or via plane, and that makes things expensive, too.

Interviewee

Yeah. That's for sure. Yeah. I really appreciate you doing this for them.