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From Mandi Dorrell  
Date Tue 5/6/2025 9:42 PM  
To WaterRateBoard <waterrateboard@Phila.gov>

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Good evening,

My name is Mandi Dorrell and I am a resident at \_\_\_\_\_ in Philly. Unfortunately, a 9am meeting is unattainable for most, if not all, available individuals from the community to speak. I feel that was purposeful.

First off, let me say that this is the exact kind of issue that happens in the city of Philadelphia, and perhaps the United States...let people speak, IF it is at the most inconvenient time possible.

Secondly, I will say, these rate hikes make sense for TAP customers and I am happy to pay them, SO LONG AS this money goes towards TAP customers.

Thirdly, I want to say that because I am a librarian with a Masters' degree, I was able to find the information I was looking for. IN GENERAL, Philly, and the water company, have left us with little to no information in these emails, short of us hunting it down ourselves. Surely someone could create an infograph for customers that breaks down the following:

1. What are the proposed increases?
2. Why?
3. A visual explanation of TAP customers
4. How this rate will cover their needs.

All in all, you're not doing a great job at all of letting people know what's going on OR making it accessible for people. I fully believe this is intentional. While, as I said, I am happy to pay this, others might be confused.

Mandi Dorrell