

**BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION**

**IN THE MATTER OF THE INVESTIGATION )**  
**OF LOW WATER PRESSURE IN A )** **CASE NO. EAG-W-05-1**  
**PORTION OF EAGLE WATER COMPANY'S )**  
**SERVICE AREA )** **ORDER NO. 29840**  
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On August 1, 2005, the Idaho Department of Environmental Quality (DEQ) issued a "Notice of Violation" to Eagle Water Company, Inc. Eagle Water serves more than 2,500 customers in and around the City of Eagle. The Notice of Violation states that Eagle Water has failed to maintain minimum water pressure in a portion of its distribution system serving approximately 50 customers in the Eagle Springs Estates subdivision. Both DEQ and the Commission have recently received numerous complaints regarding the lack of pressure from customers at the highest elevation of the Eagle Springs subdivision and the staff of the Veterans Cemetery.

Based upon DEQ's Notice and the customer complaints, the Commission on its own motion issues this emergency Order directing Eagle Water Company to immediately address the deficient water pressure in the affected area and to take other actions as set out below.

**THE PRESSURE ISSUE**

Eagle Water customers from the Eagle Springs subdivision have indicated that they are unable to flush toilets, take showers, wash their hands, operate their dishwashers, and irrigate their yards. The customers most affected by low water pressure live on or adjacent to Big Springs Boulevard. The Eagle Springs subdivision and the Veterans Cemetery are generally located on the east side of Horseshoe Bend Road (old Highway 55) and north of Hill Road.

This is not the first time customers in this vicinity have reported problems with water pressure. In Case No. EAG-W-04-2 Eagle Water acknowledged a temporary reduction in water pressure when the operator of a nearby sand and gravel pit "undermined" the 12-inch water line leading to a booster pump that served the affected area. Eagle Water replaced the 12-inch main serving the booster pump with an 8-inch main. Eagle Water Reply Comments at 2-3 (Case No. EAG-W-04-2).

Following the recent complaints made to the Commission, the Staff requested that Eagle Water monitor and report water pressures in the water system serving the highest elevation of Eagle Springs. The Company installed a recorder that monitored pressure at a residence located at the east end of Big Springs Boulevard. The Company provided the Staff with 24-hour pressure reports for a 10-day period (from July 8 through July 17). The data from this monitoring station shows that there are several hours of each day where the water pressure at the meter point is below 40 pounds per square inch (psi). There were seven days when the water pressure during a four-hour period dropped below 20 psi, and four days when water pressure dropped below 10 psi for about two hours.

As a public drinking water system, Eagle Water must comply with the rules for Public Drinking Water Systems promulgated by DEQ. IDAPA 58.01.08. As a general rule, a public water system shall maintain a minimum water pressure of 40 psi throughout its distribution system at peak hour flow during the peak day of the year at each service connection. IDAPA 58.01.08.552.01.b.ii. In addition, when water pressure falls below 20 psi, Eagle Water must immediately notify affected customers to drink bottled water until the water pressure returns to normal and the system is disinfected. IDAPA 58.01.08.552.01.b.iv. DEQ notes that low pressure or depressurization of the system “can subject the system to potential serious chemical and microbial contamination from cross-connections and water system leaks.”

### **DISCUSSION**

Based upon the information contained in the Company’s pressure reports, DEQ’s Notice of Violation, and the customer complaints, the Commission believes that immediate action is warranted to correct the pressure deficiencies in the affected portion of Eagle Water’s system. *Idaho Code* § 61-515. Accordingly, we direct Eagle Water to use all deliberate speed in addressing DEQ’s Notice and correcting the pressure deficiency noted by customers. In furtherance of this goal, the Commission directs Eagle Water to take the following actions.

1. Take immediate actions to correct the water pressure deficiency within seven (7) days of the date of this Order. Eagle Water shall advise the Commission Staff of the actions taken to correct the pressure problems.

2. Eagle Water shall continue to provide the Commission Staff with water pressure reports from the Big Springs monitoring station for at least fourteen (14) days from the date of this Order.

3. To address near-term and long-term pressure problems, and the future development of the system, Eagle Water shall prepare an engineering report for its entire system. This report shall include a comprehensive analysis of the existing system including projected water needs out to 2010. The analysis will consider all possible options including additional water supply, storage, booster pumps and additional main lines necessary to meet the existing and projected water requirements. The report shall include the recommended system improvements, construction schedule and estimated cost of each individual project. Eagle Water and its engineer shall work closely with the Commission Staff in preparation of this report. Within twenty-one (21) days of this Order, Eagle Water shall advise the Commission of when this engineering study can be completed and submitted to the Commission. The Company shall also advise the Commission of the estimated cost to prepare the report.

4. Within twenty-one (21) days of the date of this Order, Eagle Water shall file an Application for an emergency customer surcharge in an amount sufficient to recover the cost of the immediate system improvements undertaken to address the low pressure condition; preparation of the system engineering report; and legal, accounting, and engineering costs incurred in the preparation of the report and filings mentioned above. The surcharge funds shall be booked in a separate account and Eagle Water's use of the surcharge funds is restricted to the recovery costs of system improvements for water pressure, the engineering report, and filings mentioned above.

5. The Commission Staff is directed to prepare a postcard mailer that will be sent to customers in the affected area advising them to initiate alternate day irrigation. The Staff shall also contact the Homeowners Association and design an irrigation schedule that the Association must follow to mitigate any contribution to the low pressure problems. The Company shall immediately provide the Staff with customer names and addresses in the Bonita Hills and Eagle Springs subdivisions.

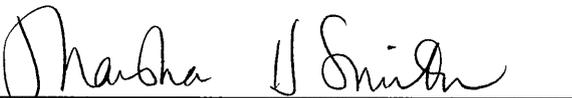
### **ORDER**

IT IS HEREBY ORDERED that Eagle Water Company, Inc. take immediate action to address the water pressure deficiency noted in this Order and DEQ's Notice of Violation.

IT IS FURTHER ORDERED that Eagle Water comply with the other directives contained in the body of this Order.

DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 3<sup>rd</sup>  
day of August 2005.

  
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PAUL KJELLANDER, PRESIDENT

  
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MARSHA H. SMITH, COMMISSIONER

Out of the Office on this Date  
DENNIS S. HANSEN, COMMISSIONER

ATTEST:

  
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Jean D. Jewell  
Commission Secretary

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