

✓ Gen Ack
sent 4/9/08

✓ To AV.

✓ To Comms.
JH

Carma Markin
943 10th Street
Idaho Falls, ID 83404
March 31, 2008

- Bob Markin

RECEIVED

2008 APR -3 AM 8:18

IDAHO PUBLIC
UTILITIES COMMISSION

Idaho Public Utilities Commission
PO Box 83720
Boise, Id 83720-0074

To Whom It May Concern:

I received your proposed increase in rates for providing water to my Island Park Cabin,

The total amount of the increase on the statement indicates that the water charges will increase from \$125 per year to \$280 per year.

In agreeing to this rate increase, I believe that there needs to be some changes to ensure the water supply is available for us every day. In the past there have been times that I have traveled to my cabin only to find there was no water available or that the water pressure was inadequate.

I would like to know how you plan to address the above 2 issues for the Island Park water supply? I look forward to hearing your plans.

Sincerely,

Carma Markin

Carma Markin

ISLAND PARK WATER COMPANY, INC.

P.O. BOX 2521
IDAHO FALLS, ID 83403-2521
Email iph2o@msn.com

CUSTOMER NOTICE

March 25, 2008

To Customers of Island Park Water Company

An application is being prepared for filing with the Idaho Public Utilities Commission (IPUC) for approval of a rate increase of 224% for residential service effective as soon as possible. We are requesting that the fee for water use be increased from \$125.00 annually to \$280.00 annually. There has not been a rate increase since 1992 and the increase is necessary to meet increased operating expenses, including the higher cost of Electricity, lab fees for testing water, labor and material for repairs and maintenance to the pumps and water lines. We find it necessary to increase the fees to maintain the existing system.

This application is a proposal, subject to public review and a Commission decision. A copy of the application will be available for review at the office of the Commission or on the IPUC web site at www.puc.idaho.gov. The application and other case information may be found by clicking on the "WATER" icon, then on "OPEN WATER CASES" and scrolling down to Island Park Water.

Interested parties may mail written comments to the Idaho Public Utilities Commission, PO Box 83720, Boise, ID 83720-0074. Comments may be submitted by email on the IPUC web site by clicking on the "Contact Us" link.

You may receive a copy of the application by e-mailing to iph2o@msn.com , or writing to the Island Park Water Company address above. Include your email address or mailing address to receive a copy of the application.

✓ Ken Ack
sent 4/3/08

✓ To A.V.

✓ To Commis.
3/14

Edsel M. Ford
P. O. Box 424
Island Park, ID 83429
March 31, 2008

RECEIVED

2008 APR -3 AM 8:16

IDAHO PUBLIC
UTILITIES COMMISSION

Idaho Public Utilities Commission
P.O. Box 83720
Boise, ID 83720-0074

Concerning Proposed 224% Water Rate Increase by Island Park Water Company

The Island Park Water Company is requesting an annual rate increase of 224% from \$125 to \$280. This relates to a rate increase of 14% per year over the past 16 years, and is excessive by any standards. Other costs have not increased at this rate.

Another problem with this company is that I have never received an accounting of how the water fees are being spent. If new wells are being drilled for new development, the developers should bear most the cost, not just the existing 310 rate payers.

Most of the owners, like me, have cabins, within this water company's district, that are only occupied a few months of the year. This results in very low water usage. A huge rate increase seems unjustified.

Therefore, I oppose this 224% rate increase for the above reasons.

Thank you for your help..

Yours truly,



Edsel M. Ford

✓ Gen. Acct
sent 4/3/08

✓ To Adv.

✓ To Comms.
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Jean Jewell

From: Jean Jewell
Sent: Wednesday, April 02, 2008 11:52 AM
To: Jean Jewell
Subject: FW: Consumer Comment/Complaint Form

-----Original Message-----

From: bmcateer@q.com [mailto:bmcateer@q.com]
Sent: Wednesday, April 02, 2008 5:07 AM
To: Tonya Clark; Front; Beverly Barker
Subject: Consumer Comment/Complaint Form

A Comment/Inquiry from Robert J. McAteer follows:

Name: Robert J. McAteer
Contact E-Mail: bmcateer@q.com
Home Telephone: 208 2377743
Work/Contact Telephone:
Home/Office or Both: Home
Home Address: 4852 Easy ST.
City: Pocatello
State: Idaho
Zipcode: 83202
Business Name:
Business Address:
Business Phone:
Name of Utility Company: Island Park Water Company, INC.
If Telephone/Local Provider:
Have you contacted the utility regarding your concern?: No

Please describe your question or complaint briefly:

I feel this increase is totally out of the quistion for part time residence, the people who live there year round or full time summer residents should pay a larger portion of the increase. However I feel a 224% increase is out of line.

The form submitted on <http://www.puc.idaho.gov/forms/cons/cons.html>
IP address is 71.37.173.206

✓ Gen. Ack
sent 4/3/08

✓ To AV.

✓ To Commes.
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Jean Jewell

From: hamesjb@cableone.net
Sent: Wednesday, April 02, 2008 12:54 PM
To: Tonya Clark; Jean Jewell; Beverly Barker; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from GEORGE HAMES follows:

Case Number: ISL-W-08-01
Name: GEORGE HAMES
Address: 830 ROBERT
City: BLACKFOOT
State: IDAHO
Zip: 83221
Home Telephone: 208-785-5869
Contact E-Mail: hamesjb@cableone.net
Name of Utility Company: ISLAND PARK WATER COMPANY Add to Mailing List: yes

Please describe your question or comment briefly:

The purpose of this letter is to express our strong objection to a rate increase for water fees in the Island Park area. We feel the application being prepared for filing with the Idaho Public Utilities Commission for a 224% rate increase is too big of an increase in one year. We realize the cost of living (gas, groceries, etc) has increased since 1992, the last time they increased the cost of water, but things have not increased by 224%! Many people in the Island Park area are seasonal owners who have had their property for many years, and this hike increase, we believe, is too high of an increase for homeowners, some of whom are on a limited income. We also feel that the time has come to charge full-time residents of Island Park a higher fee than those of us who spend only a few months enjoying Island Park.

The Island Park Water Company stated in their letter that the rate increase is necessary to meet the increased operating expenses, including the higher cost of electricity, lab fees for testing water, labor and material for repairs and maintenance to the pumps and water lines. Several of the residents, including ourselves, who live in Division 6 of Shotgun have approached Mr. Benton to purchase our well and assume all of the maintenance and operating expenses, to no avail - he will not sell it as an individual well. He wants someone to take over ALL his wells, and we are not willing to buy/assume all his wells in Island Park.

You are strongly requested to take into consideration the 224% increased cost of water fees in the Island Park area, decrease the amount to a reasonable fee for seasonal users, and make the charge for full-time residents at a higher rate, thus making it more fair to all residents of the Island Park area.

Sincerely,

George & Janis Hames
Dean Baxter
Floyd & Gladys Hensley
Wayne & Darlene Henderson
Mike & Barb Fowler
Joanne Fowler
Brent & Berdene Hill

✓ Gen Ack
sent 4/3/08

✓ To A.V.

✓ To Communs.
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Jean Jewell

From: gotlabs_3@msn.com
Sent: Thursday, April 03, 2008 6:24 AM
To: Tonya Clark; Jean Jewell; Beverly Barker; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Carol Smith follows:

Case Number: ISL-W-08-01
Name: Carol Smith
Address: 9382 S. 1st E
City: Idaho Falls
State: ID
Zip: 83404
Home Telephone: 208-523-7706
Contact E-Mail: gotlabs_3@msn.com
Name of Utility Company: Island Park Water Add to Mailing List: yes

Please describe your question or comment briefly:

I have reviewed the case application and do not see an itemized list of yearly expenses and debt incurred by the Island Park water company. This data should be presented to justify such a substantial rate increase.

As a customer of the water company I have been very dissapointed in the service provided. We frequently have low water pressure and have no response to phone calls during frequent outages. Phone numbers had to be obtained through the president of the homeowners association. We have never had a return call to a message we have left regarding service problems at that number. The only contact we have had with the water company is the yearly billing statement. This payment is sent to a PO box in Idaho Falls with no phone number or contact person. I also would like to see verification of the number of customers served. I would not be suprised if there were more than 300. My subdivision Aspen Ridge is quite a distance from the Shotgun/Yale area. Should both be lumped together or should each cover there own expenses depending on the repairs in their area?

I have also observed individuals (contractors building their own personal cabin) digging up the roads and making their own connections to the system. Ditches were open and unmarked for safety of pedestrians, children, and motorists. This not only damages roads but has cut off our sevice for entire days with no warning. How do we know that these individuals did not damage the system? If the hook up was planned and authorized why weren't we given advance notice?

In conclusion the lack of detailed information, nonexsistant communication with customers, frequent service outages, and safety concerns, makes me think that a review of this company in many areas including the rate structure is in order. Please include me in any communication regarding this application.
Carol Smith

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 65.101.74.231