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sent 4/14/08

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RECEIVED

April 7, 2008

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Island Park Water Company, Inc.
P. O. Box 2521
Idaho Falls, Idaho 83403-2521

IDAHO PUBLIC
UTILITIES COMMISSION

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

RE: Letter Dated March 25, 2008

This letter is written in response to a letter from the Island Park Water Company, dated March 25, 2008. This letter was a customer notice of a planned increase of our water rates. The letter was not signed, so no one from that office takes responsibility for writing it.

We disagree with the 224% increase for several reasons:

1. The poor management of the Island Park Water Company results in poor customer service, including a lack of any contact that will respond to questions, complaints or major concerns. Calls are either never returned, or customers get the run-around when trying to get answers when water is turned off, with no notice, and no one can answer why it has been turned off in the first place. The fact that no one would sign the letter we received is indicative of the lack of reliable contacts in this company.
2. There is a circuit breaker that serves many customers where we are, and when someone wants to, they flip the breaker and water stops flowing. The lock on the fuse box is gone, and anyone can trip the water supply.
3. Many times, people have hooked up to the water line for a new service without permission. Several months have gone by before the Water Company knew they had a new customer to bill. It makes you wonder how many are hooked up and never get billed.
4. We have not received any information as to who is responsible for water hook ups and when this is done, no one knows where the hook ups are occurring, and there is no notice at the circuit box.
5. We have 2 1/2 acres with two water hook ups. The one hook up in the back is not in regular use. It is there for emergencies, such as fire fighting for ourselves or our neighbors.
6. With two hook ups, our annual fee after this increase would jump from \$250 to \$560. This is outrageous. With no increase since 1992, and now you give a yell for help. This really points to mis-management!

If there is really such a need for additional funds for day-to-day expenditures and increased costs, why not give us a one-time assessment, and increase the yearly fees in a

reasonable percentage, such as the 3.5% increase, such as the one we received on our Social Security checks.

There is a need for more active PUC field contacts.

Changes need to be made at The Water Company. For example, they should designate the people responsible for water hook ups and to interface with contractors who perform the work. They should also develop a method to notify customers, when there is going to be an extended break in service.

The Water Company should have better control of who connects to the system, and when people are connected to the water system. This way proper billing would take place and the rest of us would not be paying for those who have rogue contractors hook them up without notice.

Increases in our rates may be needed but certainly not the percentages that are being suggested. However, with the poor management of funds in the past, how can we be certain that any funds will be managed properly and the required activities will take place.

We would like to receive a copy of the application and any other information pertinent to the rate increases in Island Park.

Sincerely,

Don M. Irwin
Geneva M. Irwin

Geneva and Don Irwin
P. O. Box 374
Island Park, Idaho 83429

E mail: girwin@ix.netcom.com

✓ To Commis : H ✓ To A.V.



Print

*EMAILED
COPY TO*

*(Comment
forwarded from
Company)*

Rate Increase Inquiry

From: Truswoman@aol.com
Sent: Tue 4/01/08 12:06 PM
To: lph2o@msn.com

Please send a copy of the application to IPUC for a rate increase of 224% for residential services in Island Park. The letter we received referring to this amount of increase is misleading as an 224% increase would be an additional \$280.00 and added to the current amount of \$125.00 would be \$405.00 annually.

If you are requesting that the fee for water be increased from \$125.00 to \$280.00 that would be an increase of 124%.

Ellen Shepherd
P.O. Box 842
Blackfoot, ID 83221-0842

Create a Home Theater Like the Pros. Watch the video on AOL Home.

*✓ Jean Ack
sent 4/14/08*

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Jean Jewell

From: fanaak@srv.net
Sent: Sunday, April 13, 2008 2:08 PM
To: Tonya Clark; Jean Jewell; Beverly Barker; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Frank Webber follows:

Case Number: Island Park Water Company
Name: Frank Webber
Address: 450 Westridge Dr
City: Idaho Falls
State: ID
Zip: 83402
Home Telephone: 208-528-6045
Contact E-Mail: fanaak@srv.net
Name of Utility Company: Island Park Water Comany Add to Mailing List

Please describe your question or comment briefly:

I currently own property in the Valley View subdivision with water service provided by the Island Park Water Company. The proposal to increase the annual water fee from \$125 to \$280 is way to steep for the service we receive. I would be in favor of a more modest increase of \$50-\$75 provided that the service improves significantly. I currently have to maintain a booster pump in order to have enough pressure to shower. No where in the letter did I see a statement about improving water service. If you want my vote for a cost increase, the system needs to be improved to provide adequate pressure to the participants.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 65.19.198.180
