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5/21/2008 6:36:16 AM CASE NO: ISL-W-08-01

To: Idaho Public Utilities Commission

Re: Island Park Water Company, Inc

Concern: Wants authority to increase rates and charges for water service

2008 MAY 21 AM 9:00

IDAHO PUBLIC  
UTILITIES COMMISSION

John and Pamela Stanford

Valley View Subdivision 5138 W. Rees Drive Island Park, Idaho 83429

**Please read this reply at your public workshop on 6/10/2008.**

We oppose any rate increase based on the last three years of trying to communicate and work with Island Park Water Company to provide *minimum service* to our cabin and the three lots that we own. We are extremely concerned about our water service and that of our neighbors. When neighbors do not have water, fingers point and tempers rise.

- 1) Island Park Water Company *has not been able to provide* adequate water flow at any time on many different occasions. *(No service was provided or repairs made at any time)*
- 2) On several different occasions our cabin had *no water* and it was *impossible to occupy*. They were contacted each time by phone/fax and e-mail. *No service was provided*. Their advice: Purchase a large tank and pump so we'll have water and a pressured flow. Cost to us was over 2,000.00. *Unable to stay in our cabin: priceless.*
- 3) We are able to document numerous times when we have communicated the troubles and possible solutions with Island Park Water Company and received *no service, no water and no verbal or written response*. Valley View Subdivision was neglected.
- 4) We are concerned that this is the same company associated with Mr. Benton (President of Benton Engineering) that *miss-drilled* one of their wells (90 feet off their "approved" surveyed mark) onto our property. **So who owns our well?** Legal documents will show this flagrant mistake. Cost to us to prove error was \$1,200.00 for survey
- 5) We have upgraded our water lines (permission given by Mr. Benton so to increase our pressure and flow) leading to our cabin 5138 W Rees Drive and *were forced to pay for the water lines* at the last moment. **So who owns these water pipes?** Our deed was written to read that Island Park Water Company will provide and maintain lines at their expense but this is absolutely not the way this company operates. Mr. Benton says one thing and does another at our expense. Cost to us was over \$3,500.00 for lines and labor. Legal fees \$3,800.00.
- 6) Island Park Water Company physically approved site, selected labor and hooked up our three other lots. We were only responsible to hook up each cabin from where they should have brought the line into each lot (10'). Sadly to say, somehow we ended up paying for the labor and water lines to each of these three lots. **So who owns these water lines?** Cost to us was \$2,000.00
- 7) This company has not put any money into the water system in over thirty years except to have the water tested, which is regulated by law.

Again, we believe that Island Park Water Co. must absolutely be regulated to provide adequate service, which they have not provided for over thirty years, before they are granted permission to increase their rates and charges for water service. They must clean up their track record and prove they can provide good service and safe water immediately. No extra charge! ZERO!