

✓ Ken Ask
sent 8/19/08

✓ To A.V.

✓ To Commons
? H

8/17/08 8:39 PM

To: Island Park Water Company

Re: Lots 92-93-94 Valley View

RE: CASE NO: ISL-W-08-01

Dear Mr. Benton,

As you are well aware of our new lots 92-93-94 have been without water until about two weeks ago. We assume that we finally have water for the first times for those lots because the cabins above the pump station, that was in ill repair and could not supply neither the lots nor those cabins for the majority of the summer, have water. Our lots do not have a cabin nor use water but the homes above the pump station were without water for the last fifteen months and two weeks.

It is about time! Now, although you were well aware of the situation and the fact that our lots have never had water, we receive an untimely and inappropriate invoice.

The bill you just sent us was for the amount of \$750.00, which was for last year (2007) (although water was not available nor supplied) and for this year, 2008, although these lots and the homes above the pump station have not had any water until two weeks ago. The pump station was reported defect and defunct last year by Ray Pierce.

We called your office right away and spoke to Mike concerning the invoice and wanted you to do the right thing and correct the invoice to reflect the time that you have supplied water. The pressure is still inadequate.

It is not ethical to invoice us and demand that we pay you for something that we are not receiving. You also threaten to disconnect us to the water source, although our pipes and lines were dry and without water. This has been as poorly maintained water system for the last two decades.

It is also a well-documented fact that you, Mr. Benton, never address our water concerns or return phone calls, e-mails or letters. We would appreciate a new invoice to reflect a zero balance for last year and a 50% reduction in the \$125.00 per lot 92,93,94 due to your continued incompetence to supply water and maintain your equipment.

We were expecting that you would have been prompt with your paper work so we would not have to take our precious time and write this negative letter. We want things to go right. We only want water and reasonable pressure and that has not been the case.

Due to the lack of maintenance to your well and shutting it down for a week without notifying anyone in Valley View, not that they were getting any water, the stoppage of water burned up the new pump that you suggested that we install last year. Without any water to our cabin, our guests could not stay and once more we lost seven days of rental income. $\$250.00 \times 7 = \$1,500.00$. You know you are responsible so please contact your insurance company. This could have been avoided. We will send you the bill. Communication should be of high priority in the business of service.

Please mail the new invoice to: The Stanford's P.O. Box 285, Island Park, ID 83429
We are seasonal residents and must have it within the week to pay it.

Attached is the letter that we wrote documenting the problems we had just last year with Island Park Water Company and we will be sending this one to the Idaho Public Utilities Commission also.

The Stanfords - John and Pamela Stanford
740 Unity Dr.
Satellite Beach, FL 32937

(mailing address)

8/19/08 11:27 AM

To:
Benton Engineering
Island Park Water Company

Mr. David Benton
Fax 208-522-8039

Attached is just a part of the plans of Benton Engineering that was submitted for approval to the DEQ. It was recorded and received July 5, 1991.

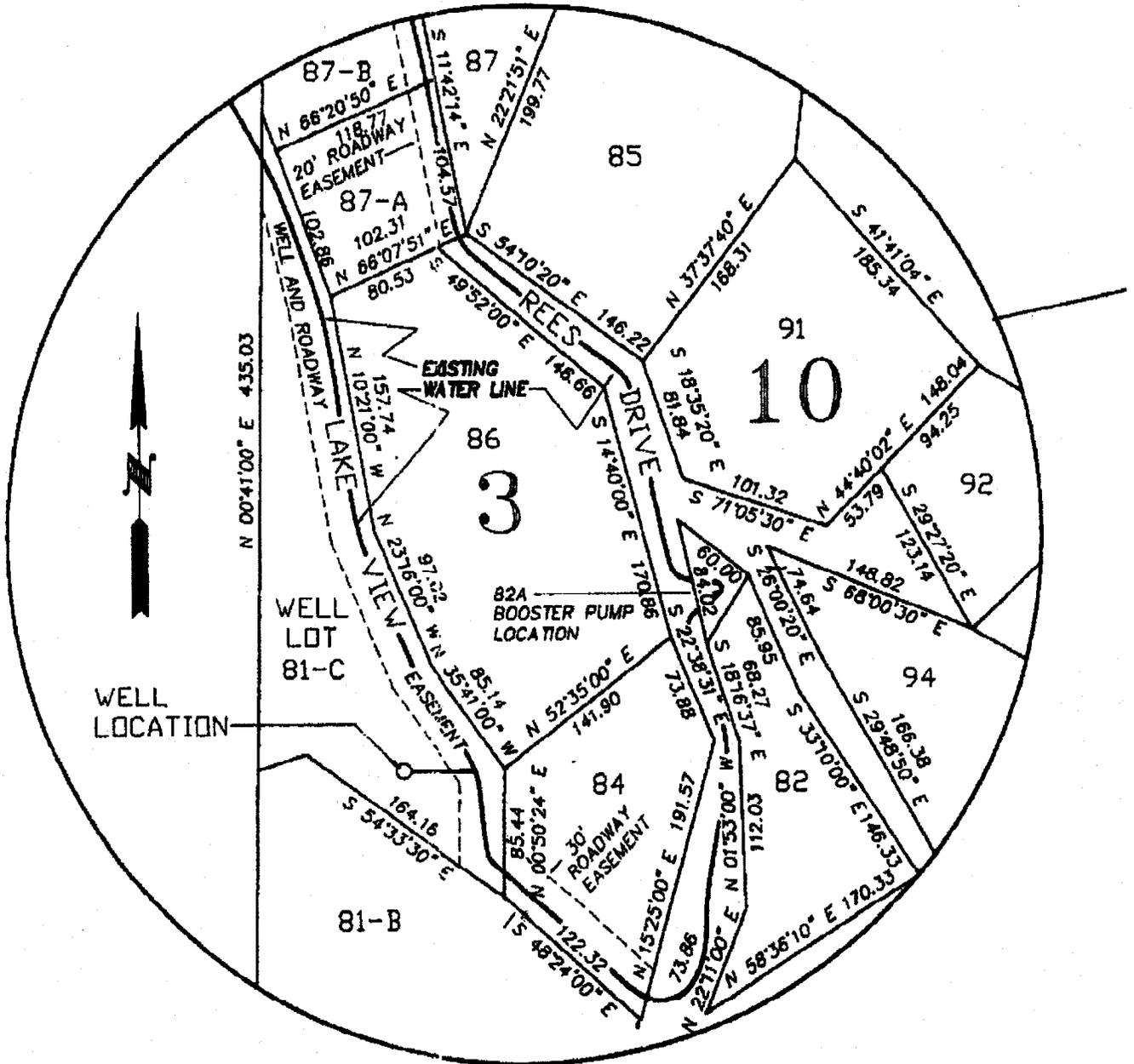
It shows "a well" was "possibly" approved to be drilled on a designated well lot in Valley View Estates.

We noticed today that there are bright new stakes that mark some surveying that your team has done. How about marking the spot where the well should have been drilled so that everyone can see exactly where it was permitted to be placed.

DEQ did not have any record or change in your development plans other than the ones Benton Engineering submitted. Do you have any record of DEQ approving changes to your plan? They are interested.

Please make those approved written changes available to the homes that are connected to your water system so we will know that it was drilled in the approve area.

You may send them to P.O. Box 285 Island Park, Id 83429.



(Original Comments)

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.

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!