

✓ Gen Akk
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: H

MNV-W-06-01

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2007 MAR -5 AM 8:24

IDAHO PUBLIC
UTILITIES COMMISSION

March 3, 2007

Idaho Public Utilities
472 W. Washington
PO Box 83720
Boise, ID 83720-0074

To Whom It May Concern:

In this month's water bill was a notice that Morning View Water Company, Inc, 3996 E 200 North, PO Box 598, Rigby, ID 83442, has filed an application with the Idaho Public Utilities Commission requesting a rate increase of thirty-five percent. Normally, I wouldn't mind a small increase in service price for a company I do business with. In this case I do mind.

In 2002 a public hearing was held because of the quality of service that Morning View Water provides to its customers. The highlights of the meeting were:

1. Morning View Water's resources are buried with Nolan Gneiting's other businesses assets, and therefore, it could not be ascertained if the company was truly having the financial difficulty Mr. Gneiting claimed or if Mr. Gneiting's other business were having difficulty and were draining the water resources. His clerical help is used for all of the businesses and not just the Water. A monthly fee was added to the monthly water fee for a contingency fund to help Mr. Gneiting with repairs needed to the system.
2. We need to conserve water. Hard to do when you have an acre of grass.
3. We should be metered, so that each individual could be charged for their water use. This was said as if it were a threat, something we needed to dread. It's an empty threat, Mr. Gneiting will never have the resources to install the meters.

The only improvement over the five (5) years since this public meeting has been that the length of time we are without water is shorter. Usually it's just a day instead of the days and weeks it use to be. The quality of the water is questionable. When you get a glass of water, half of the contents in the glass are air. It helps Mr. Gneiting keep the pressure up to each house. Sand and mud coming through the lines is still a problem. It clogs people's ice and water dispensers in refrigerators, clogs and shortens the life of water heaters, wears out toilets, etc. Mr. Gneiting is reluctant to deal with this problem. He did install hydrants to 'flush out the system'. If the amount of sand in my toilet tank is any indication, the hydrants aren't working. An acquaintance who lives within a mile of me asked me if we had our water tested

regularly. I replied that we were supposed to be tested regularly, but I really don't know how often or if it's being done. One of the people who did repair work on the pump at Morning View Water had to remove a number of dead mice from the well. There isn't a barrier and the mice fall into the well and drown. He thought she should know if she was on the system. Fortunately for her she's not, unfortunately for me I am.

If this rate increase would mean that we would have a safe and reliable water system, I would say allow the increase. No matter how much you raise our monthly fee, our quality of service will remain the same. I do not want to pay premium fees for inadequate and inferior service. If there were an alternative to Morning View Water, I would be using it. Unfortunately there isn't.

Sincerely,

A handwritten signature in cursive script that reads "Carol Hasselstrom".

Carol Hasselstrom
188 N 3950 E
Rigby ID 83442

✓ Gen. Ack
sent 3/5/07

✓ To A.V.

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H

MNV-W-06-01

RECEIVED

2007 MAR -5 AM 8:26

To:

3-1-07

The Idaho Utilities Commission

IDAHO PUBLIC
UTILITIES COMMISSION

I am protesting the increase Morning View Water Co. of Rigby Id. has filed for. We have very lousy water service as it is. The water is off at least once a month. He never has a backup pump on when it is off, like he is supposed to. I wouldn't mind an increase as long as we always had uninterrupted service. I also think his backup pump should pump as good as the main pump. Ask anybody else on his service and I guarantee they will tell you the same thing. They need to fix something, they just shut the water off whenever they please.

Thanks

Martin Gentle - 

3993 E. 185 N.

Rigby Id. 83442

P.S. This is the first utility I have been on where the service is always getting interrupted.