

✓Ken Ack
sent 4/13/07

✓To AN.

✓To Commus.
; H

Jean Jewell

From: EHMDVRigbyIdaho@aol.com
Sent: Wednesday, June 13, 2007 5:36 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Ed & Heike Vitacolonna follows:

Case Number: MNV-W-06-01
Name: Ed & Heike Vitacolonna
Address: 195 N 4000 E
City: Rigby
State: ID
Zip: 83442
Home Telephone: 208-745-5255
Contact E-Mail: EHMDVRigbyIdaho@aol.com
Name of Utility Company: Morning View Water Company
Add to Mailing List: yes

Please describe your question or comment briefly:

As in 2002, we strongly object to an increase of our water rates. Conditions since then hardly improved, we still experience total water outages, even though a back-up pump/well was supposed to be connected in 2002, which obviously never happened. Since we moved here in 2001 we constantly have problems with the low water pressure of this company! We complained to Mr. Gneiting many many times about it, and he always promises to come over and check it out, which he never did !!

It is virtually impossible to run two appliances at the same time. For examples... if we flush a toilet, we get a trickle out of the kitchen faucet. We do have a tankless water heater which requires a certain amount of pressure to function properly. If somebody takes a shower and another person flushes the toilet at the same time, the pressure drops to the point that the heater shuts off and no hot water is delivered to the shower, literally leaving you standing in the cold. It will kick back on as soon as the toilet tank is filled. At times the pressure is so low that it took me 35 minutes to fill a regular size 5ft-bathtub, this is ridiculous. Our lawn has brown patches everywhere, again, due to the fact that there is not even enough pressure to push up a small pop-up sprinkler. On June 2nd, we did not even get a spray out of the showerhead, and when I tried to call Nolan's answering service, nobody answered, even though I tried for an hour. On June 4th, I called again, the answering service promised to have Mr. Gneiting return our call, again, he never called back. These are just a few of the examples, there is many more I could list. These problems seem to be even worse this year compared to previous years, I'm sure part of it is that people draw more water to irrigate their lawns, thus lowering the pressure in the holding tank. But I believe the main reason is that Mr. Nolan connected quite a few more houses to the system without having the proper equipment to handle the extra load, therefore making the rest of us suffer even more. We believe we already pay more then customers in other subdivisions in the area, ... a co-worker of mine pays \$ 26.00/mth and a co-worker of my husbands pays \$ 22.00/mth and they have none of the problems we do. Obviously systems can be maintained at these low costs. However, Mr. Gneiting always claims 'no funds' to do the necessary maintenance.

Since 2002 we pay an extra \$ 5.00/mth for the so-called contingency fund, which was supposed to be used only for emergencies (new pump etc.), NOT for regular maintenance costs. At 80+ customers this adds up to approx. & 5000.00/year. So far, there was well over \$ 20,000.00 paid into this fund, and we find it hard to believe that all this has been used for emergencies or 'improving' the system. This fund was supposed to be capped at \$10,000.00, and re-instated if it dropped below

\$5,000.00. Who monitors the spending of this account ??
Since we, the customers, pay into this fund, we believe we should be entitled to a yearly statement showing how this money was spent.
Knowing from experience the improper accounting methods of this company, we suggest that maybe the PUC should monitor the funds in this account.

Again, we object to a rate increase and would like to request a public hearing to address all the problems and issues regarding this.

Thank you very much for your attention in this matter and best regards
Heike & Ed Vitacolonna

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 207.200.116.203
