

Jean Jewell

From: zjwil66@gmail.com
Sent: Thursday, August 04, 2016 7:18 PM
To: Beverly Barker; Jean Jewell; Gene Fadness
Subject: Case Comment Form: Zane and Jennifer Wilcox

Name: Zane and Jennifer Wilcox
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Name of Utility Company: Morning View Water Company

- Comment: 1. May, 1998 – contacted Nolan Gneiting about building a home in the Morning View Subdivision. Zane asked Nolan how many homes would be on the community water and was told 48 to 50 homes. Water bill was \$22.00/month in 1998 when we moved in.
2. Water outages – called Nolan several times about water outages in the middle of the night, No Water – this lasted for about 4 years.
 3. 2007 Water Bill was raised to \$44.48/month plus a New \$5.00 contingency funds added now = \$49.48/month.
 4. Audits have been done over the years on the Contingency Fund, but never a final resolve on WHERE all the money has gone to. What / Where / When / Why money was used that Morning View claims were used towards expenditures? Never been notified funds were used for such things.
 5. Homeowners Association was established in 2006 – CCMV (Concerned Citizens of Morning View) – people were getting tired of the crap and wanted answers.
 6. Honestly the only avenue of communication done by Morning View Water Co is monthly bills sent out to be paid.
 7. How can Morning View Water charge such outrageous prices for a base rate when there are other water companies around that have a low base rate of \$20.00/month, in which this includes 12,000 gallons and anything on top of that the customer pays for?
 8. Nolan shouldn't have access to the Pump houses, being able to go in at anytime. Sometimes feels like we are just still running on 1 pump. Once the pumps have been synchronized they need to be left alone. They would run more efficient.
 9. Water is now fluctuating – has been for about 5 to 6 weeks. Seems to be getting worse.
 10. Have ALL Payments to Morning View Water Company been made by Check or Cashier Check? If cash was rec'd how do we know it was put in the funds? How was payment recognized? With a receipt each time?
 11. Can't understand with all the Audits and problems that Nolan Gneiting has had that he continues to get away with whatever he wants.
 12. Do Nolan & Dawn Gneiting make a monthly payment for their water bill on the acreage they have. Believe that Nolan has 2 acres, so therefore shouldn't he be paying \$98.96 right now?
 13. Couldn't sell Our Home due to water situation happening with Morning View Water Co.
 14. Water Usage - How is this regulated – i.e. for all the gallons pumped does it add up to the gallons used by the homeowners? Morning View Water should be able to send out to each customer the meter readings from collecting data. Monthly bills should be able to reflect the starting and ending monthly usage for the home owners, not just pull a number out of thin air.
 15. Bottom Line, the customers of Morning View Subdivision shouldn't be over charged an Outrageous price for water. If all the homes wouldn't have been added that Nolan took it upon himself to add (even though he didn't have water rights), would we be in the mess we are in? Would the Loan have gone went from \$275K to over \$500K. We all

have mortgages on our homes, now we can say that we are the only subdivision that has a mortgage on our water. Sad
Very Sad!!!

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