

Jean Jewell

From: toryjackwhitehead@hotmail.com
Sent: Tuesday, May 31, 2016 11:46 AM
To: Beverly Barker; Jean Jewell; Gene Fadness
Subject: Case Comment Form: Tory Whitehead

Name: Tory Whitehead
Case Number: pks-w-15-01
Email: toryjackwhitehead@hotmail.com
Telephone: 208-520-6367
Address: 3283 Aspen Drive
Tetonia Idaho, 83452

Name of Utility Company: Packsaddle Water Systems, Inc.

Comment: I am a Packsaddle water customer who objects to removing Packsaddle Water Systems, Inc. from regulated status under the IPUC.

Even though the new company is a non profit many customers and maybe more importantly future customers may be treated very unfairly by the controlling board members acting in their best financial interests to the detriment of all future customers and a sizable minority of less frequent water users.

People with vacant lots have deeds indicating that Packsaddle will provide water in perpetuity. People bought lots knowing that according to the current tariff they could have water for a new hook up fee of \$430 and \$34.24 per month. However, these lot owners are future packsaddle water customers but would not be current members of the non profit and have no input in the initial hook up fee set by the new company thus subjecting themselves to the board with a compelling financial interest to increase hookup fees on new customers allowing them to hold down their own monthly fees.

As an infrequent water user I have experienced the tyranny of the majority first hand. The board met March 10, 2016 and retroactively, even though I was currently unhooked to the water system, billed me for March water and informed me that once anyone hooks up to packsaddle water they can never disconnect for any length of time. Monthly fees will be due each month regardless of the connect or disconnect status. I reported this to your Mr. Chris Hecht and refer you to him for the Packsaddle correspondence. I found their letter very troubling in tone and I must say without regulation I don't look forward to dealing with this so called non profit company.

Because this issue effects both home owners and vacant lot owners all property owners should be involved in this issue. Therefore a formal hearing should be held with all possible stake holders notified. Full involvement of all concerned will allow the Commission to fully understand the issues before making their decision.

Thank you

Tory Whitehead

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