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SPL-W-06-01

**Jean Jewell**

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**From:** Tonya Clark  
**Sent:** Wednesday, October 11, 2006 7:42 AM  
**To:** Jean Jewell  
**Cc:** Gene Fadness  
**Subject:** FW: Complaint/Statement Case Number: SPL-W-06-01 Date Filed: 08/14/2006

-----Original Message-----

From: kris.kramer@farmersinsurance.com  
[mailto:kris.kramer@farmersinsurance.com]  
Sent: Friday, October 06, 2006 9:04 AM  
To: Tonya Clark  
Subject: Complaint/Statement Case Number: SPL-W-06-01 Date Filed:  
08/14/2006

Dear Sirs:

I have reviewed the filing and felt it necessary to address current concerns.

As you are aware Spirit Lake East Water Company has failed to perform basic responsibilities to provide adequate water supply to our residents by purposely allowing the system to be so structured so as to go down during power outages, dropping our pressure to zero on numerous occasions. For years they have also failed to properly repair the holding tank and the roof to adequately protect our storage source.

It wasn't until our residents spent money to have a study conducted that they were pressed to repair the system which they have still not completely done. As I understand the roof of the holding tank has not been appropriately fixed. It took the water company more than a year beyond deadlines set by the DEQ to minimally address repairs required by that entity.

To date it is my understanding the water company has no provisions for basic upgrades to provide adequate services to our residents. Namely many of our residents have water pressure less than 20PSI in the summer on regular high use periods. Residents that live in the upper elevations along the north and northeast side of the Spirit Lake East subdivision suffer the most.

A study that was conducted by engineers and presented to the DEQ by our board noted possible upgrades that would fix the poor volume and pressure issues. None of which seem to be planned by this water company.

To date we know of no provisions for capital improvements and basic long term sustainable plans provided for by this water company.

I sincerely request that these issues be resolved before any rate increases and adjustments be allowed. I have no problem paying for increased rates provided that we get basic services that are provided by other water companies at the respective proposed rates we would pay:

Namely 1. Pure water, 2. Appropriate sustainable volume and pressure to be able to water small lawns and household use. 3, Protections for a sustainable system which until this year has not ever been improved. 4. A concrete plan to provide necessary maintenance of pipes, pumps, and system components to avoid system failures (like the one in 2004 where we spent days without any

water).

Thank you for you time.

Kris Kramer

Spirit Lake East Resident  
208-623-6006