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**Jean Jewell**

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**From:** k7zox@verizon.net  
**Sent:** Tuesday, December 19, 2006 5:31 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness  
**Subject:** PUC Comment/Inquiry Form

A Comment from Wayne follows:

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Case Number: SPL-W-06-01  
Name: Wayne  
Address: Box 999  
City: Spirit Lake  
State: ID  
Zip: 83869  
Home Telephone: 2086603865  
Contact E-Mail: k7zox@verizon.net  
Name of Utility Company: Spirit Lake East Water  
Add to Mailing List:

Please describe your question or comment briefly:  
In the recent water outage with the Spirit Lake East Water Company the Idaho DEQ was advised that the backup system failed because of a failure in the power supply for starting the backup power generator.

Spirit Lake East Water Company advised the customers that the power was shut off by the system operator because of the extended time the electric power was off.

Which statement is true? If they can not get this simple incident straight what are they (Spirit Lake East Water Company) telling about more involved things such as justification for a rate hike.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc/ipuc.html>  
IP address is 70.110.61.131  
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**Jean Jewell**

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**From:** Jean Jewell  
**Sent:** Tuesday, December 19, 2006 9:53 AM  
**To:** Jean Jewell  
**Subject:** FW: Consumer Comment/Complaint Form

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

From: dhrcar@spokaneskynet.com [mailto:dhrcar@spokaneskynet.com]  
Sent: Monday, December 18, 2006 11:08 AM  
To: Tonya Clark; Front; Beverly Barker  
Subject: Consumer Comment/Complaint Form

A Comment/Inquiry from Darrell Richardson follows:

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Name: Darrell Richardson  
Contact E-Mail: dhrcar@spokaneskynet.com  
Home Telephone: 208-623-3205  
Work/Contact Telephone: 509-921-3587  
Home/Office or Both: Home  
Home Address: 32093 N. Tahoe Dr.  
City: Spirit Lake  
State: Id  
Zipcode: 83869  
Business Name:  
Business Address:  
Business Phone:  
Name of Utility Company: Spirit Lake East Water Company  
If Telephone/Local Provider:  
Have you contacted the utility regarding your concern?: No

Please describe your question or complaint briefly:

The Spirit Lake East water company has requested a 100% rate increase. I would like the Comissioners to have a hearing to review it. I have lived in the community for 12+ years and have not seen the compnay demonstrate the behaviour appropriate for a company interested in its customers. Specifically, when there has been a water quality issue, we have been notified by mail, allowing us at least 3 additional days of drinking contaminated water. Teh company has not maintained the resevoir without the comission requiring them to. The company has not installed outlets at the resevoir to aid in fire engine refills. We believed the company had installed a back up generator, but it turned out to be for the resevoir, not the well. We lost power sometime late Thursday night 12/14/06. By the time we got up at 5AM, we had no water. So, the reserve capacity provided by the resevoir alone isn't even sufficient to last through 7 hours of minimal use time. My understanding is that the company has not maintained a capital equipment upgrade or replacement fund from the money it has received, nor is it advertising the improvements to be expected from the rate increase.

Putting this all together shows a local monopoly company not concerned about its customers, not providing funds against future needs, not planning for the future, and not interested inthe future. I wonder how much Mr. Hanson would like to drink conatminated water or what he would think of a company that used to mail to inform people not to drink their water?

They don't merit a rate increase and a sane person would wonder why they are now asking for one and why 100%. Why haven't they raised it all along to meet the equipment improvent needs a normal company would have planned for?

Darrell Richardson

The form submitted on <http://www.puc.idaho.gov/forms/cons/cons.html>  
IP address is 66.193.134.74