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✓ To. Comments
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Jean Jewell

From: ggj987@verizon.net
Sent: Thursday, December 21, 2006 11:57 AM
To: Tonya Clark; Jean Jewell; Gene Fadness
Subject: PUC Comment/Inquiry Form

A Comment from Gail Johnson follows:

Case Number: SPL-W-06-01
Name: Gail Johnson
Address: 16354 W. CdA Drive
City: Spirit Lake
State: ID
Zip: 83869
Home Telephone: 208-623-6517
Contact E-Mail: ggj987@verizon.net
Name of Utility Company: Spirit Lake East Water Company
Add to Mailing List:

Please describe your question or comment briefly:

During the storm last weekend (December 14-17, 2006), like many others, we lost power and water. However, for us the outage was part of a pattern of incompetent management and an unwillingness to invest in the company. Our water went out immediately due to the failure of the back up generator and the charger for the backup batteries--which should have worked well since both are less than a year old. I have to wonder about the quality of the equipment that was purchased and whether the company chose to save money at the expense of the customer, again.

Also, the decision was made to allow the generator to stay off because there was no backup generator on the well pump and the reservoir would have emptied before power was restored. The company chose not to put a backup generator on the well. They justified it by saying that the power was never out long enough to justify the purchase. Since the generator was put in, we have had two outages of 11 and 52 hours respectively. Again, money was put ahead of the safety and well-being of the water users. Being without power is one thing. Being in the dark and having no water is much worse.

The company should be required to bring the system up to a decent quality before they are allowed to collect a higher fee for their so called service.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc/ipuc.html>
IP address is 70.110.63.25
