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Jean Jewell

From: ernie@niegel.org
Sent: Saturday, March 10, 2007 11:12 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Eleanor and Roy Niegel follows:

Case Number: SPL-W-06-01
Name: Eleanor and Roy Niegel
Address: 34036 N Saint Joe Drive
City: Spirit Lake
State: ID
Zip: 83869
Home Telephone: 208-623-4330
Contact E-Mail: ernie@niegel.org
Name of Utility Company: Spirit Lake East Water Company
Add to Mailing List: yes

Please describe your question or comment briefly:
To Idaho PUC,

Subject: Spirit Lake East Water Co.

We, Eleanor and Roy Niegel, bought lot #101 in 1979. Our address is 34036 N Saint Joe Drive, Spirit Lake, ID 83869. We moved in and have lived here continuously since 1984. At that time there were very few residences here. At that time the water was very good, the water pressure was great and we seldom had water failures. That's not true anymore.

I (Roy) served as vice president and president of the Spirit Lake East Homeowners Association in 1994 and served on the board for a longer period of time. At that time, we discussed the issue of having a back-up generator with the PUC, as per a letter dated July 28, 1994 with Randy Lobb.

We have not had the cost of water service go up at all since we've lived here. We also have had no real improvements. I recall one complete well overhaul after a SEVERE FAILURE. We can't remember how long the pump was down, but at that time they hauled water in tankers to the supply tank. That pump was installed 3-23-94. The failed pump was a 30 HP and the replacement pump was a 100 HP. The water volume was increased from 120 GPM to 450-500 GPM. There was also a new 25 HP booster pump.

However, the Hansen Water Company has not properly maintained the system anymore, until 2005 when we had another SEVERE FAILURE. This shows that our water company does no improvements until there is a major failure or they're forced to do such. This must be corrected BEFORE raising the rates as they propose to do.

We feel that the requirement to maintain good service, as well as required updates, is needed and the PUC should insist on that!

- The tank roof needs repair.
- The leaks in the distribution system must be corrected and minimized.
- The emergency generator (electrical) must be cared for, checked and perhaps upgraded.

Because of the lack of proper maintenance, all the above MUST be done before increasing water fees and charges to the homeowners. If these repairs are not required by the PUC, we're positive, because of past history, that repairs will be not be completed.

We have asked our son to submit this response to you using his email address.

Respectfully,

Eleanor and Roy Niegel