

✓ Men Ack sent 3/15/07 ✓ To HV. ✓ To Comm. 3/14

Jean Jewell

From: ggj987@verizon.net
Sent: Thursday, March 15, 2007 6:48 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Gail Johnson follows:

Case Number: SPL-W-06-01
Name: Gail Johnson
Address: 16354 W. Coeur d'Alene Dr.
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: yes

Please describe your question or comment briefly:
We are without water--again. SLEWCO has said they are working to fix the pump. It is less than 3 years since they installed this 'new' pump. I cannot help wondering whether they cut corners when they purchased this pump and whether they will really fix it this time. We do not know when the repairs will be complete though in response to questions, they say it will be later today. They have not contacted their customers. Living in SLE is becoming too much like living in a third world country where safe and reliable water is available only intermittently, if at all.

Hanson Industries cannot be allowed to abandon their responsibilities for Spirit Lake East Water Company until they have made the repairs and upgrades necessary to provide us with a safe, reliable water supply. They have mismanaged the company and they must be required to fix the problems their management has created. It is wrong to expect people who move in now to pay for their neglect and incompetence.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.161.13.176

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3/15/07

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Jean Jewell

From: KRIS J ANN KRAMER [kackhouse@verizon.net]
Sent: Thursday, March 15, 2007 12:22 PM
To: secretary; Jean Jewell
Subject: Spirit Lake East Water Company Case #SPL-W-06-01 additional info 3/15/2007 main pump failure/water system down

Importance: High

Spirit Lake East Water Company Case #SPL-W-06-01 additional info
3/15/2007 main pump failure/water system down.

Attention Commissioners Paul Kjellander, Marsha Smith and Mack Redford

Please be advised of our most current situation with respect to Spirit Lake East Water Company's service issues. Today, 3/15/07, we have been told that our main pump has burned out and we have no water. If you will recall, the main pump was replaced summer before last, 2005.

At the hearing it was noted that the present condition of the water system was extremely poor relative to water leakage that has been estimated as high as 1.5 gallons for every gallon delivered to the customers. It seems relative to this issue that the pump is burned out well before its life expectancy.

Please be advised we are bracing for the worst, hopefully we will not have to go without water for the next 10 days like we did when the pump burned out last time.

Thank you for your attention to this matter, we are also reporting this to the DEQ.

Sincerely,

Kris Kramer
Vice President Spirit Lake East Homeowner's Association
(208) 623-6006