

✓ Ken Ack  
sent 3/14/07

✓ To AW.

✓ To Commis  
;H

**Jean Jewell**

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**From:** annierosemarco@verizon.net  
**Sent:** Friday, March 16, 2007 1:38 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Peggy Marco follows:

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Case Number: Spirit Lake East Water Co.  
Name: Peggy Marco  
Address: 35004 N Hayden Drive  
City: Spirit Lake  
State: ID  
Zip: 83869  
Home Telephone: 208\*623\*2884  
Contact E-Mail: annierosemarco@verizon.net  
Name of Utility Company: Spirit Lake East Water Company  
Add to Mailing List: yes

Please describe your question or comment briefly:

As I'm sure you are aware, Spirit Lake East is again without water.

I thought the DEQ was insuring that we would not be without water again by forcing Hansen to bring our water system up to a decent standard. What happened? When will we see water again? What is the DEQ doing to insure that this doesn't happen yet again? This is unacceptable.

By all means--give Hansen what he wants and double our water rates. Hansen has had 30 years to bring this system up to standard and he's done nothing. And it seems that no one has the power to make him provide a water system that is safe and reliable. I guess here in Idaho, safe drinking water is not a high priority.

Peggy Marco  
35004 North Hayden Drive  
Spirit Lake, ID 83869

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 68.238.135.181

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✓ Ken Ask  
sent 3/14/07

✓ To AU.

✓ To Commis  
5 H

**Jean Jewell**

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**From:** bktegen@verizon.com  
**Sent:** Thursday, March 15, 2007 11:09 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Kim Tegen follows:

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Case Number:  
Name: Kim Tegen  
Address: 33250 N Tahoe Drive  
City: Spirit Lake  
State: ID  
Zip: 83869  
Home Telephone: 208 623-0086  
Contact E-Mail: bktegen@verizon.com  
Name of Utility Company: Spirit Lake Water Company  
Add to Mailing List: yes

Please describe your question or comment briefly:

The water is out again!!!!!!!!!!!!3/15/07 . We bought a home in SLE 3 years ago. I cannot even count the times our water has been out. It causes huge health issues there is no bathing, toiler flushing, laundry and we have a 2 year old who could be at major risk of bacterial exposure and it's effects. I have had to buy so much water in fear that any of us drink the water here. And now they want double for there lousy, horrible service?????

The form submitted on <http://www.puc.idaho.gov/forms/ipucl/ipuc.html>  
IP address is 63.24.61.88

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✓ Gen. Ask sent 3/14/07

✓ To AV

✓ To Comments  
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**Jean Jewell**

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**From:** ernie@niegel.org  
**Sent:** Thursday, March 15, 2007 10:46 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Sue and Ernie Niegel follows:

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Case Number: SPL-W-06-01  
Name: Sue and Ernie Niegel  
Address: 34204 N Saint Joe Drive  
City: Spirit Lake  
State: Idaho  
Zip: 83869  
Home Telephone: 208-623-2392  
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:  
Hello,

We wanted to let you know that the water pump in Spirit Lake East FAILED today, March 15, 2007. It failed this morning about 10:00am. We were told by the Spirit Lake East Water Company that the pump has failed and they don't know how long it will be down.

We have no water right now.

Thank you,

Sue and Ernie Niegel

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 216.178.62.182

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✓ Men. Ack.  
sent 3/15/07

✓ To AV.

✓ To Comments  
: H

**Jean Jewell**

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**From:** rvspirit@earthlink.net  
**Sent:** Thursday, March 15, 2007 9:23 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Dick Hernandez follows:

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Case Number: SPL-W-06-01  
Name: Dick Hernandez  
Address: 5525 W. Coeur d'Alene Dr.  
City: Spirit Lake  
State: ID  
Zip: 83869  
Home Telephone: 208-623-2823  
Contact E-Mail: rvspirit@earthlink.net  
Name of Utility Company: Spirit Lake East Water Co.  
Add to Mailing List: yes

Please describe your question or comment briefly:

Although I have given verbal testimony, I would like to add as of today we are without water. Spirit Lake East Water Co. said their pump, the pump they installed last year has failed, therefore we are without water again. This is suppose to be a new pump. Although Spirit Lake East Water Co. says they will install a backup pump and produce water within 12 hours, we will have to endure without water for the rest of the day. The nature of having a pump installed over 600 foot deep would signify that water pumps, the size installed here in Spirit Lake East, should be of high quality. My thinking is Hansen has done it again. He has installed a repaired pump of low quality in the hopes of ditching this water company before anything happens.

I implore you to make this guy do the right thing for us. We used to have good tasting water years back. Now it's so full of chlorine its awful. Make this guy do the right thing!

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 4.242.239.179

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✓ Tammie responded

✓ To A.V.

✓ To Comms  
H

**Jean Jewell**

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**From:** Tammie Estberg  
**Sent:** Friday, March 16, 2007 8:28 AM  
**To:** Jean Jewell  
**Subject:** FW: Consumer Comment/Complaint Form

Jean,  
FYI - I wanted to share this new complaint with you because of the statements in the last paragraph indicating the PUC is somehow responsible for the company's funding problems.  
Tammie

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Name: Natalie Allred  
Contact E-Mail: dakota275@msn.com  
Home Telephone: 208 623-6068  
Work/Contact Telephone: 208 772-6055  
Home/Office or Both: Home  
Home Address: 9469 W Liberty Drive PO Box 651  
City: Spirit Lake  
State: Idaho  
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?: yes

Please describe your question or complaint briefly:

Current Case# SPL-W-06-01

Spirit Lake East Homeowners again have found they have no water (3/15/07). I have been informed that there is a wiring problem and they are in the process of pulling the casing, wire, pump, etc. When contacted the company indicates they are providing a gallon of drinking water to their customers. When asked to explain the situation I was made aware that the truck the company has is again not large enough to pull the well casing. This same situation occurred back in 2005, where they had to call in a larger truck to pull the casing and there was a large delay with the repairs. They indicate they have a backup pump available if they find it is the pump. My concern is this process will be like 2005 and we will be allowed to go on for days without adequate drinking water.

As you may know we experienced high winds this past winter and power in the Spirit Lake East area was out for many days. Because Spirit Lake East Water Association has refused to provide a backup generator for our water system we were without water each time our power was out. I have lived out here for 10 years and the water system is becoming a real problem. It needs to be upgraded to provide service to our growing community. R.A. Hansen (owner) needs to be forced to upgrade our system. We deal with low water pressure, water outages, boil water situations (that most of us don't find out about until many days have gone by), and the continual aggravation of not knowing if they company is going to make repairs in a timely or safe manner.

Spirit Lake East Water Association is blaming DEQ and the Public Utilities Commission for delaying upgrades to our system. The story I received today is the PUC pulled funding that was going to allow Spirit Lake East to upgrade the system within the next few years. I was told the funding will not be made available for 30 years!!?? As a homeowner I would be willing to pay more for my water if guaranteed we would have reliable and safe drinking water. Why is a company allowed to represent themselves as a supplier of public drinking,

but not required to meet the bare standards?? This situation needs to be addressed in a timely manner. This cannot continue to go on without some sort of consequences!!

I appreciate your time and consideration into this matter. This is very important!!

The form submitted on <http://www.puc.idaho.gov/forms/cons/cons.html>  
IP address is 70.110.56.112

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