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**Jean Jewell**

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**From:** Tammie Estberg  
**Sent:** Tuesday, March 20, 2007 1:33 PM  
**To:** Jean Jewell  
**Subject:** SPLW Rate Case Comments

Jean,

Mr. Luten would like these comments added to the Rate Case Comments for Spirit Lake East. I have responded to the customer.  
Thanks,  
Tammie

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

From: Bob Luten [mailto:Bob.Luten@Treeport-ID.US]  
Sent: Monday, March 19, 2007 7:20 PM  
To: Tammie Estberg  
Subject: Re: Water outage today

Tammie,

Just to let you know our experiences with this water outage. We were not officially notified that the water was out by SLEW. We got our information by word of mouth, unofficially.

The water was out on 3/15. Since we live in one of the lowest areas, we still had water pressure that night of 30 PSI (ours is usually about 60 PSI) By 3/16, the pressure was down to 10 PSI at 13:30.

At our home, we did not get a boil order until 3/17 in the afternoon. People who had mailboxes or newspaper boxes got theirs on 3/16. I was told that SLEW was supposed to get these boil orders out the day of the outage. That did not happen.

I can smell chlorine in our water for the first time today, so that is how long it took to get to the farthest locations.

Lee Ann Luten for  
-- Bob, in northern Idaho --