

Jean Jewell

From: ciloma@gmail.com
Sent: Monday, July 29, 2013 12:35 AM
To: Beverly Barker; Jean Jewell; Gene Fadness
Cc: ciloma@gmail.com
Subject: Case Comment Form: Cindy Martinez

Name: Cindy Martinez
Case Number: SPL-W-13-01
Email: ciloma@gmail.com
Telephone: 208-818-5855
Address: 33026 N Tahoe Dr
Spirit Lake Idaho, 83869

Name of Utility Company: Spirit Lake East Water Company Acknowledge public record: True

Comment: We finally got some water issues taken care of a few years ago when Hansen owned the company right before he got rid of it. Tonight, July 28, 2013, we have no water. There has been no water for several hours. I'm told there will be no water until tomorrow afternoon at the soonest. What happened to the backup generator and pumps? They were working at one point. This was an issue before and for a time, apparently, it was all in order. It seems the new owners have not maintained the backup system. This is not forward progress, this is not even maintaining the system with all of its flaws. At our house we have not felt any change in service. No increased water pressure like the new owners claim. In fact, it has decreased lately. This may be due to people watering lawns, which we do not do, in order to conserve water. A decrease in water pressure for that reason is not acceptable. Here is how bad our water pressure is: My kitchen faucet will not stay "on" when I turn the water on, the pressure is not even high enough to keep the faucet open. Spirit Lake East Water Company does not deserve a rate increase. Spirit Lake East Water Company has not maintained the system they received to acceptable standards.

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Jean Jewell

From: mrmartinez1967@yahoo.com
Sent: Monday, July 29, 2013 12:49 AM
To: Beverly Barker; Jean Jewell; Gene Fadness
Cc: mrmartinez1967@yahoo.com
Subject: Case Comment Form: Angelo Martinez

Name: Angelo Martinez
Case Number: SPL-W-13-01
Email: mrmartinez1967@yahoo.com
Telephone: 208-818-0775
Address: 33026 North Tahoe Drive
Spirit Lake Idaho, 83869

Name of Utility Company: Spirit Lake East Water Company Acknowledge public record: True

Comment: I strongly urge Idaho PUC to reject Spirit Lake East Water Company's request for a rate increase. As of 28 July, 2013 we have no water. The rumor is that the pump has malfunctioned. When this system was handed off to them from Hansen Corporation it had just been overhauled. Apparently Spirit Lake East Water Company has allowed the system to deteriorate. They can't even blame increased use because the number of attached homes never increases.

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