

✓ Ken Ack
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✓ To AV

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SH

Jean Jewell

From: Ed Howell
Sent: Wednesday, March 02, 2005 9:24 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Wednesday, March 02, 2005
9:24:01 PM

Case: TGW-W-05-1
Name: Molly Stafford
Street Address: 1717 Penninger Dr.
City: Boise
State: ID
ZIP: 83709

Home Telephone: 208-377-4981
E-Mail: spudhead25@juno.com
Company: Terra Grande Water
mailing_list_yes_no: yes

Comment description: Terra Grande Water has not acted in the best interest of the public or it's customers. United Water wanted to purchase the system to improve our quality of water and were denied. We as customers were not informed as the reason. As documented in case TGW-W-04-1 order No. 29512 page 1 paragraph 1 Mutually agreeable terms of rescission have yet to be negotiated. Page 2 paragraph 1 states that Terra Grande has not been monitoring and testing the water according to the DEQ required schedules...DEQ has required a number of repairs to the Terra Grande system which have not been made. Page 3 paragraph 1 says We find that the company's customers have no say regarding operation and management of the Company. When the Company notified us about contamination we had already been drinking trichloroethylene for at least a year with no notice from the Company that there was any problem. The Company needs close monitoring. The Company has made no effort what-so-ever to contact it's customers as to how many people are in each household. It would be unjust and unfair to charge a 2 person household the same as a 6 person family. We as customers understand the need to pay for United Water charges, but not the full amount Terra Grande charges in ADDITION to United Water charges. There is no just cause for Terra Grande Water to recieve \$16.00 per month when the Company has done nothing to ensure our safety. The sum of \$3744.00 bi-monthly is an outrageous amount to charge customers for one person to sent out statements to it's customers. Would you not agree?

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