



## STATE OF IDAHO

OFFICE OF THE ATTORNEY GENERAL

LAWRENCE G. WASDEN

April 2, 2020

Dorothy McCarty  
Island Park Water Company  
P.O. Box 2521  
Idaho Falls, ID 83403

Re: IPUC Case No. ISL-W-11-01  
Investigation of Island Park Water Company, Inc. Billing Practices

Dear Ms. McCarty,

In 2011 the Idaho Public Utilities Commission ("Commission") opened an investigation into Island Park Water Company, Inc.'s billing practices. The Commission had received customer complaints that the Company was not billing for water service in conformance with its Commission approved tariffs. *See* Case No. ISL-W-11-01. In Order No. 32268 the Commission set forth requirements for the Company to meet in order to resolve its concerns over the Company's billing practices.

Case No. ISL-W-11-01 has seen little activity since it was opened and it remains unclear whether the Company is complying with the Commission's directives in Order No. 32668. Due to this inactivity the Commission Staff ("Staff") believes it reasonable to recommend that the Commission close this case unless the Company objects.

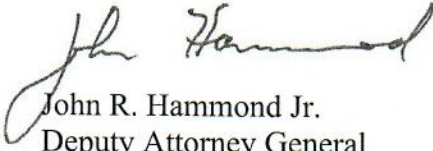
Although Staff believes Case No. ISL-W-11-01 should be closed it remains concerned that the Company may not be complying with the directives in Order No. 32268. As such, and in the interest of updating its knowledge about the Company's operations, Staff will send audit requests to the Company in the near future. It is imperative that the Company answer the audit requests that Staff sends fully and in a timely fashion.

Should you have any objection to the Commission Staff recommending that the Commission close Case No. ISL-W-11-01 please provide a written response within ten (10) days from the date of this correspondence. If the Commission closes Case No. ISL-W-11-01 this does

not prevent it from opening a new investigation into the Company's billing practices or any other matter if necessary.

Your prompt attention to the matters set forth in this correspondence is requested. Should you have any questions please feel free to contact me.

Sincerely,



John R. Hammond Jr.  
Deputy Attorney General