

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Saturday, February 25, 2023 3:00:08 PM

The following comment was submitted via PUCWeb:

Name: Carma Markin
Submission Time: Feb 25 2023 2:03PM
Email: carma.markin@yahoo.com
Telephone: 208-419-9522
Address: 943 10th street
Idaho Falls, ID 83404

Name of Utility Company: Idaho Public Utilities Company

Case ID: ISL-W-23-01

Comment: "Feb 25, 2023 Idaho Public Utilities Commission Utilities Compliance Investigator ATTN: John Kruck REF: Case # ISL-W-23-01 2021 I had water in May when I initially opened up my cabin. On my next visit in June, there was no water. The booster station pump was broken, and I couldn't get anyone to fix it. My son-in-law pulled out the pump, took it to Idaho Falls and had it repaired at my expense. In July, the booster pump failed again. Again, we pulled it and had it repair at my own time and expense. Because of this, my water heater failed and had to be replaced as well. I called Dorothy McCarty and she simply said, "That's just the way things are." 2022 I opened the cabin again in May, and had water initially. June rolls around, and again, no water. The booster station needed to be reset. I called Roger at Island Park Water but it was never repaired. I then text Dorothy and asked about the repair and having no water. She replied, "Sorry, I do not know what your water line issue is. As you know, no water is due to the drought. Your elevation is an issue. You might have to drill your own well to solve your problem." This was an extremely frustrating answer to my problem with no resolution in sight. There was also a boil water advisory that I never received notification of. I would think that Island Park Water has a obligation to let it's customers know if they can't drink the water they are providing. If you have any questions or concerns, please let me know. Carma Markin 5151 Valley Drive Island Park, Idaho 208-419-9522
Carma.Markin@yahoo.com "
