

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Monday, March 6, 2023 3:00:08 PM

The following comment was submitted via PUCWeb:

Name: Terry and Tracie Bartu
Submission Time: Mar 6 2023 2:50PM
Email: Tracer772@aol.com
Telephone: 702-210-6859
Address: 4034 Kickapoo
Island Park , ID 83429

Name of Utility Company: Island Park Water Co

Case ID: ISL-W-23-01

Comment: "Adam Rush I have emails where I fought this issue of being overcharged for water and my parents were overcharged for water at 4034 Kickapoo Ln. IP water co. made me pay my parents (LeRoy and Marcie Bartu) outstanding over billing before she would put it in my name at 4030 Kickapoo ln. I paid the outstanding balance in 2015 and then found out it in fact it was an overpayment as my parents told me. I battled with IP water co. and they agreed to credit me some of the money back. I can send you emails upon request if needed. Thank you "

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Tuesday, March 7, 2023 11:00:27 AM

The following comment was submitted via PUCWeb:

Name: Hans Vanderbeek
Submission Time: Mar 7 2023 10:48AM
Email: hpbeek@gmail.com
Telephone: 801-589-3510
Address: 2300 Viola Drive
Idaho Falls, ID 83401

Name of Utility Company: Island Park Water Company

Case ID: ISL-W-23-01

Comment: "I've attempted for nearly a year to obtain approval for connection on the Island Park Water system for a new home located at 3529 Chickasaw. Dorothy claimed I couldn't obtain a connection due to the lot being a sub lot, yet the sub lot adjacent to me was able to obtain a connection years ago, as was ALL the other homes in the subdivision. My daughter has been helping me work with Dorothy to obtain that connection. Dorothy reached out to my daughter a couple weeks ago and said we shouldn't have a problem finally connecting in the spring. She reached out to her again via text and phone on Sunday, March 5th, approving the connection. She also asked that my daughter email Chris Hecht at the PUC to notify him the connection had been approved. I'm assuming this decision to allow connection and the request to contact Chris is an attempt to mitigate some of the complaints against her prior to her appearance. My daughter fought to connect to the system two years ago...also being pushed out for a year. During this phone conversation with Dorothy, on Sunday, Dorothy told her she'd undercharged her for her connection and that it should have been \$1,100. She asked that my daughter let me know that my connection fee would be \$1,100 now. Yet, my understanding is that she's approved to charge a \$200 connection fee and \$280/yearly tariff. Dorothy mentioned she was going to have to stick to charging that \$1,100 going forward because she had some things coming up she was going to need to pay for. Completion of this home has now been put off for a year...including septic placement, pending Dorothy's approval. Assuming connection would be a straight forward process, like anywhere else in a first-world country, I had engaged a contractor to begin the water connection and septic placement, at the time of excavation. Those were halted while I continued to wait for connection approval. Dorothy said there was no guarantee of a connection and that I might have to install a well. The lot is not large enough for a well, so we were left negotiating with neighbors for a shared well and forced to hold off on septic installation until we received a yes or no on approval. Well and septic placement are dictated by one another and many other things, so it was impossible to move forward without a final decision from Dorothy. If we'd connected without permission, we'd be threatened with an \$1,100 fee, and additional fees for shut off and digging up the line to double check if it's correct. It has been a costly and time consuming nightmare dealing with Dorothy and Island Park Water."

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Tuesday, March 7, 2023 4:00:07 PM

The following comment was submitted via PUCWeb:

Name: Kim Thompson
Submission Time: Mar 7 2023 3:37PM
Email: ktconstructionkim@gmail.com
Telephone: 208-881-7726
Address: 5154 Jones Dr
Island Park, ID 83429

Name of Utility Company: Island Park Water Company, Inc.

Case ID: ISL-W-23-01

Comment: "My name is Kim Thompson, I own a cabin at 5154 Jones Dr. This is in the Valley View Subdivision. I would like to leave a statement regarding Island Park Water Company. We started doing some remodel work in the fall of 2020. When we started working on the cabin we had water. Around February, 2021, we had no water. I contacted Dorothy regarding the water. She informed me the water line was probably frozen and she could do nothing about it. At this time, I let it go. We finally go water around the middle of May, 2021. Around the first of March 2022, we had no water again. I contacted Dorothy again. The first phone call I got her voice mail and left her a message that we had no water and to call me back. A week later, I called Dorothy back, because she never called me. This time Dorothy answered the phone. I told her we had no water and Dorothy responded again by saying the water lines are frozen and there is nothing I can do. I got a little discouraged and called Dorothy back a week later. I told Dorothy where she controls the water, she needs to supply us water. Again, Dorothy said there nothing she can do. Around May, 2022 we had listed our cabin to sale and it was sold in May, 2022. The new owners wanted to know what was going on with the water. I informed them about what Dorothy told me, (there is nothing she can do with frozen water lines). The new owners backed out of the deal. On December 29, 2022, in the morning, I was riding my snowmobile around the cabin. I noticed a pipe coming out of the ground shooting alot of water out of it. Later that day, I drove past the pipe again and noticed the pipe still had water coming out of it. I went back on December 30, 2022 and the water had stopped coming out of the pipe. I did take a picture to show there had been water coming out of the pipe. I asked a neighbor, by my cabin if we were under a water boil order. She told me we were. I was never informed. She told me this on February, 22, 2023. I found out that the water boil order went into effect 1/5/2023. I finally go a letter from Dorothy on 2/23/2023 regarding the water boil order. How come it took so long for Dorothy to let me know. This is not how you are suppose to do business'. Kim Thompson "
