

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Monday, March 13, 2023 12:00:07 PM

The following comment was submitted via PUCWeb:

Name: Reeca Marotz
Submission Time: Mar 13 2023 11:14AM
Email: cityip@myidahomail.com
Telephone: 208-558-7687
Address: 3753 N Highway 20
Island Park, ID 83429

Name of Utility Company: City of Island Park

Case ID: ISL-W-23-01

Comment: "As the City Clerk for the City of Island Park I get several inquiries/complaints each year regarding the Island Park Water Company. Owners that are new to the area, and short term renters assume that this water company is owned by the City of Island Park and contact our office. Last summer (July 2022) I received a call from a family who were renting in the Shotgun area of Island Park. The caller and his family of 6 were renting a home in the area. There were not notified that the water would be shut off. He phoned here assuming that the home was on a municipal water system. He told me that he had contacted the property manager who was very disinterested in his situation. She told him that normally people were not in the home during the day but were out touring Yellowstone Park and that he would need to go purchase jugs of water if he wanted to flush the toilets. She did not know that the water was off. The water was shut off for the duration of their stay. I gave the caller the information for the person who handles short term rentals at the county level so that they were also aware and might possibly make a note in the owners file. The water reliability in the Shotgun, Aspen Ridge, and Valley View areas of Island Park continue to be an item of concern. My fear is that this continued problem will reflect negatively on the area as a whole and that owners of investment properties, as well as full time residents, are going to suffer because of this. People are not given any notice before this happens, or while it is happening. Historically they have not been told what to do after the water service is back regarding what the next steps should be once the service is restored."

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Monday, March 13, 2023 4:00:09 PM

The following comment was submitted via PUCWeb:

Name: Eric Sharp
Submission Time: Mar 13 2023 3:06PM
Email: ericjenny@gmail.com
Telephone: 208-497-9633
Address: 2213 FALLS AVE
American Falls, ID 83211

Name of Utility Company: Island Park Water Company

Case ID: ISL-W-23-01

Comment: "The address to my property is 5174 Valley Dr. within the Valley View Subdivision. I purchased the lot in the fall of 2020, and a major perk of the purchase was that community water was available to the lot. We began construction in the spring of 2021 and our home is nearly finished now. During construction, many neighbors would stop by to visit. Nearly everyone would complain about the terrible water system and implored me to dig a well. The estimates I have received for the cost of a well varied from \$40k-\$50k, which I cannot afford, and there is over a one year waiting list. I called Dorothy in the summer of 2022 and requested to connect to the water system. She said I will not be allowed to connect to the system due to the system already being overburdened. She also claimed due to the drought, the wells water levels have dropped and there is not enough water to support any more connections. She also stated that short term rentals will not be allowed on the community system due to their exorbitant use of water, and they are considered commercial property which aren't allowed on residential water systems. I feel like the community water system is my only option, but based on my interactions with neighbors it is going to be hell dealing with the water company to get dependable service and good clean water."
