

From: [Jon Kruck](#)
To: [Jan Noriyuki](#)
Subject: FW: Notice: A complaint was submitted to PUCWeb
Date: Friday, March 24, 2023 8:14:23 AM

From: PUCWeb Notification <Do.Not.Reply@puc.idaho.gov>
Sent: Friday, March 24, 2023 7:00 AM
To: ConsumerComplaintsWeb
Subject: Notice: A complaint was submitted to PUCWeb

The following complaint was submitted via PUCWeb:

Name: Carol and Harold Bowers
Submission Time: Mar 23 2023 8:01PM
Email: dabbadoo2@yahoo.com
Telephone: 801-391-4887
Address: 4081 Yale Creek Road
Island Park, ID 83429

Name of Utility Company: Island Park Water Company

Contacted Utility: Yes

Comment: "We have been asked to submit issues we are experiencing with Island Park Water. Following are our complaints: Recently we received notice that we failed to pay for our water in 2022. We paid as we have every year. We are now being charged for last year and this year. In this same notice, we were reminded that water is to be used during the summer only and shut off during winter months. There are many year round residents residing in Shotgun subdivision so that directive is out of line. We need our water in our homes 12 months of the year. Many times when water is shut off for repairs, there is little to no notice that water will be shut off. The only notice we receive is if we happen to be at the stop sign at the intersection of Yale Creek road and Kilgore road. After water has already been shut off, they will post a sign made out of whatever material is available (piece of paper, piece of cardboard, etc) and written with a pen or pencil or very small marker that is difficult to see. If you are not going anywhere for the day and there is no water, you have to drive to the corner to see if a notice was posted sometime during the day. The notice lacks any useful information and is inadequate for planning purposes. The inadequate notice is often posted for several days after the work has been completed and causes more confusion as to whether or not there will be running water for the day. Last fall there were broken pipes under the road in 3 locations in Shotgun. We called to report them as soon as they became apparent but it was a couple weeks before anyone came to repair the broken pipes. In the meantime, water kept bubbling up from the roads and causing pools of water and mud issues, as well as erosion of the road. There is no accountability with the water company and they are doing a very poor job with the residents of Shotgun."
