

**From:** PUCWeb Notification <[Do.Not.Reply@puc.idaho.gov](mailto:Do.Not.Reply@puc.idaho.gov)>  
**Sent:** Wednesday, March 29, 2023 11:00 AM  
**To:** Jan Noriyuki <[jan.noriyuki@puc.idaho.gov](mailto:jan.noriyuki@puc.idaho.gov)>  
**Subject:** Notice: A comment was submitted to PUCWeb

The following comments were submitted via PUCWeb:

Name: Adam Patterson  
Submission Time: Mar 29 2023 10:05AM  
Email: [info@kabino.com](mailto:info@kabino.com)  
Telephone: 307-690-0402  
Address: 3525 Remington Dr  
Island Park, ID 83429

Name of Utility Company: Island Park Water

Case ID: ISL-W-23-01

Comment: "I own multiple homes that use Island Park Water. For at least the last 8 years I have been billed incorrectly and threatened to have my water turned off. My payment checks have always been cashed, but never applied to my accounts. Each year my new bills state an accumulation of multiple years worth of back-due balance and exorbitant "late fees", even though those bills had been paid. I have called, emailed, and written letters for years with zero response or correction to my accounts. This is highly unethical and needs to stop."

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Name: Adam Patterson  
Submission Time: Mar 29 2023 10:22AM  
Email: [info@kabino.com](mailto:info@kabino.com)  
Telephone: 307-690-0402  
Address: 3525 Remington Dr  
Island Park, ID 83429

Name of Utility Company: Island Park Water

Case ID: ISL-W-23-01

Comment: "Kabino is a professional management company that manages many properties that have been mis-billed and unprofessionally mishandled by Island Park Water Company. Dorothy has refused water rights, repairs, and we can cite many improper billing conducts. For lack of a better term, there is something unethical and misleading inside of Island Park Water company's billing practice. Feel free to request any and all forensic billing and history from our company. We manage multiple properties on various waters lines, and districts within Island Park Water Company service area. We are happy to document any and all calamities that have plagued our property owners and company for years. Please contact us for any information or historical references."