

**From:** PUCWeb Notification <[Do.Not.Reply@puc.idaho.gov](mailto:Do.Not.Reply@puc.idaho.gov)>  
**Sent:** Thursday, March 30, 2023 12:00 PM  
**To:** Jan Noriyuki <[jan.noriyuki@puc.idaho.gov](mailto:jan.noriyuki@puc.idaho.gov)>  
**Subject:** Notice: A comment was submitted to PUCWeb

The following comment was submitted via PUCWeb:

Name: Eric Lybeck  
Submission Time: Mar 30 2023 11:19AM  
Email: [ericlybeck@gmail.com](mailto:ericlybeck@gmail.com)  
Telephone: 208-709-3476  
Address: 3519 Browning Road  
Island Park, ID 83429

Name of Utility Company: Island Park Water Company

Case ID: ISL-W-23-01

Comment: "This complaint/comment centers around a repair (Water leak) that was done in the street (Browning road) near the front of my property in October 2022. The leak (soft muddy area in the street) was reported to the water company on the 13th. On the 18th repairs were made by Valley View Construction, a local company that does repairs for IPWC. I observed and photographed while the repairs were performed. The leak source was verified to be in the street i.e., not on my property. Since the curb-stop valve (to my property) did not rotate, personnel recommended that it be replaced. I was told that the water company would pay for it, since this component belongs to them. I agreed, as it seemed reasonable and the right thing to do. The following day Dorothy (IPWC) texted me to get my email address, so that the contractor could send me the bill. I said OK, but this doesn't seem right. I did research and contacted the PUC. PUC personnel directed me to the IPWC Tariff, which clarifies who is responsible for what in these instances. Upon learning that the water company was responsible for repairs outside my property line, I let both Valley View Construction (they had emailed me a bill for \$1936.52) and Dorothy (IPWC) know this. It is at this point that communications (phone and mostly text) Dorothy become hostile, retaliatory and nonsensical, of which I chose not to engage in. Evidence of these communications were turned over to the PUC. The PUC took over from there, and has since reported to me that IPWC has paid the bill to Valley View Construction for the work performed. Thank you to the PUC for holding IPWC in line! Since this incident I have lost confidence in IPWC (Dorothy) regarding proper basic ethical behavior needed to perform as leadership in a company as such. Fast forward and final thoughts: After attending the meeting in Island park (03/29/23) regarding the IPWC, it appears that this bad behavior has come up many times. Allowing behavior as such to continue is in no ones best interest. Thank you to the PUC for investigating this and allowing us customers to provide testimony. Thank you to all customers who spoke at this meeting! I humbly ask the PUC to use all facts and testimony to help us customers get to a better future regarding this water service. Thank you, Eric Lybeck "

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