

**From:** PUCWeb Notification <[Do.Not.Reply@puc.idaho.gov](mailto:Do.Not.Reply@puc.idaho.gov)>  
**Sent:** Thursday, March 30, 2023 5:00 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: Bridget Whitmill  
Submission Time: Mar 30 2023 4:35PM  
Email: [bwhitmill66@gmail.com](mailto:bwhitmill66@gmail.com)  
Telephone: 208-419-8153  
Address: 1072 Hillview Avenue  
Idaho Falls, ID 83402

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

Case ID: ISL-W-23-01

Comment: "Hello, My name is Bridget Whitmill, my husband Jeff and I have a cabin located at 4046 Choctaw Rd, Shotgun Division, Island Park, Idaho. There are a couple of issues we have had with Dorothy regarding our water that I would like to address. We purchased this property February 2017. At the time of our purchase there was a 1961 Mobile Home on the property. This home was summer use only because of the fact that it was a mobile home. We received our Water Tariff notice in March with a due date of April 1, 2017, which also stated to please pay before April 15th to avoid any late fees @ 12%. The Tariff amount we were told we had to pay when we bought the property was \$200.00 at that time. When we got our bill there was an additional amount of \$200.00 due for a total of \$400.00 owed. I called Dorothy at IP Water asking her about the additional fee and she told me it was for a "hook up" fee. I told her there was not a new water service installed, we were just changing ownership of the property. She then told me since the previous owner didn't pay their "hook up" fee it would be our responsibility to pay it. I told I was not going to pay an additional fee, that was between you and the previous owner, and we were not paying it. We paid the \$200.00 and have not any issues regarding the additional "hook up" fee. In 2019 there was 111 inches of snow that fell in February which caused our snow load structure over the trailer to collapse crushing it. We did build a cabin on the lot, and it was finished ready to move in October 2020. There were no issues with the water flow until February 2021, the main water line froze. I called Dorothy asking her what could be done, and she told me, these subdivisions were built for summertime use and we had to wait until spring for it to thaw. There was nothing she could do about it. She also told me we could dig a well if we felt so inclined to do. The problem with that is that the cost to dig a well is \$35,000 to \$40,000 dollars. That is not feasible at all. We had to melt snow to flush the toilet and bought bottled water for sustainability. The water thawed about the first of May, but it came out of the faucets rusty colored and didn't run clear until the middle of June. We continued to buy bottled water because we were afraid of drinking it. We pay for a utility service that continues to have serious issues and nothing is being done to address or resolve those issues. All we get are excuses as to why the system is having problems and that there is nothing that can be done about it. My question is, aren't there grants available that could be applied for to help pay for replacements of the water lines? What has she been doing with all of the Tariff fees from the 400 or so residents that she has been collecting from for the last 10 or 15 years? This equates to roughly \$112,000 per year that she has been collecting. Clearly, she is not reinvesting the money to make the necessary updates to a very old, broken-down water system. On the bottom of the Water Tariff Notice Dorothy has

put a quote stating: "Water is a privilege-Not a right!" I find this very offensive and ask who she thinks she is and what right does she have to say that. Again, we pay for this water service, and it should be functioning properly, year-round. It is also my opinion that if Dorothy lived in Island Park, full time, part time or any time, this water problem would have been resolved a long time ago. I appreciate the opportunity to be able express my thoughts and opinions regarding this situation. Best Regards, Bridget Whitmill"

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