

CLAIRE SHARP
DEPUTY ATTORNEY GENERAL
IDAHO PUBLIC UTILITIES COMMISSION
PO BOX 83720
BOISE, IDAHO 83720-0074
208/334-0357
ISB#: 8026

RECEIVED
2023 FEB 23 AM 11:31
IDAHO PUBLIC
UTILITIES COMMISSION

Street Address for Express Mail:
11331 W. Chinden Blvd., Bldg. 8, Ste. 201-A
Boise, Idaho 83714

ORIGINAL

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

IN THE MATTER OF ISLAND PARK) CASE NO. ISL-W-23-01
WATER COMPANY'S FAILURE TO)
COMPLY WITH TARIFF AND UCRR's.) CERTIFICATE OF SERVICE
)

I HEREBY CERTIFY THAT ON THIS 23 DAY OF FEBRUARY, 2023, I SERVED EXHIBITS (12-20), IN CASE NO. ISL-W-23-01, VIA FEDEX, TO THE FOLLOWING:

Island Park Water Company
Dorothy McCarty
155 E. 23rd Street
Idaho Falls, Idaho 83404

Keri J. Hawker
KERI J. HAWKER
Legal Assistant to Claire Sharp

EXHIBIT 12

EXHIBIT 12

Customer A

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

RECEIVED

FEB 13 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Aspen Ridge's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Aspen Ridge Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Aspen Ridge per day? 4
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 8

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Aspen Ridge? Yes No

If yes, when? WINTER 2021-22 SERVICE LINE FROZE UNTIL JUNE

Does your residence in Aspen Ridge experience low water pressure? Yes No

If yes, when? CONTINUALLY SINCE OCT. 2021

If you experienced either a water outage or low-pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Aspen Ridge? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint? Yes No

Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ 280

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

WE SPENT ± \$2000 TO INSTALL A PRESSURE TANK SYSTEM DUE TO VERY LOW WATER PRESSURE FROM THE COMMUNITY SYSTEM. THERE IS OBVIOUSLY A BREAK IN THE LINE SOMEWHERE ON BALSAM. I.P. WATER IS UNWILLING TO ADDRESS THE ISSUE. OTHER PROPERTY OWNERS ON THE STREET HAVE PAID TO DRILL THEIR OWN WELLS DUE TO THE UNRELIABILITY OF I.P. WATER.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer B

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

RECEIVED

FEB 13 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Aspen Ridge's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Aspen Ridge Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Aspen Ridge per day? 4
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 8

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Aspen Ridge? Yes No

If yes, when? _____

Does your residence in Aspen Ridge experience low water pressure? Yes No

If yes, when? _____

If you experienced either a water outage or low-pressure event, were you notified by Island Park Water Company within 24 hours? Yes No N/A

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Aspen Ridge? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint? Yes No

Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ 280

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

I.P. WATER STATES IN ITS TERMS AND CONDITIONS THAT THEIR SERVICE IS FOR SINGLE FAMILY USE ONLY. OUR PROPERTIES ARE SHORT-TERM RENTALS. WE DISAGREE THAT THEY CAN DICTATE HOW WE UTILIZE THE SERVICE THAT WE PAY FOR.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

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900 N. Skyline, Suite B
Idaho Falls, Idaho 83402

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Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer C



RECEIVED

FEB 03 2023

DEQ-IDAHO FALLS

01/23/2023

[Redacted]

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: [Redacted]

Is your home connected to the Goose Bay Estates Public Water System? Yes No
Is your property vacant, but contains a service connection such as a hydrant? Yes No
On average, how many people are in your home in Goose Bay Estates per day? None or 2 off + on
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 2

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?
 Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No *Low water pressure on a few times*
If yes, when? _____

Does your residence in Goose Bay Estates experience low water pressure? Yes No
If yes, when? Mostly in July + August

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?
 Yes No

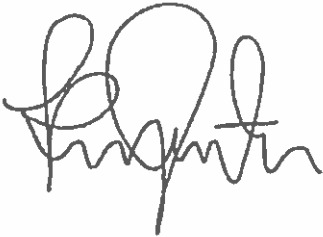
Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ 280.⁰⁰ for yr
only there 4-5 months
off + on.

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Our water has a Strong sulfue Smell most of the time! We do not drink the water! Might need new pipes or something but definitely has a odor—

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer D



01/23/2023

RECEIVED

FEB 03 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Goose Bay Estates Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Goose Bay Estates per day? 0-5
(This includes rental properties and the average number of guests per night) *most days it*

How many people are in the residence at the greatest occupancy? 7 *is vacant.*

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec ^{1/2}

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? Early summer / Spring pipe freeze

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? _____

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?
 Yes No *Don't know who to call*

Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ 100.00 or so ?

not sure.

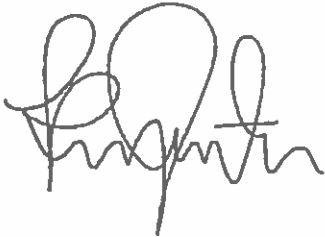
Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

*Water always smells like sulphur.
Too many people use water to water lawns. You'll know by the ones with green lawns. We have never drunk our water.*

We pay too much for everything including taxes when we are only able to use it 6 mos a year.

It would be nice to have ~~enough water~~ water checked often and be alerted to its quality to drink.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer E

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

01/23/2023

RECEIVED

FEB 03 2023

DEQ-IDAHO FALLS

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Please provide your property address: _____

Is your home connected to the Goose Bay Estates Public Water System? Yes No
Is your property vacant, but contains a service connection such as a hydrant? Yes No
On average, how many people are in your home in Goose Bay Estates per day? _____
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 8

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? SPRING SEVERAL TIMES FROM FREEZING LINES,

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? SUMMER WHEN OTHERS THINK THEY HAD TO WATER 24 HRS A DAY.

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

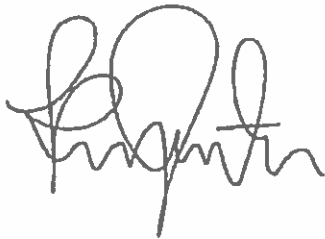
Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint? Yes No

Are you charged an annual drinking water fee? Yes No
If yes, how much is your residence charged for drinking water annually? \$ _____

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

I purchased a lot in 1988, @ that time water was to be used for household use only, @ that time and up to about 2010 the water tasted GREAT. Now with several of the new residents thinking they need to water large yards, some all day every day, well the water taste horrible & smells. I believe this is due to lowering the level in underground reservoir to old water. Now I am forced to bring in drinking water. Things need to ch.
Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality
Attn: Kelsey Carter
900 N. Skyline, Suite B
Idaho Falls, Idaho 83402

Phone: (208)528-2650
Fax: (208)528-2695
Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer F



01/23/2023

RECEIVED

FEB 08 2023

DEQ-IDAHO FALLS

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Please provide your property address: _____

Is your home connected to the Goose Bay Estates Public Water System? Yes No
Is your property vacant, but contains a service connection such as a hydrant? Yes No
On average, how many people are in your home in Goose Bay Estates per day? 4
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 3

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? _____

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? _____

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint? Yes No

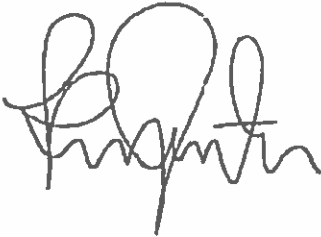
Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ 280.00

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Whoever runs the Water does NOT know what's going on! I was going to be charged for having water on my 3 lots, which I only have water on 1 lot!

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deg.idaho.gov

EXHIBIT 12

Customer G



01/23/2023

RECEIVED

FEB 08 2023

DEQ-IDAHO FALLS

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Please provide your property address:



Is your home connected to the Goose Bay Estates Public Water System? Yes No
Is your property vacant, but contains a service connection such as a hydrant? Yes No
On average, how many people are in your home in Goose Bay Estates per day? 4
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 3

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? _____

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? _____

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint? Yes No

Are you charged an annual drinking water fee? Yes No

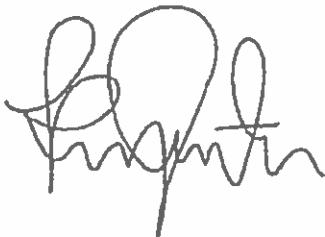
If yes, how much is your residence charged for drinking water annually? \$ 280.00

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Who ever who runs the water does not know what is going on! They were trying to over charge me for water on my 3 lots, which I only have water on 1 lot

Since my Mom has owned the ~~Property~~ she has told us not to drink the water!

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality
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900 N. Skyline, Suite B
Idaho Falls, Idaho 83402

Phone: (208)528-2650
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EXHIBIT 12

Customer H



RECEIVED

FEB 08 2023

DEQ-IDAHO FALLS

01/23/2023

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Please provide your property address:

Is your home connected to the Goose Bay Estates Public Water System? Yes No
Is your property vacant, but contains a service connection such as a hydrant? Yes No
On average, how many people are in your home in Goose Bay Estates per day? 2
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 6

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? Spring 2021

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? June - Sept

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint? Yes No

Are you charged an annual drinking water fee? Yes No

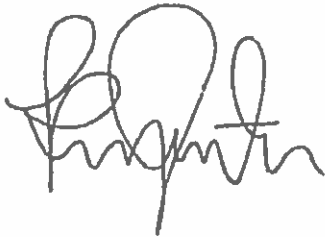
If yes, how much is your residence charged for drinking water annually? \$ 280.⁰⁰

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Sulpher smell, yellowish tint, poor taste.
Stains clothes, toilets, pipes.

Thank you

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

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Idaho Falls, Idaho 83402

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Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer I



01/23/2023

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FEB 08 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address:

[Redacted address]

Is your home connected to the Goose Bay Estates Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Goose Bay Estates per day? 0.5 (2 people @ 50% for 6 mo./year)
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 21

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? May 2-5, 2022 (No water through May 4. Left + returned May 9 + had water.)
~ June 2021 ~ water pipe break + water shut off to repair.

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? _____

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No We called them to find out what was going on. They weren't aware.

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint? Yes No

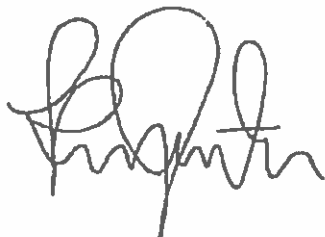
Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ 240

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

May 2, 2022 - Initial occupancy + turned on water. Other homes in subdivision had water, some with low pressure. Suspect a frozen section of pipe (or two.)

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer J



01/23/2023

RECEIVED

FEB 06 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address:

Is your home connected to the Goose Bay Estates Public Water System?

Yes No

Is your property vacant, but contains a service connection such as a hydrant?

Yes No

On average, how many people are in your home in Goose Bay Estates per day?

2-4 (depends when we make it up there)

(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy?

8

Do you live in this residence year-round?

Yes No

Are there any residents that stay for 6 months or more per year?

Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates?

Yes No

If yes, when?

Does your residence in Goose Bay Estates experience low water pressure?

Yes No

If yes, when?

summer evenings & weekends

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours?

Yes No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No *maybe once or twice*

Are you able to contact Island Park Water Company in the event you have a concern or complaint? Yes No

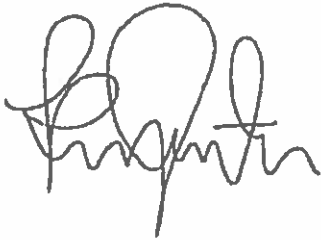
Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ N/A

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

We only use this residence once a month for 2-3 days at a time. We do not rent this property out. No one stays there for more than a week at a time, per month. (very rare)

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality
Attn: Kelsey Carter
900 N. Skyline, Suite B
Idaho Falls, Idaho 83402

Phone: (208)528-2650
Fax: (208)528-2695
Email: Kelsey.Carter@deg.idaho.gov

EXHIBIT 12

Customer K



01/23/2023

RECEIVED

FEB 16 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address:

Is your home connected to the Goose Bay Estates Public Water System? Yes No
Is your property vacant, but contains a service connection such as a hydrant? Yes No
On average, how many people are in your home in Goose Bay Estates per day? 2
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 2

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? the main water to the properties have often times during winter thaws have broken and created temporary outages.

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? _____

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

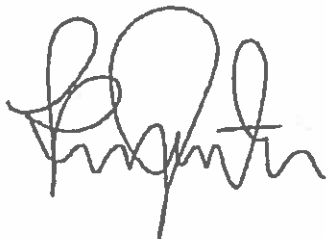
Are you able to contact Island Park Water Company in the event you have a concern or complaint? Yes No

Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$280.00

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer L



01/23/2023

RECEIVED

FEB 06 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Goose Bay Estates Public Water System? Yes No
Is your property vacant, but contains a service connection such as a hydrant? Yes No
On average, how many people are in your home in Goose Bay Estates per day? NA
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? NA

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use? NA
 Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? NA

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? NA

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No NA

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

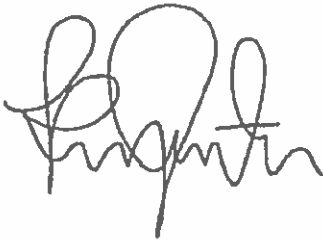
Are you able to contact Island Park Water Company in the event you have a concern or complaint? Yes No

Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ _____

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality
Attn: Kelsey Carter
900 N. Skyline, Suite B
Idaho Falls, Idaho 83402

Phone: (208)528-2650
Fax: (208)528-2695
Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer M

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

01/23/2023

RECEIVED

FEB 06 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address:



Is your home connected to the Goose Bay Estates Public Water System? Yes No
Is your property vacant, but contains a service connection such as a hydrant? Yes No
On average, how many people are in your home in Goose Bay Estates per day? 2
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 15

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? last remember - 2021 summer

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? all the time - this is a problem

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint? Yes No

Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ 11

I pay \$280 annually for water this may be drinking water only as I'm not to water

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

my house

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality
Attn: Kelsey Carter
900 N. Skyline, Suite B
Idaho Falls, Idaho 83402

Phone: (208)528-2650
Fax: (208)528-2695
Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer N

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

01/23/2023

RECEIVED

FEB 06 2023

DEQ-IDAHO FALLS

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Please provide your property address: _____

Is your home connected to the Goose Bay Estates Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Goose Bay Estates per day? _____

(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? _____

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? _____

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? _____

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

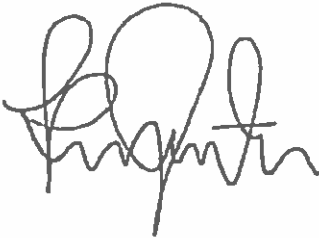
Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?
 Yes No

Are you charged an annual drinking water fee? Yes No
If yes, how much is your residence charged for drinking water annually? \$_____

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality
Attn: Kelsey Carter
900 N. Skyline, Suite B
Idaho Falls, Idaho 83402

Phone: (208)528-2650
Fax: (208)528-2695
Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer O

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

01/23/2023

RECEIVED

FEB 08 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Goose Bay Estates Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Goose Bay Estates per day? 2

(This includes rental properties and the average number of guests per night) → trailer

How many people are in the residence at the greatest occupancy? 4

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? _____

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? _____

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No N/A

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?

Yes No *you can leave message but she doesn't respond readily, multiple requests*

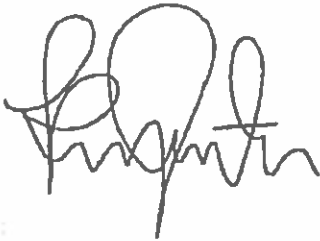
Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$280.00

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

our water district has sent notifications that we should only use water between 10pm and 4am - dish washing, clothes etc. ???

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer P

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

01/23/2023

RECEIVED

FEB 06 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Goose Bay Estates Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Goose Bay Estates per day? _____

(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 10

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? _____

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? _____

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

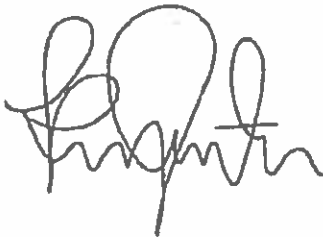
Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint? Yes No

Are you charged an annual drinking water fee? Yes No
If yes, how much is your residence charged for drinking water annually? \$ _____

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer Q



01/23/2023

RECEIVED

FEB 16 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: [REDACTED]

Is your home connected to the Goose Bay Estates Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Goose Bay Estates per day? 4 - 40 in summer
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 70

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? 7/20/2022

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? _____

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

RECEIVED

JAN 27 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Valley View Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will only be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Valley View Subdivision Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? 2
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 2

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system?

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

what sor? you don't listen anyway

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter
900 N. Skyline, Suite B
Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer R

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

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JAN 27 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Valley View Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will only be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address

[Redacted address]

Is your home connected to the Valley View Subdivision Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? Our cabin
(This includes rental properties and the average number of guests per night) is occupied

How many people are in the residence at the greatest occupancy? 6 for a total of

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No We live in

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec CA and

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? can't visit as often as we'd like.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

[Redacted signature area]

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12
Customer S

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

JAN 27 2023

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Valley View Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will only be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Valley View Subdivision Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? 4
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 4

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system?

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

A handwritten signature in black ink, appearing to read "Kelsey Carter".

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deg.idaho.gov

EXHIBIT 12

Customer T



STATE OF IDAHO
DEPARTMENT OF ENVIRONMENTAL QUALITY

900 N. Skyline Dr., Suite 8
Idaho Falls, ID. 83402

RECEIVED
JAN 30 2023
Brad Little, Governor
Lisa Byrnie, Director

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Valley View Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will only be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Valley View Subdivision Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? 8-10
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 12

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

We try to use it on holidays but never sure if we have water.

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? *We would use the home year round if water was reliable.*

Have been harassed, threatened and lied to multiple, multiple times. The list of problems would take pages.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite 8

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deg.idaho.gov

EXHIBIT 12

Customer U

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

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JAN 23 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Valley View Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will only be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Valley View Subdivision Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? 3 to 4
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 10

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system?

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality
Attn: Kelsey Carter
900 N. Skyline, Suite B
Idaho Falls, Idaho 83402

Phone: (208)528-2650
Fax: (208)528-2695
Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer V

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

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JAN 23 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Valley View Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will only be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Valley View Subdivision Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? 4
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 6

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system?

Thank you for helping us gather this vital information to ensure that your community has safe drinking water.

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

*we are bulding
now.
Plan To hook up
To water - This
summer.
Thank you*

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)

Fax: (208)528

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer W

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528 2650



Brad Little, Governor
Jess Byrne, Director

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IAN 23 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Valley View Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will only be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Valley View Subdivision Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? NA
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? NA

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system?

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer X

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Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

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JAN 23 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Valley View Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will only be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Valley View Subdivision Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? 2
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 10

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system?

I filed a complaint recently that

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

should be on file

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deg.idaho.gov

EXHIBIT 12

Customer Y

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Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

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JAN 23 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Valley View Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will only be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address

Is your home connected to the Valley View Subdivision Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? 0
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 0

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system?

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

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900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deg.idaho.gov

EXHIBIT 12

Customer Z

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Brad Little, Governor
Jess Byrne, Director

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JAN 23 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Valley View Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will only be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Valley View Subdivision Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? 6
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 7

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? *low pressure - sometimes no water. Unable to reach parties who manage this system. lacks concern of operation.*
Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer AA

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

01/23/2023

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FEB 01 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Goose Bay Estates Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Goose Bay Estates per day? 2

(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 2

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? During construction

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? Late Summer

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?
 Yes No ?

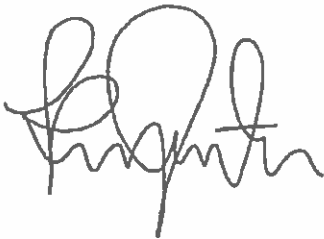
Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ 240.00

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

I would like to know if water is even tested.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deg.idaho.gov

EXHIBIT 12
Customer BB



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FEB 01 2023

DEQ-IDAHO FALLS

01/23/2023

[Redacted]

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: [Redacted]

Is your home connected to the Goose Bay Estates Public Water System? Yes No
Is your property vacant, but contains a service connection such as a hydrant? Yes No
On average, how many people are in your home in Goose Bay Estates per day? 1
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 4

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? _____

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? _____

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

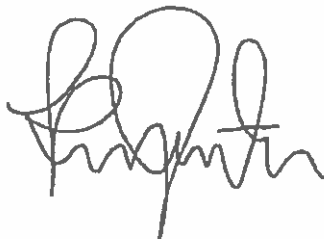
Are you able to contact Island Park Water Company in the event you have a concern or complaint? Yes No

Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ 280.⁰⁰ for all water

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deg.idaho.gov

EXHIBIT 12

Customer CC

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

01/23/2023

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FEB 01 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Goose Bay Estates Public Water System? Yes No
Is your property vacant, but contains a service connection such as a hydrant? Yes No
On average, how many people are in your home in Goose Bay Estates per day? NA
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? NA

Do you live in this residence year-round? Yes No NA

Are there any residents that stay for 6 months or more per year? Yes No NA

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec NA

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? Not known

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? water pressure often drops in day time - Jun, Jul, Aug

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?
 Yes No Don't know

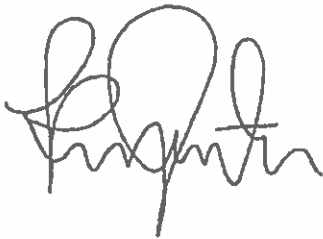
Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ 280.00

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

An RV was parked on this lot season long and water was used for drinking and sprinkling surrounding lawn grass for several years. The RV was removed from the property around 7 years ago. Water is no longer used for drinking except for casual drinking from the hydrant. Water is still used for sprinkling lawn grass. Because of water pressure issues during summer months sprinkling times have been adjusted and at times curtailed to minimize demands on the water system. More & more rentals are occurring causing increasing demands on water. Upgrades need to be made to meet these increasing demands on the water system.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer DD

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528 2650



Brad Little, Governor
Jess Byrne, Director

01/23/2023

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FEB 01 2023

DEQ-IDAHO FALLS

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Please provide your property address: _____

Is your home connected to the Goose Bay Estates Public Water System? Yes No
Is your property vacant, but contains a service connection such as a hydrant? Yes No
On average, how many people are in your home in Goose Bay Estates per day? 4
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 6

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? 4-5 YEARS AGO. WELL PUMP BROKE

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? _____

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint? Yes No

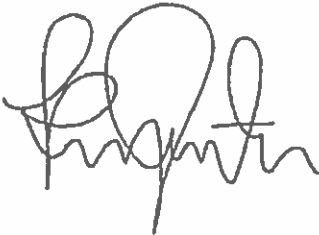
Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ 840.⁰⁰

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

WE HAVE HAD A FEW WATER BILLING ISSUES OVER THE YEARS AND DOROTHY HAS BEEN HARD TO DEAL WITH.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12
Customer EE

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

01/23/2023

RECEIVED

FEB 01 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Goose Bay Estates Public Water System? Yes No
Is your property vacant, but contains a service connection such as a hydrant? Yes No
On average, how many people are in your home in Goose Bay Estates per day? 2
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 4

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? _____

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? _____

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No W/A

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

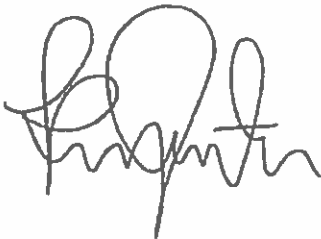
Are you able to contact Island Park Water Company in the event you have a concern or complaint?
 Yes No *I think so*

Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ 280.00

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite 8

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer FF

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

01/23/2023

RECEIVED

FEB 02 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Goose Bay Estates Public Water System? Yes No
Is your property vacant, but contains a service connection such as a hydrant? Yes No ?
On average, how many people are in your home in Goose Bay Estates per day? 0
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? _____

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? N/A

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? N/A

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No N/A

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

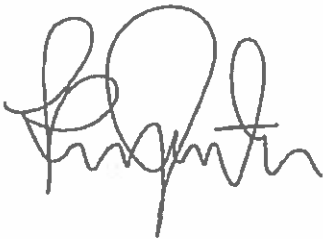
Are you able to contact Island Park Water Company in the event you have a concern or complaint? Yes No *NA*

Are you charged an annual drinking water fee? Yes No
If yes, how much is your residence charged for drinking water annually? \$ _____

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

This is a vacant lot, undeveloped, and I don't know anything about the water system. I have never had any contact from the Island Park Water System. I am aware of only very infrequent travel trailer stayover on the property. At present, it is owned/controlled by my mother. I am helping the family.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality
Attn: Kelsey Carter
900 N. Skyline, Suite B
Idaho Falls, Idaho 83402

Phone: (208)528-2650
Fax: (208)528-2695
Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer GG

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

01/23/2023

RECEIVED

FEB 02 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Goose Bay Estates Public Water System? Yes No
Is your property vacant, but contains a service connection such as a hydrant? Yes No
On average, how many people are in your home in Goose Bay Estates per day? 3
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 12

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?
 Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No
If yes, when? _____

Does your residence in Goose Bay Estates experience low water pressure? Yes No
If yes, when? _____

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

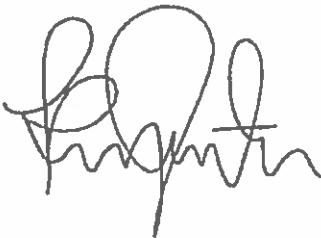
Are you able to contact Island Park Water Company in the event you have a concern or complaint?
 Yes No

Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ 280

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

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900 N. Skyline, Suite B
Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer HH

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

01/23/2023

RECEIVED

FEB 02 2023

DEQ-IDAHO FALLS

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Please provide your property address: _____

Is your home connected to the Goose Bay Estates Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Goose Bay Estates per day? 0

(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 0

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? _____

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? _____

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

24

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

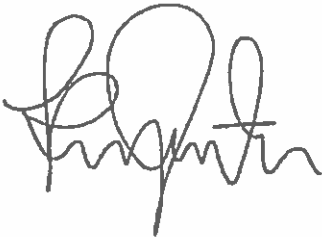
Are you able to contact Island Park Water Company in the event you have a concern or complaint? Yes No

Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ 280

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer II

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

01/23/2023

RECEIVED

FEB 02 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Goose Bay Estates Public Water System? Yes No
Is your property vacant, but contains a service connection such as a hydrant? Yes No
On average, how many people are in your home in Goose Bay Estates per day? _____
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 20

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? _____

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? _____

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No NA

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No *NO orders*

Are you able to contact Island Park Water Company in the event you have a concern or complaint?
 Yes No

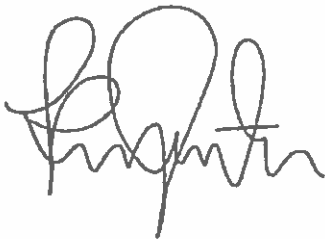
Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ 560

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

*we pay a double fee for rental property.
Normal fee is \$280/yr.*

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer JJ

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

01/23/2023

RECEIVED

JAN 30 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Goose Bay Estates Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Goose Bay Estates per day? 4

(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 10

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? _____

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? _____

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No N/A

- we have a home and a lot

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint?
 Yes No

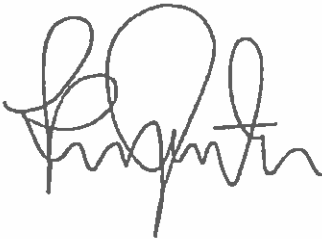
Are you charged an annual drinking water fee? Yes No

If yes, how much is your residence charged for drinking water annually? \$ 250⁰⁰

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

The only problem we have experienced is occasional smelly, bad tasting water, like iron or sulfur. It goes away within a day usually, and happens 2 or 3 times a year.

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer KK

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

[Redacted address lines]

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Valley View Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will only be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: [Redacted]

Is your home connected to the Valley View Subdivision Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? 4
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 8

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system?

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

RECEIVED

JAN 19 2023

DEQ-IDAHO FALLS

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer LL

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

[Redacted]

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Valley View Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will only be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: [Redacted]

Is your home connected to the Valley View Subdivision Public Water System? Yes No

OVER 1

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? 4
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 14

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

OVER 2

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system?

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

RECEIVED

JAN 19 2023

DEQ-IDAHO FALLS

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

1) We also have a vacant lot
with a hydrant

This water system is poorly
managed and in need of
repairs.

2) We just returned from a
stay at our cabin and
had no water for our
entire trip!

EXHIBIT 12

Customer MM

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

[Redacted address lines]

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Valley View Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will only be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: [Redacted]

Is your home connected to the Valley View Subdivision Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? 2
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 6

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use? about twice a mt. staying 2 days

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? yes - letter enclosed

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

RECEIVED
JAN 19 2025
DEQ-IDAHO FALLS

Please return this form to the below address or email a copy:

Department of Environmental Quality
Attn: Kelsey Carter
900 N. Skyline, Suite B
Idaho Falls, Idaho 83402

Phone: (208)528-2650
Fax: (208)528-2695
Email: Kelsey.Carter@deq.idaho.gov

Department of Environmental Quality
900 N. Skyline, Suite B
Idaho Falls, Idaho 83402
Attn: Kelsey Carter

Kelsey,

I wanted to make some concerns known in response to your water questionnaire sent to me. I have owned my cabin at _____ in the Valleyview Subdivision, for 50 years. For the past two years, I have had NO water at my cabin. I have had to haul water to drink, use the toilet and bathe. I don't feel like I can even use my own cabin.

I have called the Island Park Water Company with these concerns multiple times. Dorothy McCarty is apparently the President, Secretary, Treasurer and a Director of Island Park Water. When speaking with her, she is extremely short, rude and quite difficult to talk to. She even has said, "It's a drought, there isn't any water. If I don't like it, drill my own well". I find this very disturbing considering I pay \$280.00 per year for water.

Maybe you aren't the correct person/agency to report this to, but if you know of anyone else that I can speak to, I would appreciate a contact. I don't feel like I am making in progress in getting my lack of water issue resolved.

Thank you for your time,

[Redacted signature block]

66

EXHIBIT 12

Customer NN

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Valley View Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will only be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: _____

Is your home connected to the Valley View Subdivision Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? 2
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 10

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system?

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

RECEIVED

JAN 20 2023

DEQ-IDAHO FALLS

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer OO



RECEIVED

JAN 20 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Valley View Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will only be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address:

[Redacted address]

Is your home connected to the Valley View Subdivision Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? 0-2
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? -MAINTENANCE ONLY

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system?

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

[Handwritten signature]
DO NOT DRINK THE WATER??
I HAVE 4 CANCERS IN THE PAST TWENTY YEARS. I AM FIGHTING 6 LUNG CANCER NOW, SO WE USE VERY LITTLE WATER

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

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Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer PP

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

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Please provide your property address: _____

Is your home connected to the Valley View Subdivision Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? 5
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 12

Do you live in this residence year-round? Yes No *in use year-round*

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system?

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

RECEIVED

JAN 20 2023

DEQ-IDAHO FALLS

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer QQ

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Valley View Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will only be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address

Is your home connected to the Valley View Subdivision Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? 6
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 6

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? *Our house does not have water, we have been denied service by Dorothy. We are left with a \$50K well option, which we can't afford.*

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

RECEIVED

JAN 20 2023

DEQ-IDAHO FALLS

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Idaho Falls, Idaho 83402

Phone: (208)528-2650

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Email: Kelsey.Carter@deq.idaho.gov

EXHIBIT 12

Customer RR

900 N. Skyline Drive, Suite B
Idaho Falls, ID 83402 • (208) 528-2650



Brad Little, Governor
Jess Byrne, Director

[Redacted]

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Valley View Subdivision's Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will only be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address. [Redacted]

Is your home connected to the Valley View Subdivision Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Valley View Subdivision per day? 0
(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 0

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system?

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.

Kelsey Carter
Drinking Water Compliance Officer for Fremont County

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Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

I do not personally own a cabin at the Valley View Ranch subdivision but I was personally told "no" by Dorothy that I would not be eligible for any potential hookup to it in the future without reviewing any information at all she told me no over the phone. My grandmother [redacted] owns the cabin I have been associated with for 25 years. She deeded me 2 empty lots behind her cabin. I have helped my grandma the past 5 years in dealing with Dorothy and her miscommunications. She has cut her water without notification over 4th of July weekend this ~~following~~^{past} year and we were not notified whatsoever via mail, phone, email etc. the water was shut off for 18 days in total. We found out by showing up with our family to stay for 5 days. I called Dorothy and she was completely lying about everything regarding notification of the water shutoff and at one point I was threatened by her to shutoff our water supply for good if I didn't stop demanding answers. She even went as far as saying she would sue me for harassment if I didn't stop asking her where our water shutoff notification was. My grandmother is 85 years old and is not the greatest at handling these types of situations. All we wanted to know was why we were not notified of our water being shutoff and I was never given an answer when all I wanted was a simple answer. She took zero accountability in her companies wrongdoing. I was only following her rules and guidelines stated on the internet for the public to see. we demand accountability for her actions.

EXHIBIT 13

Exhibit 13

Customer Surveys Received from Idaho Department of Environmental Quality in 2023

(Valley View, Aspen Ridge and Goose Bay only)

Lack of Maintenance	Poor or Threatening Communication	Refusal of Service	Billing	Water Quality	Not alerted to boil/low pressure	No Water/ Low Pressure
7	16	2	9	11	23	54

Other:

Pays for water, but not allowed to water lawn.

Sent Notification from IPWC that customer should only use water between 10 pm and 4 am.

Can't drink the water because of quality, been hauling own water for two years.

Informal Customer Complaints Within PUC Files Since 2016

Lack of Maintenance	Poor or Threatening Communication	Refusal of Service	Billing	Water Quality	Not alerted to boil/low pressure	No Water/ Low Pressure
7	9	2	29	3	2	9

Most customers are unaware of the PUC and the ability for them to file an informal or formal complaint.

EXHIBIT 14
CONFIDENTIAL

EXHIBIT 15

Island Park Water Company
Sheet 1 Revision ---
Replaces All Previous Sheets

IDAHO PUBLIC UTILITIES COMMISSION
APPROVED EFFECTIVE

DEC 18 08

NOV 5 - 08

Per Ord. 30468

Jean Fitzgerald SECRETARY

Rate Schedule 1 – All customers

\$280.00 per year

Annual rate for the year of June 1, 2008 to May 31, 2009 to be pro-rated from the effective date of November 5, 2008.

Issued 12/18/2008
Effective 11/05/2008

Issued by Island Park Water Company
Mike Bischoff, Manager
(Signature) *Mike Bischoff*

Island Park Water Company
Sheet 2 Revision ---
Replaces All Previous Sheets

DEC 18 08 NOV 5 - 08
Per O.V. 30668
Jan A. Jewell SECRETARY

Non-Recurring Charges

1. Reconnection Charge - \$20.00 for reconnection during normal business hours and \$40.00 for reconnection before or after normal business hours.
2. Late Payment Charge – 12 percent per annum or 1% monthly on unpaid balance.
3. Hook up Fee - \$200.00 for authorized connections, \$1,100.00 for unauthorized connections. In situations where a customer is more than 15 months delinquent and despite proper notification the customer has failed to make payment arrangements, the company is authorized to recover the costs of installing a shut-off valve (\$1,100.00) when a valve did not previously exist.

Normal business hours are defined by the Company as;

Monday through Friday 8:00 am – 5:00 pm except holidays

Issued 12/18/2008
Effective 11/05/2008

Issued by Island Park Water Company
Mike Bischoff, Manager
(Signature) *Mike Bischoff*

DEC 18 08 NOV 5 - 08

Per. O.R. 30268

Jan A. Powell SECRETARY

GENERAL RULES & REGULATIONS FOR SMALL WATER UTILITIES

1. GENERAL

- 1.1 The Customer, in receiving water service, and the Company, in providing water service, shall both agree to abide by these rules and regulations.
- 1.2 In the event that there is a conflict between these rules and regulations and the Utility Customer Relations Rules (UCRR) and the Utility Customer Information Rules (UCIR), the Rules and Regulations of the Idaho Public Utilities Commission (Commission) shall take precedence unless an exception has been granted.
- 1.3 All recurring and non-recurring charges shall be approved in advance by the Commission.

2. DEFINITIONS

- 2.1 Applicant – a potential customer (person, business or government agency) applying for service to the Company and subject to the Commission's rules and regulations.
- 2.2 Billing Period - the period of time between bills from the Company for normal services rendered.
- 2.3 Commission - Idaho Public Utilities Commission.
- 2.4 Commodity Charge – a recurring charge based only on the quantity of water used.
- 2.5 Company – the water company.

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Effective 11/05/2008

Issued by Island Park Water Company
Mike Bischoff, Manager
(Signature) *Mike Bischoff*

Island Park Water Company
Sheet 4 Revision ---
Replaces All Previous Sheets

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Per O.V. 30668

Jan A. Jewell SECRETARY

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- 2.6 Connection or Hook-Up Fee – a non-recurring charge paid by a Customer requesting service for partial or full recovery of the Company's cost of providing a new service connection.
 - 2.7 Contribution in Aid of Construction – a non-recurring charge paid by a Customer or developer to help defray the cost of system expansion.
 - 2.8 Customer - a person, business or government agency responsible for paying bills and complying with the rules and regulations of the company.
 - 2.9 Customer Charge – a recurring fixed charge to recover a portion of the cost of meter reading and billing.
 - 2.10 Fixed or Flat Rate – a recurring charge of a fixed amount, usually in an unmetered system.
 - 2.11 Franchise Tax – the tax imposed on a Company by a governmental entity for the privilege of doing business within its boundaries.
 - 2.12 Late Payment Charge – the non-recurring charge levied against any delinquent balance.
 - 2.13 Minimum Charge – the minimum recurring charge for a billing period that may or may not include a specified quantity of water.
 - 2.14 Non-recurring Charges – the charges that are not assessed each billing period.
 - 2.15 Premises – the Customer's property including out buildings which are normally located on one lot or parcel of ground.
 - 2.16 Rate Schedule - the schedules of all recurring and non-recurring charges of the Company.
 - 2.17 Reconnection Charge – the charge paid by a Customer to the Company to restore service after disconnection.

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Effective 11/05/2008

Issued by Island Park Water Company
Mike Bischoff, Manager
(Signature) *Mike Bischoff*

Island Park Water Company
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Replaces All Previous Sheets

IDAHO PUBLIC UTILITIES COMMISSION
APPROVED EFFECTIVE

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Per O.W. 30668

Janet Jewell SECRETARY

-
- 2.18 Recurring Charges – the charges that are assessed each billing period.
 - 2.19 Tariff – the rate schedules and the rules and regulations which govern the Company's service.
 - 2.20 Utility Customer Information Rules (UCIR) – Information to Customers of Gas, Electric, and Water Public Utilities - IDAPA 31.21.02.000 et seq.
 - 2.21 Utility Customer Relations Rules (UCRR) - Customer Relations Rules for Gas, Electric, and Water Public Utilities Regulated by the Idaho Public Utilities Commission (The Utility Customer Relations Rules) - IDAPA 31.21.01.000 et seq.

3. SERVICE FOR NEW CUSTOMERS

- 3.1 The Company shall furnish service to applicants within its certificated service area in accordance with rates and the rules and regulations approved by the Commission.
- 3.2 Applicants for water service may be required to sign a standard form of service application.
- 3.3 The Company shall not be obligated to provide service at a service location until any required deposit has been received by the Company in accordance with the UCRR.
- 3.4 Special contracts may be required where large investments in special facilities are necessary to provide the requested service. The Company may require contribution toward such investment and establish such minimum charges as are deemed necessary. All such contracts shall be subject to the approval of the Commission.
- 3.5 The Company reserves the right to place limitations on the amount and character of water service it will supply and to refuse service if, in its opinion:

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Effective 11/05/2008

Issued by Island Park Water Company
Mike Bischoff, Manager
(Signature) *Mike Bischoff*

Island Park Water Company
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Replaces All Previous Sheets

IDAHO PUBLIC UTILITIES COMMISSION
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Per O.W. 30668
Janet Powell SECRETARY

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- a. the Company is required to refuse or limit service by regulatory authorities having jurisdiction over the Company;
 - b. the requested service installation is of larger size than is necessary to properly serve the premises;
 - c. the permanency of the building, structure, or institution requesting to be served is such that the Company's investment in such service is jeopardized;
 - d. the depth of the applicant's service line is less than the minimum depth required for frost protection;
 - e. the applicants' proposed service, main or other appurtenance does not conform to good engineering design or meet the standard specifications of the Company; or
 - f. if the applicant refuses to agree to abide by the rules and regulations of the Company.

If the Company denies service to an applicant for any reason, it shall immediately provide the applicant with a written explanation of its decision in accordance with the UCRR.

4. DEPOSITS

- 4.1 Rules and Regulations regarding deposits can be found in the UCRR.

5. RATES

- 5.1 Rates charged for water service and supply shall be those published in the Company's tariff and approved by the Commission.

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Effective 11/05/2008

Issued by Island Park Water Company
Mike Bischoff, Manager
(Signature) *Mike Bischoff*

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Per O.W. 30668

Jean M. Powell SECRETARY

6. BILLING AND PAYMENT

- 6.1 All Customers shall be billed on a regular basis as identified on the applicable rate schedule.
- 6.2 If the system is metered, the Company shall try to read the meters prior to each billing unless specified differently on the applicable rate schedule. If the Company's meter reader is unable to gain access to the premises to read the meter, or in the event the meter fails to register, the Company will estimate the Customer's water consumption for the current billing period based on known consumption for a prior similar period or average of several periods. Subsequent readings will automatically adjust for differences between estimated and actual. Bills based on estimated consumption shall be clearly marked as "estimated".
- 6.3 All bills shall clearly indicate the balance due, and may be due and payable no less than 15 days after the date rendered. All bills not paid by due date may be considered delinquent and service may be disconnected subject to the provisions of the UCRR.
- 6.4 A Late Payment Charge may be levied against any delinquent account. All payments received by the next billing date shall be applied to the Customer's account prior to calculating the Late Payment Charge.
- 6.5 The minimum bill or customer charge shall apply when service is provided for less than one month.
- 6.6 Owners of premises with one or more condominiums, buildings, stores, apartments or any other divisions of like or similar character, all of which are served from one (1) service connection are responsible for the entire water charges. If the owner desires to cease being responsible for water bills for such places and desires that the occupant of each division will be responsible for her or her respective bill, such transfer of responsibility will not be accepted

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Effective 11/05/2008

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Mike Bischoff, Manager
(Signature) *Mike Bischoff*

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NOV 5 08

Per. O.W. 30668

Jan H. Jewell SECRETARY

or recognized by the Company until the plumbing arrangements of the building or premises are so changed by the owner or his or her agent as to permit the Company, to its satisfaction, to serve each division or occupant separately from the other occupants in the same building.

- 6.7 Accounts shall be continued and water bills rendered regularly until the Company has been duly notified to discontinue service.

7. METERING (If Applicable)

- 7.1 Meters will be installed by the Company near the Customer's property line or at any other reasonable location on the Customer's premises that is mutually agreed upon.
- 7.2 The Company's representative shall be given access to the Customer's premises at all reasonable hours for the purpose of obtaining meter readings. In the event of recurring inaccessibility the Company may, at its option and after notifying the customer, relocate its metering equipment at the Customer's expense.
- 7.3 The Company shall be responsible for the maintenance of its metering equipment. Meters are considered to be sufficiently accurate if tests indicate that meter accuracy is within ± 2 percent. When for any reason a meter fails to register within these limits of accuracy, the Customer's use of water shall be estimated on the basis of available data and charges shall be adjusted accordingly. Corrected bills shall then be sent out to the customer and additional payment or refund arrangements shall be made in accordance with the UCRR.
- 7.4 The Company reserves the right to test and/or replace any meter. Upon deposit of a "Meter Testing Fee" by a Customer, the Company will test the Customer's meter. If the test indicates that the meter over-registers by more

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Issued by Island Park Water Company
Mike Bischoff, Manager
(Signature) *Mike Bischoff*

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Per. O.T. 30668
Jan A. Jewell SECRETARY

than 2 percent, it shall be replaced with an accurate meter at no cost to the Customer and the "Meter Testing Fee" shall be refunded and water bills shall be adjusted in accordance with the UCRR. Meter Testing Fees shall require prior approval by the Commission.

- 7.5 At the Company's discretion, un-metered Customers may be converted to metered service if such transition occurs in a planned, systematic manner without unreasonable discriminations and if the Company has an approved metered rate.
- 7.6 The Company will have the right to set meters or other devices without notice to the Customer for the detection and prevention of fraud.
- 7.7 In any building where the meter is to be installed in the basement, the incoming water pipe must enter the basement at least sixteen (16) inches from the riser in order that a meter can be set in a horizontal position in the basement. All pipes to the different parts of the building or grounds must lead from the riser at least one (1) foot above the elbow.

8. CUSTOMER PLUMBING AND APPLIANCES

- 8.1 All plumbing, piping, fixtures and appliances on the Customer's side of the service connection will be installed and maintained under the responsibility and at the expense of the Customer or owner of the premises.
- 8.2 The plumbing, piping, fixtures and appliances shall be maintained in conformity with all municipal, state and federal requirements. The nature and condition of this plumbing, piping and equipment will be such as not to endanger life or property, interfere with service to other Customers or permit those with metered services to divert system water without meter registration.

Island Park Water Company
Sheet 10 Revision ---
Replaces All Previous Sheets

IDAHO PUBLIC UTILITIES COMMISSION
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DEC 18 08

NOV 5 - 08

Per. O.R. 30468
Jan M. Powell SECRETARY

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- 8.3 A stop-and-waste valve will be installed on the Customer's plumbing in a place always accessible and so located as to permit shutting off the water for the entire premises with the least possible delay.
- 8.4 All persons having boilers, water tanks or other equipment supplied by direct pressure from the Company's mains should install a pressure relief valve, or other device to serve the same purpose, so as to prevent excess pressure from forcing hot water and/or steam back into the water meter and mains of the Company. All damage to the Company's property resulting from the failure to properly equip plumbing with a relief valve will be billed to the Customer.
- 8.5 The Company is not obligated to perform any service whatever in locating leaks or other trouble with the customer's piping.
- 8.6 When the premises served by the Company are also served in any manner from another water supply of any kind, an approved backflow prevention device shall be installed at the service connection. Water service for either stand-by or other purposes will not be furnished until piping and connections are inspected and approved by a representative of the Company.
- 8.7 Property owners will not be allowed to connect the water service of different properties together.
- 8.8 All of the Customer's service pipes and fixtures must be kept in repair and protected from freezing at his or her expense. When there are leaking or defective pipes or fixtures, the water may be turned off at the option of the Company until the proper repairs are made.

9. INSTALLATION OF SERVICE CONNECTIONS

Issued 12/18/2008
Effective 11/05/2008

Issued by Island Park Water Company
Mike Bischoff, Manager
(Signature) *Mike Bischoff*

Island Park Water Company
Sheet 11 Revision ---
Replaces All Previous Sheets

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Per O.N. 30468
Jan H. Powell SECRETARY

-
- 9.1 The service connection is the property of the Company and as such, the Company is responsible for its installation and maintenance. It consists of piping, curbstop and valve or meter box and a meter, if the system is metered. The service connection transmits water from the Company's water main to a valve or meter box generally located near the Customer's property line. All piping, valves or appliances beyond this point shall be the property and responsibility of the Customer.
- 9.2 The Company reserves the right to designate the size and location of the service line, curbstop, meter (if applicable) and meter or valve box and the amount of space which must be left unobstructed for the installation and future maintenance and operation thereof.
- 9.3 Where a service connection is desired for premises on which there is no permanent structure, the Company will install a service connection to said premises only upon payment by the applicant of the estimated cost of said service connection. If within a period of five (5) years from the installation of said service connection a permanent structure is erected on the premises, the Company will refund, with interest, the difference between any approved new Customer charges in effect at the time of connection, and the applicant's advance.
- 9.4 The extra costs of any out-of-the-ordinary circumstances requiring additional equipment or special construction techniques involved in the installation of a service connection will be agreed to in advance by the Customer and the Company.

10. REPLACEMENT OR ENLARGEMENT OF SERVICE CONNECTION

- 10.1 Unless otherwise provided herein, the Company shall replace or enlarge service connections at its own expense as follows:

Issued 12/18/2008
Effective 11/05/2008

Issued by Island Park Water Company
Mike Bischoff, Manager
(Signature) *Mike Bischoff*

Island Park Water Company
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IDAHO PUBLIC UTILITIES COMMISSION
APPROVED EFFECTIVE

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NOV 5 - 08

Per. O.N. 30668

Jan A. Powell SECRETARY

-
- a. whenever it is necessary to change the location of any service connection due to relocation or abandonment of the Company's mains; and,
 - b. for commercial or industrial services where the type or volume of use has changed and the enlargement will result in sufficient increase in annual revenue to justify the enlargement.
- 10.2 The relocation, enlargement or reduction of service connections for the convenience of the Customer will be at the expense of the Customer. Prior to such relocation, enlargement or reduction, the Customer will deposit the estimated cost thereof with the Company. Within fifteen (15) days, a refund will be made to the Customer in the amount by which the estimated cost exceeds the actual cost. The amount by which the actual cost exceeds the estimated cost will be due and payable within fifteen (15) days after billing for such deficiency.
- 10.3 Enlargement of any service connection will be made only after such time as the Customer's plumbing inside his or her premises have been enlarged sufficiently to accommodate the additional capacity.

11. DISCONNECTION AND RECONNECTION OF SERVICE

- 11.1 When a Customer desires to discontinue service he shall give notice to the Company at least two (2) days in advance and be responsible for all water consumed for the two (2) days after the date of such notice.
- 11.2 The Company shall discontinue a Customer's service on an involuntary basis only in accordance with UCRR.
- 11.3 When it becomes necessary for the Company to involuntarily discontinue water service to a Customer, service shall be reconnected only after all bills

Issued 12/18/2008
Effective 11/05/2008

Issued by Island Park Water Company
Mike Bischoff, Manager
(Signature) *Mike Bischoff*

Island Park Water Company
Sheet 13 Revision ---
Replaces All Previous Sheets

IDAHO PUBLIC UTILITIES COMMISSION
APPROVED EFFECTIVE

DEC 18 08 NOV 5 - 08

Per. O.R. 30668
Jan. H. Jewell SECRETARY

for service then due have been paid or satisfactory payment arrangements have been made.

- 11.4 A reconnection fee may be charged each time a Customer is disconnected, either voluntarily or involuntarily, and reconnected at the same premises. The reconnection fee will be paid before service is restored. Reconnection fees shall not be charged for any situation or circumstance in which the Customer's water supply is disconnected by the Company for its convenience.
- 11.5 The Company reserves the right at any time, upon notice, to shut off the water for maintenance or expansion and, in emergencies, may do so without notice. The Company shall at all times use reasonable diligence and care to prevent interruption of said water service.
- 11.6 Except in the case of an emergency, no one, except an authorized Company representative, shall turn on or turn off the water on the Company's side of the service connection.

12. EXTENSION OF WATER MAINS

- 12.1 The extension of system water mains for the purpose of providing new service shall be handled in accordance with the "Uniform Main Extension Rules for Small Water Companies" which is attached to these Rules and Regulations as an Appendix.

13. MISCELLANEOUS

- 13.1 No customer shall permit any person from another premises to take water from his or her water service or tap for more than (1) week without the written permission and consent of the Company.
- 13.2 No person acting either on his or her own behalf or an agent of any person, firm, corporation or municipality not authorized by the Company shall take any

Issued 12/18/2008
Effective 11/05/2008

Issued by Island Park Water Company
Mike Bischoff, Manager
(Signature) *Mike Bischoff*

**Island Park Water Company
Sheet 14 Revision ---
Replaces All Previous Sheets**

IDAHO PUBLIC UTILITIES COMMISSION
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Per O.R. 30668
Jan A. Jewell SECRETARY

water from any fire hydrant on the Company's system except in the case of an emergency.

- 13.3 No person shall place upon or about any hydrant, gate, box, meter, meter box or other property of the Company any building material or other substance so as to prevent free access at all times to the same.
- 13.4 Service will be maintained to domestic Customers on a preferential basis. Delivery of water under all schedules may be restricted, interrupted or curtailed at the discretion of the Company in case of shortage or threatened shortage of water.
- 13.5 No rate contract or application is assignable from one user to another, except upon agreement of all parties concerned.
- 13.6 The Company representative shall be given access to the premises of the Customer at all reasonable hours for obtaining meter readings, for turning on or shutting off the flow of water, for inspecting, removing, repairing or protecting from abuse or fraud any of the property of the Company installed on the premises. Access shall be granted at all times for emergency purposes.
- 13.7 No one shall tamper or interfere with the Company's equipment or property, nor shall repairs, connections or replacements be made without the Company authorization.
- 13.8 Whenever an applicant desires service of a character for which there is no available service classification, a contract may be executed in lieu of a tariff. Any such contract shall be subject to the approval of the Idaho Public Utilities Commission.
- 13.9 Copies of the Company's rates and summary of rules and regulations shall be available at the Company's office and provided to customers upon commencement of service, and annually thereafter in accordance with the UCRR and the UCIR.

**Issued 12/18/2008
Effective 11/05/2008**

**Issued by Island Park Water Company
Mike Bischoff, Manager
(Signature) *Mike Bischoff***

Island Park Water Company
Sheet 15 Revision ---
Replaces All Previous Sheets

IDAHO PUBLIC UTILITIES COMMISSION
APPROVED EFFECTIVE

DEC 18 08

NOV 5 - 08

Per O.V. 30668

Jan M. Powell

SECRETARY

14.1 Attachment 1 -- if used

Issued 12/18/2008
Effective 11/05/2008

Issued by Island Park Water Company

Mike Bischoff, Manager

(Signature) *Mike Bischoff*

EXHIBIT 16

Island Park Water Co. Inc.

PO BOX 2521 IDAHO FALLS, ID 83403

Billing E-Mail: waterbill@ida.net

[REDACTED]

Feb 25, 2019

[REDACTED]

[REDACTED]

PAID
AUG 06 2019

-----Return with Payment *Properly Filled out-----

2019 yearly water tariff Billing Due – single usage water allocation /lot

LIMITED Lawn watering - Please Report abuse to Island Park Water Company. Thank you.

Ref : [REDACTED]

Account: [REDACTED] Commercial use of water not permitted

Past Due: \$0.00

Currently Due for 2019 water tariff: \$1,400.00 *late fees apply April 1, 2019

Please remit Total due: \$1,400.00

Mail to: Island Park Water Company, Inc.

PO Box 2521

Idaho Falls, ID 83403

*Please include current email address & emergency contact phone no.

Name: _____

E-Mail address: _____

Cell Phones: _____

Ck No. _____ Amount of Check: _____ *Thank you in advance for your prompt payment: *Account billed for a single-family usage /single connection only*
**(water is NOT authorized for Commercial/ lodge connection or cross connections. Restricted to single residential water allocation: non-commercial usage only! *restricted lawn watering).*

Island Park Water Company, INC.

P.O. Box 2521, Idaho Falls, ID 83403

waterbill@ida.net 208-521-2369

NOTICE: 2020 Water Tariff Due

August 12, 2020

ACCOUNT IS SERIOUSLY PAST DUE PLEASE SEND IN YOUR PAYMENT IMMEDIATELY TO AVOID ANY ACTION TO PROCEED TO DISCONNECT. THANK YOU. CALL 208-521-2369

[REDACTED]

[REDACTED]

[REDACTED]

Account No. [REDACTED]

Location: [REDACTED]

Past Due: \$1,400.00

LATE FEE: \$112.00

Amount Due for 2020 Water IS \$ 1,512.00

PAID
AUG 14 2020

Submit your payment with this form to: Island Park Water Co. Inc., P.O. Box 2521, Idaho Falls, ID 83403

***NOTICE: Provide current email address:** _____

*Notify us of any change in mailing address, email or contact cell phone.

NOTICE: A reminder that your water allocation/customer authorizes LIMITED water usage that is restricted to a single residential structure or a single mobile home/trailer or camper.

Water allocation for a single customer/connection is not available for both habitation and watering of vegetation, as the allocation of water is LIMITED Usage (based upon approximately 3 people per connection) and usage restricted for habitation only. Please understand that 'cross-connections' which are conveying water to multiple structures or mobile units is PROHIBITED under this water usage permit. Please report any violations observed immediately to the company.

All connections must be approved by the water company, connection fees paid BEFORE Connections are allowed. Connections are subject to available water and on an individual basis. Violations of the allotted water usage can result in disconnection and or legal action.

Approved Connections are \$200/connection and subsequent payment of the yearly water tariff currently at \$280/customer/single connection. Unauthorized connections or disconnections are \$1100 each. PERMITS REQUIRED TO CONNECT.

"Water is a privilege -Not a right!". Call 208-521-2369 to report any violations. Thank you in advance for prompt payment. Island Park Water Company, Inc.

Island Park Water Company, Inc.
455 Constitution Way
Idaho Falls, ID 83402

water@ida.net

NOTICE: 2022 Water Tariff Due

February 4, 2022

PAST DUE MUST PAY IMMEDIATELY TO PREVENT LEGAL ACTION OR DISCONNECTION
Water Tariff due for 2022. * Please pay before April 10, 2022 to avoid any late fees @12%



JUL 07 2022



PAID

Past Due: \$0.00

Amount Due for 2022 Water Tariff is: \$1400.00 * authorized for (5) single usages - Non Commercial

MAIL your payment with this form to: Island Park Water Co. Inc., 455 Constitution Way, Idaho Falls, ID 83402

***NOTICE:** Provide current email address: _____

***Notify us of any change in mailing address, email or contact cell phone.** _____

NOTICE: A reminder that your water allocation/customer authorizes LIMITED water usage that is restricted to only one (1) single residential structure or a single mobile home/trailer or camper and not for vegetation watering. Water allocation for a single customer/connection is not available for both a single habitation and watering of vegetation, as the allocation of water is LIMITED Usage (based upon approximately 4 people per connection) and usage restricted for habitation only. Please understand that 'cross-connections' which are conveying water to multiple structures or mobile units are STRICTLY PROHIBITED under this water usage permit and subject to disconnection at the owner's expense. Please report any violations observed immediately to the company.

No form of commercial usage of water such as daily rentals/weekly rentals to public that are similar to Hotel type usage is permitted, including RB&B, or other services provide to public. Water is allocated to owner/ or owner long term rentals of 6 months or longer. NOT DAILY OR WEEKLY rentals per IPWC regulations.

NEW connections must be approved by the water company, with connection fees paid BEFORE Connections are allowed. Connections are subject to available water and on an individual basis. Violations of the allotted water usage can result in disconnection and or legal action.

Our offices are closed to public access due to covid restrictions

"Water is a privilege -Not a right!"

Call 208-521-2369 to report any violations.

Thank you in advance for prompt payment. Island Park Water Company, Inc.



CUSTOMER COPY

No. 165879

REMITTER [redacted]

DATE August 06, 2019

PAY TO THE ORDER OF ISLAND PARK WATER CO.

1,400.00

**** One Thousand Four Hundred and 00/100 ****

DOLLARS

CASHIER'S CHECK

NOTICE TO CUSTOMER: As a condition to this institution's issuance of this check, purchaser agrees to provide an indemnity bond prior to the refund or replacement of this check in the event it is lost, misplaced, or stolen.

NON-NEGOTIABLE



CUSTOMER COPY

No. 174596

REMITTER [redacted]

DATE August 14, 2020

PAY TO THE ORDER OF ***ISLAND PARK WATER COMPANY***

1512.00

**** One Thousand Five Hundred Twelve and 00/100 ****

DOLLARS

CASHIER'S CHECK

NOTICE TO CUSTOMER: As a condition to this institution's issuance of this check, purchaser agrees to provide an indemnity bond prior to the refund or replacement of this check in the event it is lost, misplaced, or stolen.

NON-NEGOTIABLE

CASH ONLY IF ALL CHECKFOCUS™ SECURITY FEATURES LISTED ON BACK INDICATE NO TAMPERING OR COPYING

1010

2/9/2021

PAY TO THE ORDER OF Island Park Water Company

\$ 1,400.00

One Thousand Four Hundred and 00/100 DOLLARS

Island Park Water Company

PROTECT AGAINST FRAUD

MEMO Water Bill 2021

⑈001010⑈

Bank of Commerce

2021/02/12 13:38:29

FOR DEPOSIT ONLY
ISLAND PARK WATER CO., INC.
IDAHO PUC ACCOUNT

1048

31-7669/3240

7/7/22

PAY TO THE ORDER OF

Island Park Water Company

\$ 1400.00

one thousand four hundred & 00/100

DOLLARS

PROTECTED AGAINST CHANGE



MEMO Water Bill

⑈001048⑈

Bank of Commerce

2022/08/04 15:45:13

FOR DEPOSIT ONLY
ISLAND PARK WATER CO., INC.
IDAHO PUC ACCOUNT

Island Park Water Company, Inc.
455 Constitution Way
Idaho Falls, ID 83402

water@ida.net

**NOTICE: 2022 Water Tariff Due
2022**

February 10,

PAST DUE MUST PAY IMMEDIATELY TO PREVENT LEGAL ACTION OR DISCONNECTION
Water Tariff due for 2022. * Please pay before April 10, 2022 to avoid any late fees @12%

1/20/23
PHONE CALL FOLLOWED
BY TEXT WITH PROPER
DETAILS.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Past Due: \$340.00

Amount Due for 2022 Water Tariff is: \$280 Total Due \$620.00 * authorized for (1) single usage (1 House or 1RV).

MAIL your payment with this form to: Island Park Water Co. Inc., 455 Constitution Way, Idaho Falls, ID 83402

***NOTICE: Provide current email address:** [REDACTED]

***Notify us of any change in mailing address, email or contact cell phone** [REDACTED]

NOTICE: A reminder that your water allocation/customer authorizes LIMITED water usage that is restricted to only one (1) single residential structure or a single mobile home/trailer or camper and not for vegetation watering. Water allocation for a single customer/connection is not available for both a single habitation and watering of vegetation, as the allocation of water is LIMITED Usage (based upon approximately 4 people per connection) and usage restricted for habitation only. Please understand that 'cross-connections' which are conveying water to multiple structures or mobile units are STRICTLY PROHIBITED under this water usage permit and subject to disconnection at the owner's expense. Please report any violations observed immediately to the company.

No form of commercial usage of water such as daily rentals/weekly rentals to public that are similar to Hotel type usage is permitted, including RB&B, or other services provide to public. Water is allocated to owner/ or owner long term rentals of 6 months or longer. NOT DAILY OR WEEKLY rentals per IPWC regulations.

NEW connections must be approved by the water company, with connection fees paid BEFORE Connections are allowed. Connections are subject to available water and on an individual basis. Violations of the allotted water usage can result in disconnection and or legal action.

Our offices are closed to public access due to covid restrictions

"Water is a privilege -Not a right!"

Call 208-521-2369 to report any violations.

Thank you in advance for prompt payment. Island Park Water Company, Inc.

Island Park Water Company, Inc.
455 Constitution Way
Idaho Falls, ID 83402

water@ida.net

NOTICE: 2022 Water Tariff Due

November 28, 2022

PAST DUE MUST PAY IMMEDIATELY TO PREVENT LEGAL ACTION OR DISCONNECTION
Water Tariff due for 2022. * Please IMMEDIATELY to avoid any late fees @12%

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Past Due: \$426.50

* authorized for (1) single usage (1 House or 1RV).

NOTICE TO CEASE AND DESIST USING I.P.W.C. WATER UNTIL THIS PAST DUE IS PAID CURRENT.

TOTAL DUE NOW: \$426.50

Thank you in advance for prompt payment. Island Park Water Company, Inc.
(Past Due Service: \$560.00 Past Due Interest \$134.40 = \$694.40)

Amount Due for 2022 Water Tariff through December 15, 2022 * authorized for (1) single usage (1 House or 1RV).

This account is subject to disconnection if not timely paid. The additional Disconnect fees will apply if this happens which are \$1200. Call the office 208-521-2369) immediately to set up payment arrangement to avoid legal action to collect.

MAIL your payment with this form to: Island Park Water Co. Inc., 455 Constitution Way, Idaho Falls, ID 83402

***NOTICE: Provide current email address: _____**

***Notify us of any change in mailing address, email or contact cell phone. _____**

"Water is a privilege -Not a right!"
Call 208-521-2369 to report any violations.

Thank you in advance for prompt payment. Island Park Water Company, Inc.

Island Park Water Company, Inc.
455 Constitution Way
Idaho Falls, ID 83402
208-521-2369
water@ida.net

NOTICE: 2022 Water Tariff PAST Due

November 29, 2022

PAST DUE MUST PAY IMMEDIATELY TO PREVENT LEGAL ACTION OR DISCONNECTION

Water Tariff due for 2022. * Please pay immediately to avoid additional late fees @12% MAIL TO ADDRESS ABOVE

What happened? Our records indicate there is delinquent amount due on your account. This must be paid in order to avoid a Cease and Desist accessing water.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Past Due: \$426.50

*** authorized for (1) single usage (1 House or 1RV).**

MAIL your payment with this form to: Island Park Water Co. Inc., 455 Constitution Way, Idaho Falls, ID 83402

***NOTICE: Provide current email address: _____**

***Notify us of any change in mailing address, email or contact cell phone. _____**

NOTICE: A reminder that your water allocation/customer authorizes LIMITED water usage that is restricted to only one (1) single residential structure or a single mobile home/trailer or camper and not for vegetation watering. Water allocation for a single customer/connection is not available for both a single habitation and watering of vegetation, as the allocation of water is LIMITED Usage (based upon approximately 4 people per connection) and usage restricted for habitation only. Please understand that 'cross-connections' which are conveying water to multiple structures or mobile units are STRICTLY PROHIBITED under this water usage permit and subject to disconnection at the owner's expense. Please report any violations observed immediately to the company.

No form of commercial usage of water such as daily rentals/weekly rentals to public that are similar to Hotel type usage is permitted, including RB&B, or other services provide to public. Water is allocated to owner/ or owner long term rentals of 6 months or longer. NOT DAILY OR WEEKLY rentals per IPWC regulations.

NEW connections must be approved by the water company, with connection fees paid BEFORE Connections are allowed. Connections are subject to available water and on an individual basis. Violations of the allotted water usage can result in disconnection and or legal action.

Our offices are closed to public access due to covid restrictions

"Water is a privilege -Not a right!"

Call 208-521-2369 to report any violations.

Thank you in advance for prompt payment. Island Park Water Company, Inc.

August 10, 2022

Island Park Water Company, Inc.
455 Constitution Way
Idaho Falls, Idaho 83402
water@ida.net

RE: [REDACTED]

Dear Dorothy,

Enclosed is a cashier's check in the amount of \$280.00 for the water tariff due for 2022. Please remit payment request for past due amount of \$340.00 to the previous owner of the property as it was not in my ownership until the last portion of 2021. Please note the address change for further communication.

Thank You,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



01/23/2023

[Redacted]
[Redacted]
Dear [Redacted],

RECEIVED

FEB 14 2023

DEQ-IDAHO FALLS

The Department of Environmental Quality is working diligently to collect accurate and up-to-date information regarding Goose Bay Estates' Public Water System. Fremont County records indicate that you own property in this subdivision. Please complete the following questions to ensure we have the proper population size and connection count for this public water system. This information will be used to calculate the number of required compliance samples and monitoring requirements to protect the health of your community. DEQ's Drinking Water Bureau protects public health by ensuring drinking water from public water systems is safe and reliable. We work closely with the state's public drinking water systems to protect water sources, monitor for contaminants, inspect water systems, and review system engineering. We provide a variety of technical and compliance assistance to public drinking water systems to ensure compliance with state requirements. Information will also be shared with the Idaho Public Utilities Commission. The Public Utilities Commission is given the power and jurisdiction by the Idaho Legislature to supervise and regulate every water company that is a public utility in the State of Idaho. Your responses will be kept anonymous. If you have any additional questions or concerns, please reach out to our office at (208)528-2650.

Please provide your property address: [Redacted]

Is your home connected to the Goose Bay Estates Public Water System? Yes No

Is your property vacant, but contains a service connection such as a hydrant? Yes No

On average, how many people are in your home in Goose Bay Estates per day? 2-

(This includes rental properties and the average number of guests per night)

How many people are in the residence at the greatest occupancy? 10

Do you live in this residence year-round? Yes No

Are there any residents that stay for 6 months or more per year? Yes No

If not, which months is this home in use?

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Have you experienced a water outage in your residence in Goose Bay Estates? Yes No

If yes, when? A few times per year

Does your residence in Goose Bay Estates experience low water pressure? Yes No

If yes, when? _____

If you experienced either a water outage or low pressure event, were you notified by Island Park Water Company within 24 hours? Yes No

Have you been alerted to any boil orders or boil advisories by Island Park Water Company in Goose Bay Estates? Yes No

Are you able to contact Island Park Water Company in the event you have a concern or complaint? Yes No

Are you charged an annual drinking water fee? Yes No
If yes, how much is your residence charged for drinking water annually? \$ 280.00/yr

RECEIVED

Is there any additional information you'd like to provide The Department of Environmental Quality about this public water system? Please feel free to write below or attach an additional page.

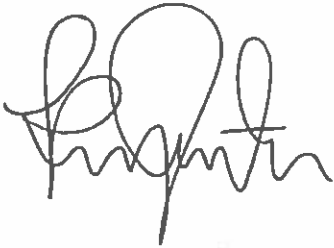
Please see attached billing & my correspondence. This water system continues to send overstated delinquency notices and has no accurate or honest accounting.

I continue to provide check numbers, dates & amounts & they claim I'm \$1,724.13 delinquent. (see attached last page with copy of invoice.)

I'd be happy to discuss if you'd like to call me at [REDACTED]
-thanks [REDACTED]

(I have neighbors saying the same thing)

Thank you for helping us gather this vital information to ensure public health is protected and that your community has safe drinking water.



Kelsey Carter
Drinking Water Compliance Officer for Fremont County

Please return this form to the below address or email a copy:

Department of Environmental Quality

Attn: Kelsey Carter

900 N. Skyline, Suite B

Idaho Falls, Idaho 83402

Phone: (208)528-2650

Fax: (208)528-2695

Email: Kelsey.Carter@deq.idaho.gov

12 Feb 2022

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear Island Park Water Company INC.

In reference to a recent invoice dated Feb 4, 2022 for Account No [REDACTED] located at [REDACTED]
[REDACTED]

The past due amount indicated \$1,684.93. This past due amount is not correct. I have paid my \$280 water tariff every year.

I also received an invoice for [REDACTED] located at [REDACTED]. There is no water connection on this lot.

Attached is my 2022 payment in the amount of \$280.00 with historical payments listed below. Please contact me if there is any additional information needed.

Regards [REDACTED]
[REDACTED]
[REDACTED]

My payment history:

5/4/2015	\$280.00 check 280		
5/13/2016	\$280.00 Bill Pay - [REDACTED]		
05/12	BILL PAYMENT, ISLAND PARK WATERLINE PWT 228(S)	280.00-	6,775.81
05/13	POINT OF SALE PURCHASE		
7/24/2017	\$280.00 check 227		
3/11/2018	\$280.00 check 241		
4/15/2019	\$280.00 check 248		
2/28/2020	\$280.00 check 2005		
2/14/2021	\$280.00 check 2014		
2/12/2022	\$280.00 check 2020		

7 Feb 2021

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear Island Park Water Company INC.

In reference to a recent invoice dated Feb 2, 2021 for Account No [REDACTED] located at [REDACTED]
[REDACTED]

The past due amount indicated \$1,254.40. This past due amount is not correct. I have paid my \$280 water tariff every year.

I also received an invoice for [REDACTED] located at [REDACTED]. There is no water connection on this lot.

Attached is my 2021 payment in the amount of \$280.00 with historical payments listed below. Please contact me if there is any additional information needed.

Regards

[REDACTED]
[REDACTED]

My payment history:

5/4/2015	\$280.00 check 280		
5/13/2016	\$280.00 Bill Pay - [REDACTED]		
05/12	BILL PAYMENT, ISLAND PARK WATERWORKS PAY WEB (2)	280.00-	6,775.00
05/13	POINT OF SALE PURCHASE		
7/24/2017	\$280.00 check 227		
3/11/2018	\$280.00 check 241		
4/15/2019	\$280.00 check 248		
2/28/2020	\$280.00 check 2005		

Island **Park** Water Company, Inc.
455 Constitution Way
Idaho Falls, ID 83402

water@ida.net

NOTICE: 2022 Water Tariff Due

February 4, 2022

PAST DUE MUST PAY IMMEDIATELY TO PREVENT LEGAL ACTION OR DISCONNECTION
Water Tariff due for 2022. * Please pay before MARCH 10, 2022 to avoid any late fees @12%

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Past Due: \$1,404.93

Amount Due for 2022 Water Tariff is: \$280 Total Due \$1,684.93 * authorized for (1) single usage (1 House or 1RV).

MAIL your payment with this form to: Island Park Water Co. Inc., 455 Constitution Way, Idaho Falls, ID 83402

***NOTICE:** Provide current email address: _____

*Notify us of any change in mailing address, email or contact cell phone. _____

NOTICE: A reminder that your water allocation/customer authorizes LIMITED water usage that is restricted to only one (1) single residential structure or a single mobile home/trailer or camper and not for vegetation watering. Water allocation for a single customer/connection is not available for both a single habitation and watering of vegetation, as the allocation of water is LIMITED Usage (based upon approximately 4 people per connection) and usage restricted for habitation only. Please understand that 'cross-connections" which are conveying water to multiple structures or mobile units are STRICTLY PROHIBITED under this water usage permit and subject to disconnection at the owner's expense. Please report any violations observed immediately to the company.

No form of commercial usage of water such as daily rentals/weekly rentals to public that are similar to Hotel type usage is permitted, including RB&B, or other services provide to public. Water is allocated to owner/ or owner long term rentals of 6 months or longer. NOT DAILY OR WEEKLY rentals per IPWC regulations.

NEW connections must be approved by the water company, with connection fees paid BEFORE Connections are allowed. Connections are subject to available water and on an individual basis. Violations of the allotted water usage can result in disconnection and or legal action.

Our offices are closed to public access due to covid restrictions

"Water is a privilege -Not a right!"

Call 208-521-2369 to report any violations.

Thank you in advance for prompt payment. Island Park Water Company, Inc.

Island Park Water Company, Inc.
455 Constitution Way
Idaho Falls, ID 83402

water@ida.net

NOTICE: 2022 Water Tariff Due

February 4, 2022

PAST DUE MUST PAY IMMEDIATELY TO PREVENT LEGAL ACTION OR DISCONNECTION
Water Tariff due for 2022. * Please pay before March 10, 2022 to avoid any late fees @12%

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Past Due: \$313.60

Amount Due for 2022 Water Tariff is: \$280 Total Due \$593.60 * authorized for (1) single usage (1 House or 1RV).

MAIL your payment with this form to: Island Park Water Co. Inc., 455 Constitution Way, Idaho Falls, ID 83402

*NOTICE: Provide current email address: _____

*Notify us of any change in mailing address, email or contact cell phone. _____

NOTICE: A reminder that your water allocation/customer authorizes LIMITED water usage that is restricted to only one (1) single residential structure or a single mobile home/trailer or camper and not for vegetation watering. Water allocation for a single customer/connection is not available for both a single habitation and watering of vegetation, as the allocation of water is LIMITED Usage (based upon approximately 4 people per connection) and usage restricted for habitation only. Please understand that 'cross-connections' which are conveying water to multiple structures or mobile units are STRICTLY PROHIBITED under this water usage permit and subject to disconnection at the owner's expense. Please report any violations observed immediately to the company.

No form of commercial usage of water such as daily rentals/weekly rentals to public that are similar to Hotel type usage is permitted, including RB&B, or other services provide to public. Water is allocated to owner/ or owner long term rentals of 6 months or longer. NOT DAILY OR WEEKLY rentals per IPWC regulations.

NEW connections must be approved by the water company, with connection fees paid BEFORE Connections are allowed. Connections are subject to available water and on an individual basis. Violations of the allotted water usage can result in disconnection and or legal action.

Our offices are closed to public access due to covid restrictions





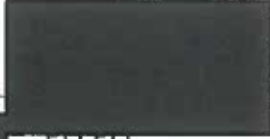
"Water is a privilege -Not a right!"

Call 208-521-2369 to report any violations.

Thank you in advance for prompt payment. Island Park Water Company, Inc.

Island Park Water Company
455 Constitution Way
Idaho Falls, ID 83402



		<small>LOOK FOR: 3D hologram foil across top Heat-reactive circle in upper-right corner</small>	2020
			97-7751/3243 91
		12 Feb 2022	Date
Pay to the Order of	Island Park Water Company	\$ 280 ⁰⁰ xx	
	two hundred eighty dollars ⁰⁰ / ₁₀₀	Dollars	 Security Features Perforated Back
		PO Box 9199 • Ogden, UT 84409 800-999-3961 • americafirst.com	
For			NP

Island Park Water Company, Inc.
455 Constitution Way
Idaho Falls, ID 83402
208-521-2369
water@ida.net

November 29, 2022

NOTICE: 2022 Water Tariff PAST Due

PAST DUE MUST PAY IMMEDIATELY TO PREVENT LEGAL ACTION OR DISCONNECTION
Water Tariff due for 2022. * Please pay immediately to avoid additional late fees @12% MAIL TO ADDRESS ABOVE

What happened? Our records indicate there is delinquent amount due on your account. This must be paid in order to avoid a Cease and Desist accessing water.

[REDACTED]

[REDACTED]

Past Due: \$1,724.13 water provided in good faith. This must be paid to continue service.
* authorized for (1) single usage (1 House or 1RV).

MAIL your payment with this form to: Island Park Water Co. Inc., 455 Constitution Way, Idaho Falls, ID 83402

*NOTICE: Provide current email address: _____
*Notify us of any change in mailing address, email or contact cell phone. _____

NOTICE: A reminder that your water allocation/customer authorizes LIMITED water usage that is restricted to only one (1) single residential structure or a single mobile home/trailer or camper and not for vegetation watering. Water allocation for a single customer/connection is not available for both a single habitation and watering of vegetation, as the allocation of water is LIMITED Usage (based upon approximately 4 people per connection) and usage restricted for habitation only. Please understand that 'cross-connections' which are conveying water to multiple structures or mobile units are STRICTLY PROHIBITED under this water usage permit and subject to disconnection at the owner's expense. Please report any violations observed immediately to the company.

No form of commercial usage of water such as daily rentals/weekly rentals to public that are similar to Hotel type usage is permitted, including RB&B, or other services provide to public. Water is allocated to owner/ or owner long term rentals of 6 months or longer. NOT DAILY OR WEEKLY rentals per IPWC regulations.

NEW connections must be approved by the water company, with connection fees paid BEFORE Connections are allowed. Connections are subject to available water and on an individual basis. Violations of the allotted water usage can result in disconnection and or legal action.

Our offices are closed to public access due to covid restrictions

"Water is a privilege -Not a right!"

Call 208-521-2369 to report any violations.

Thank you in advance for prompt payment. Island Park Water Company, Inc.

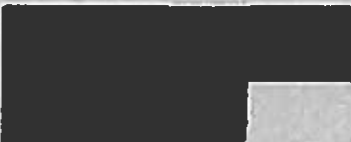
Island Park Water Company, Inc.
455 Constitution Way
Idaho Falls, ID 83402

water@ida.net

NOTICE: 2022 Water Tariff Due

February 4, 2022

PAST DUE MUST PAY IMMEDIATELY TO PREVENT LEGAL ACTION OR DISCONNECTION
Water Tariff due for 2022. * Please pay before MARCH 10, 2022 to avoid any late fees @12%



AR-02-02-007
4783 Larch St

*No Past due
Paid in full*

*4/9/21 - # 145.79
280.00
4/20/20 - 12/31/20 - # 145.79
1/21 - 12/21 - # 280
1/21 - 12/21 - # 280*

Past Due: \$712.80

Amount Due for 2022 Water Tariff Is: \$992.30 * authorized for (1) single usage (1 House or 1RV).

MAIL your payment with this form to: Island Park Water Co. Inc., 455 Constitution Way, Idaho Falls, ID 83402

*NOTICE: Provide current email address
*Notify us of any change in mailing address, email



NOTICE: A reminder that your water allocation/customer authorizes LIMITED water usage that is restricted to only one (1) single residential structure or a single mobile home/trailer or camper and not for vegetation watering. Water allocation for a single customer/connection is not available for both a single habitation and watering of vegetation, as the allocation of water is LIMITED Usage (based upon approximately 4 people per connection) and usage restricted for habitation only. Please understand that 'cross-connections' which are conveying water to multiple structures or mobile units are STRICTLY PROHIBITED under this water usage permit and subject to disconnection at the owner's expense. Please report any violations observed immediately to the company.

No form of commercial usage of water such as daily rentals/weekly rentals to public that are similar to Hotel type usage is permitted, including RB&B, or other services provide to public. Water is allocated to owner/ or owner long term rentals of 6 months or longer. NOT DAILY OR WEEKLY rentals per IPWC regulations.

NEW connections must be approved by the water company, with connection fees paid BEFORE Connections are allowed. Connections are subject to available water and on an individual basis. Violations of the allotted water usage can result in disconnection and or legal action.

Our offices are closed to public access due to covid restrictions

"Water is a privilege -Not a right!"

Call 208-521-2369 to report any violations.

Thank you in advance for prompt payment. Island Park Water Company, Inc.

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March 6, 2022

Island Park Water Company, Inc.
455 Constitution Way
Idaho Falls, ID 83402

To whom it may concern:

We do not have any outstanding past due amount on [redacted]. I paid it in full *March 2, 2021 / check book* with check number 7730. You accepted and cashed the check which is what our attorney said was proof. I have contacted our excavator and plumber and they will also provide affidavits as to the water being hooked up and used starting in June of 2020.

We had this same issue when we purchased our cabin at [redacted] in April of 2012. You tried to bill us from 2008 when the cabin was built and had other owners.

Check number 7730 for \$705.79 was broken down as follows:

[redacted]	- June 2020 thru December 2020	\$145.79
[redacted]	- January 2021 thru December 2021	\$280.00
[redacted]	- January 2021 thru December 2021	\$280.00
	Totaling	\$705.79

paid 3/1/21

Check number 7824 for \$560.00 is broken down as follows:

[redacted]	- January 2022 thru December 2022	\$280.00
[redacted]	street - January 2022 thru December 2022	\$280.00
	Totaling	\$560.00

paid 9/17/22

This should bring us current on both properties thru 2022.

[redacted]

Island Park Water Company, Inc.
455 Constitution Way
Idaho Falls, ID 83402
208-521-2369
water@ida.net

NOTICE: 2022 Water Tariff PAST Due

November 29, 2022

PAST DUE MUST PAY IMMEDIATELY TO PREVENT LEGAL ACTION OR DISCONNECTION
Water Tariff due for 2022. * Please pay immediately to avoid additional late fees @12% MAIL TO ADDRESS ABOVE

What happened? Our records indicate there is delinquent amount due on your account. This must be paid in order to avoid a Cease and Desist accessing water.



Past Due: \$760.03 service provided in good faith. Payment must be received to continue.

*** authorized for (1) single usage (1 House or 1RV).**

MAIL your payment with this form to: Island Park Water Co. Inc., 455 Constitution Way, Idaho Falls, ID 83402

***NOTICE: Provide current email address: _____**

***Notify us of any change in mailing address, email or contact cell phone. _____**

NOTICE: A reminder that your water allocation/customer authorizes LIMITED water usage that is restricted to only one (1) single residential structure or a single mobile home/trailer or camper and not for vegetation watering. Water allocation for a single customer/connection is not available for both a single habitation and watering of vegetation, as the allocation of water is LIMITED Usage (based upon approximately 4 people per connection) and usage restricted for habitation only. Please understand that 'cross-connections' which are conveying water to multiple structures or mobile units are STRICTLY PROHIBITED under this water usage permit and subject to disconnection at the owner's expense. Please report any violations observed immediately to the company.

No form of commercial usage of water such as daily rentals/weekly rentals to public that are similar to Hotel type usage is permitted, including RB&B, or other services provide to public. Water is allocated to owner/ or owner long term rentals of 6 months or longer. NOT DAILY OR WEEKLY rentals per IPWC regulations.

NEW connections must be approved by the water company, with connection fees paid BEFORE Connections are allowed. Connections are subject to available water and on an individual basis. Violations of the allotted water usage can result in disconnection and or legal action.

Our offices are closed to public access due to covid restrictions

"Water is a privilege -Not a right!"

Call 208-521-2369 to report any violations.

Thank you in advance for prompt payment. Island Park Water Company, Inc.

Island Park Water Company, INC.

P.O. Box 2521, Idaho Falls, ID 83403

waterbill@ida.net 208-521-2369

NOTICE: 2020 Water Tariff Due

February 5, 2020

Water Tariff due for 2020. * Please pay before April 10, 2020 to avoid any late fees @12%



We dug lines under cement
9/19/19, however, we have not hooked
up the water to this site yet.
There are not any toilets, sinks,
etc connected as of yet.
There is no heat in this building.
Once connected will pay accordingly

Account No. [Redacted]

Location: [Redacted]

Past Due 2019 : \$140.00

Amount Due for 2020 Water Tariff is: \$280/connection

Total Due 2020 \$420

Submit your payment with this form to: Island Park Water Co. Inc., P.O. Box 2521, Idaho Falls, ID 83403

*NOTICE: Provide current email address: [Redacted]

*Notify us of any change in mailing address, email or contact cell phone.

NOTICE: A reminder that your water allocation/customer authorizes LIMITED water usage that is restricted to a single residential structure or a single mobile home/trailer or camper.

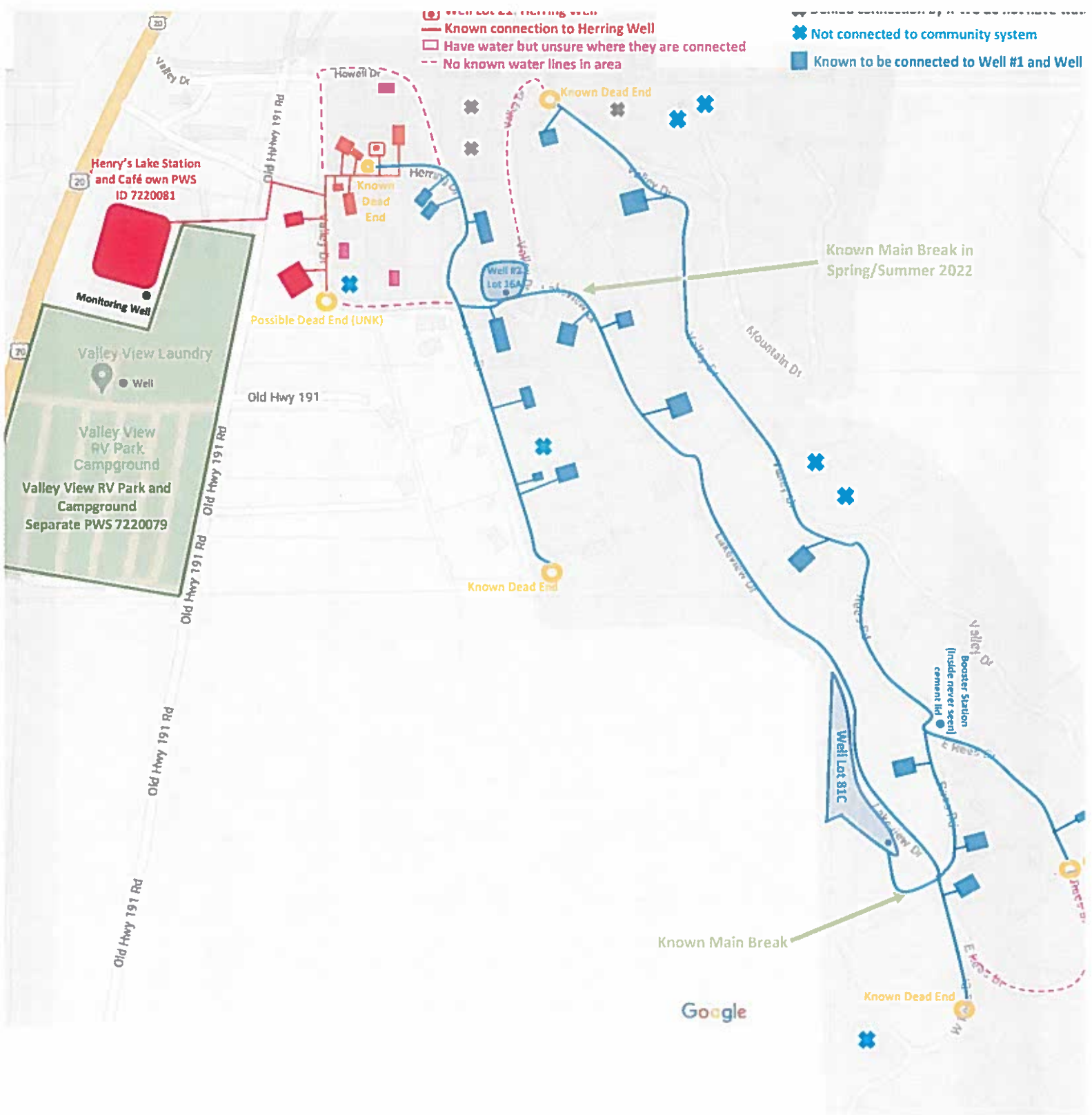
Water allocation for a single customer/connection is not available for both habitation and watering of vegetation, as the allocation of water is LIMITED Usage (based upon approximately 3 people per connection) and usage restricted for habitation only. Please understand that "cross-connections" which are conveying water to multiple structures or mobile units is PROHIBITED under this water usage permit. Please report any violations observed immediately to the company,

All connections must be approved by the water company, connection fees paid BEFORE connections are allowed. Connections are subject to available water and on an individual basis. Violations of the allotted water usage can result in disconnection and or legal action.

Approved Connections are \$200/connection and subsequent payment of the yearly water tariff currently at \$280/customer/single connection. Unauthorized connections or disconnections are \$1100 each. PERMITS REQUIRED TO CONNECT.

"Water is a privilege - Not a right!". Call 208-521-2369 to report any violations. Thank you in advance prompt payment: Island Park Water Company.

EXHIBIT 17



Google

EXHIBIT 18

In the meeting Thursday, January 5, 2023, with me and Dorothy McCarty, IPWC inquired about disconnecting homes from their public water systems. No names or specific addresses were provided at that time. Questions included, how to disconnect a property, and when is it acceptable to disconnect a service connection. DEQ staff advised against shutting anyone's water off.

In the past IPWC has proposed similar questions about terminating water services to homeowners, specifically rental properties. DEQ staff advised against this, as rentals are not viewed as commercial properties. A meeting was held Friday, February 3, 2023, with Carlin Feisthamel, Regional Engineering Manager, Jason Fales, Drinking Water Compliance Supervisor, Roger Buchanan, and Dorothy McCarty. During the meeting, IPWC again inquired about disconnecting service connections. Dorothy McCarty asked in regard to Valley View Subdivision, "Can we just disconnect individuals, and then they would no longer be a part of the water system?" DEQ staff responded with a firm "no you cannot disconnect whom you choose, they have paid their annual fees and bought the property with the promise of water being supplied." Roger Buchanan asked, "Can Valley View be drained and depressurized from September to May and changed to a seasonal system?" DEQ staff advised against this and reiterated that Valley View is a year-round water system and water has been accessible to homeowners in the past setting a precedence for year-round water. The difference between the original design and how the system is currently being used was described to IPWC. Dorothy McCarty stated to DEQ staff that she had tried to contact the power company to have the power turned off to Well #3 in Valley View subdivision, but the power company declined as the bill is not in her name.

Well #3 was brought up to IPWC and Roger Buchanan stated, "the gas station was still connected to Well #3 and IPWC is not in control", but claimed, "Dorothy McCarty owns the well". When asked directly if homeowners connected to Well #3 were being charged an annual fee for water, Dorothy McCarty claimed, "IPWC is not collecting a fee from these cabins". Common ownership of Well #3 was described to IPWC. IPWC was asked directly, "how many cabins are connected to Well #3?" no answer was given other than "the gas station". IPWC asked, "how to disconnect the gas station from Well #3?" as IPWC is claiming ownership. DEQ staff advised against any disconnection and advised IPWC to focus on cooperation.

Carlin Feisthamel, P.E. | Regional Engineering Manager

EXHIBIT 19

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

RECEIVED

2023 FEB 23 AM 11:31

IN THE MATTER OF ISLAND PARK) CASE NO. ISL-W-23-01
WATER COMPANY'S FAILURE TO) IDAHO PUBLIC
COMPLY WITH TARIFF AND UCRR's.) UTILITIES COMMISSION
AFFIDAVIT OF JON KRUCK

STATE OF IDAHO)
County of Ada)
ss.

I, Jon Kruck, being first duly sworn under oath, depose and state as follows:

1. My name is Jon Kruck. I am over 21 years of age, of sound mind, and I have personal knowledge of the facts stated herein.
2. The information contained herein is true and correct to the best of my knowledge and belief.
3. I am a Utilities Compliance Investigator at the Idaho Public Utilities Commission ("Commission"). I started working in this position in 2022. I am responsible for investigating consumer complaints with utilities and to facilitate a fair resolution for all parties within the scope of the Commission's authority, the tariff (**Exhibit 15**); *Idaho Code* § 61-101 *et seq.*; IDAPA 31.21.01 - Utility Customer Relations Rules and Commission; and Commission Order Nos. 30668 and 32268.
4. I have investigated Island Park Water Company ("Company" or "IPWC") and believe the Company failed to provide adequate water service to customers of Valley View Subdivision, failed to provide adequate customer service throughout all of the IPWC systems operated by the Company, and failed to accurately and timely respond in a complete and direct manner to a multitude of requests for information from Staff regarding open complaints.
5. I have reminded the Company of its obligation to respond to the information requests. I sent the first email regarding the Frost complaint on December 30, 2022, regarding a water outage that began around December 14, 2022. On January 3, 2023, I received a telephonic response from IPWC representative Roger Buchanan. On January 4, 2023 Mr. Buchanan called to follow-up. Dorothy McCarty, IPWC owner and operator, responded on January 6, 2023. I felt that the Company's responses were dismissive of

ORIGINAL

the customer's complaints, vague, and there were several statements that seemed false as explained below.

6. I sent a follow-up request for information to the Company on January 9, 2023. Later that day, IPWC followed up with an email to the IPUC stating "I believe the answers provided are correct and do agree with Roger as he and I composed the response together." Later, on January 9, 2023, the Company sent an additional email to the Commission which I considered to be argumentative and generally unresponsive. The email stated IPWC's "facts" as IPWC described them without addressing my request for information or providing documentation of the Company's assertions on testing and maintenance of its water system.
7. Staff compared the Company's statements to the Commission and those the Company provided to the Idaho Department of Environmental Quality (IDEQ), and believes there are many contradictions in IPWC's responses. When asked to address my concerns about contradictory responses, the Company did not directly respond to my questions, and accused "unknown vandals" of tampering with the system. IPWC did not answer my questions or provide any documentation of alleged criminal mischief, such as a police report.
8. On January 10, 2023, IPWC sent a follow-up letter stating generally that due to weather conditions and the location of the leak in the system, IPWC could not repair the leak until spring. I replied on January 10, 2023, asking what IPWC was going to do to provide water to the community. IPWC did not provide a plan or schedule, or even commit to restoring water access before June 2023. I stated that denying water access until June 2023 was unacceptable and if she was unable to provide water to the customers, then customers should be refunded for portions of the year where water was unavailable.
9. I also notified the Company that there were pending informal customer complaints and there was a possibility of the complaints going formal.
10. On January 12, 2023, the Company stated that Ms. McCarty's computer was having problems and she would contact us once it was repaired. She also stated that she had a death in the family.

11. On January 15, 2023, the PUC received a copy of an email sent to IDEQ from IPWC stating IDEQ's letter to IPWC was impossible, unreasonable, and unsubstantiated. IPWC represented to IDEQ that it intended to repair the system and restore water to the Valley View Subdivision *before* June 2023, even though IPWC provided no evidence that the Company had arranged for an earlier repair. IPWC again shifted blame to customers and unknown vandals and dismissed IDEQ staff observations and requests for information. Along with its response, IPWC attached a "Letter to Valley View homeowners 2023" (**Exhibit 20**).
12. The newsletter attacked customers, discussed IPWC's opinion that the system is not a year-round system, and admitted that there are broken lines in the system. IPWC told customers about possible solutions including customers forming their own water district or homeowner water association or disconnecting and dividing the system, and giving the water system to the homeowners. IPWC also mentioned selling the water system to another interested party that might immediately seek a huge increase in yearly water tariff.
13. Staff received a second email from IPWC on January 15, 2023, with a list of what IPWC called "viable" connections. A follow-up email from Staff asked what "viable" connections meant and were these "all" the connections. To this date, the question as to "all" connections has not been answered by IPWC. However, a map was produced by IDEQ that indicates 17 connections for Wells #1 & #2 and an additional 11 connections from Well #3, with service denied by IPWC to at least three additional lots within the IPWC service area (**Exhibit 17**). The Company did not provide relevant responses to the requests for information and its responses that contradict the Company's tariff and responses that contradict the Utility Customer Relations Rules.
14. The Commission has received 51 informal complaints from customers since September 13, 2016. Currently the Commission has five open complaints. Staff created a table representing the reasons for these complaints (**Exhibit 13**).
15. The number of PUC complaints does not include complaints made directly to the Company. The Company admitted in written complaint responses to the Commission that it does not have a call or complaint log even though it was a specific requirement

in Order No. 30668, and is required for all regulated utilities under IDAPA 31.21.01.400-.599.

16. In January and February 2023, IDEQ sent surveys to IPWC customers seeking relevant information regarding IPWC's water service and any additional information the customers wanted to provide. Specifically, the surveys were sent to customers of the Valley View, Aspen Ridge and Goose Bay Subdivisions. The surveys stated that the customers responses would be kept anonymous but would be shared with the PUC. Between January 19, 2023, and February 14, 2023, I received copies of these customer surveys from the IDEQ. The surveys asked various questions related to the customer's property, ability to contact the Company, notices of Boil Orders, quality of water, quality of service and included an area for customer comments. PUC Staff reviewed the surveys and placed them into categories as described in **Exhibit 13**. The surveys are included as **Confidential Exhibit #12**.
17. I have received information from at least five customers of IPWC claiming IPWC is charging them more than the tariff allows. **Exhibit 16**. These customers and others are concerned about retaliation by IPWC. These customers have been threatened with water shut-off, claims by IPWC that their connections are illegal hookups and therefore IPWC can charge \$1,100 reconnection fees, charging customers double the tariff because they rent out their cabins, and charging fees for more than two to four adults (varies depending on billing cycle) on the property. IPWC has also stated that no R.V.s can be hooked up to water unless another \$280 tariff charge is paid. A copy of a customer's bill is included in **Exhibit 16**. Please note the customer's written notes describing the bills as being paid but the Company sent that customer another bill in November 2022 that did not account for the customer's payments and indicated a "past due status." The Company also threatened the customer with disconnection. Also note, the Company's Rules in the "Notice" section of the tariff bill change frequently and purportedly restrict customers' activities, the number of people allowed on the properties, the use of R.V. hookups, and other water uses beyond the meter (if present) or curb-stop connection (customer side). The Company's restrictions are not in the tariff or approved by the IPUC.

18. IDEQ Regional Engineering Manager Carlin Feisthamel described a meeting with IPWC owner, Dorothy McCarty, on January 5, 2023. In this meeting, IPWC asked IDEQ about “disconnecting service connections.” IDEQ “advised against any disconnection and advised IPWC to focus on cooperation.” **Exhibit 18.**
19. The Company did not respond to requests for a copy of the customer complaint log and phone log, despite multiple requests during winter 2023. Specifically, the Company admitted that “IPWC as stated does NOT keep or maintain a ‘complaint log.’” Staff told the Company that it is obligated to document complaints, including those complaints which are not escalated to the Commission.
20. Based on my investigation, I believe there are additional instances of inappropriate Company billing practices, and legitimate concerns of potential retaliation against customers. I am also concerned that the Company has failed to provide safe, reliable, and consistent water service to its customers, and recommend that the Company immediately correct these deficiencies.


Dated this 23 day of February 2023.



Jon Kruck
Utilities Compliance Investigator
Idaho Public Utilities Commission

SUBSCRIBED AND SWORN to before me this 23 day of February 2023.





Notary Public for Idaho
Residing at: Boise, Idaho
Commission expires: MARCH 15, 2025

CERTIFICATE OF SERVICE

I HEREBY CERTIFY THAT ON THIS 23 DAY OF FEBRUARY, 2023, I SERVED THE FOREGOING **AFFIDAVIT OF JON KRUCK**, IN CASE NO. ISL-W-23-01, IN THE MANNER INDICATED, TO THE FOLLOWING:

Via Overnight Mail:

Island Park Water Company
Dorothy McCarty
155 E. 23rd Street
Idaho Falls, Idaho 83404



KERI J. HAWKER
Legal Administrative Assistant

EXHIBIT 20

Island Park Water Company

455 Constitution Way

Idaho Falls, ID 83402

Email:water@ida.net phone 208-521-2369

Island Park Water Company is aware of the extreme frustration that both you and we have faced this past year, with wells being turned on and of without permission, causing huge issues. *We sincerely 'thank those who have helped'.* **!!! THANK YOU!!!** Please know that we are doing everything we can right now to address what has taken place with the most recent vandalism to the upper well and the broken water line by a vehicle that left the road, but as you can understand the winter weather is a huge obstacle. We have been told that Some have water, some of you have frozen service lines, and a few are impacted by what ever damage has taken place with the upper well/break.

To squelch "unfounded rumors being spread about by a few", we wanted to address the issues and hope we can continue to work together to improve the system to better serve those on the upper heights of Valley View so as to eliminate the frustration we all have about tampering with the lower wells, causing so much heartburn for both you and us.

As everyone knows, the original design of the system in 1970 approved by D.O.E. was for Summer Cabins and the water systems designed for summer usage, not year round. Never has Island Park Water Company (I.P.W.C.) stated that no one could use their cabins year-round, and to that end have tried our best to make known that lines freeze and to avoid plowing and methods to maintain an uninterrupted stream of water within the cabin because the system design for summer usage. The original development plans did not require lines to be buried to a deeper depth that would permit year-round usage, as it was never the intent for the water system. Snow pack is the only insulation that helps us maintain the ability to keep the mainlines open in colder months. Removal of snow in the past has caused issues and often results in broken lines etc. The county doesn't maintain the roads. The roads belong to the homeowners.

We are aware of a specific broken line above the upper well. It was scheduled to be fixed as soon as we became aware of it. The contractor was unable to get this done due to big snow storm and freezing of the ground. We can't dig this until early spring for various reasons. Please know we are doing our best to repair and protect the lines and wells, but fracturing of lines is a huge issue which we are aware of. We do not currently know the extent of the damage caused to the upper well with the recent vandalism that took place. As you all know and many have shared with us, it is truly illegal to trespass onto well lots, and illegal to access, or tamper with a public water system. *Yes, we have gladly worked with others in the past and will continue to do so, with the same understanding that only if Roger gives permission, with continual contact with him via cell phone/video BEFORE, DURING & AFTER access can this be. It is for everyone's safety and to protect the wells and system*

We have deep dived into reviewing requests & possible solutions proposed by some of you. These include, the request to sell off part of the system, including disconnection and dividing the system up as it originally was designed, which would allow to either sell to individuals, other companies, or forming Recreational Water Districts or Homeowner Water Association. Also, have had engineers review request to separate the two wells creating two separate systems. *There are multiple possibilities and*

IPWC is willing to do whatever it takes to help all. We believe the end goal would be to have the homeowners give us their feedback and request you call us at 208-521-2369 or email us water@ida.net.

Short of selling directly to individuals, the best solution for the benefit of the majority would be to form a 'Recreational Water District" giving owners control of the system and individual ownership. This could be two R.W. Districts. This would allow large grants to be applied for and most likely assured they would be awarded if a Recreational Water District. The dead line to apply for future grants is the first part of next January 2024. Another solution would be a "Homeowners Water Association that would also be limited to those currently approved for service with IPWC. We want what you want.

The third solution, in our opinion is the least favorable which is to sell to another interested party that would immediately seek a justifiably huge increase in the yearly water tariff , etc.

We are not asking you to buy the infrastructure system, but work towards a solution of conveying for the benefit of the majority.

We do have people who have contacted us about all of the above options. ***Our goal is to see what each of you prefer, your thoughts, your goal and would appreciate a reply either by phone call or email directly to us. 208-521-2369 or water@ida.net***

Again we ask your patience until this repair can be done correctly and safely. Again, please understand that we appreciate your help in the past! We again reiterate that it is illegal to access the wells without our implicit instruction and then only under the supervision of Roger BEFORE,DURING AND AFTER accessing the wells. We do have this recent vandalism under investigation as we stated, it is both trespassing and vandalism to access a public water system without definitive permission to do so. AGAIN, THANK YOU TO THOSE WHO HAVE STEPPED UP IN THE PAST.

We look forward to hearing from you. Working together we believe we can resolve the issues.