

DECISION MEMORANDUM

**TO: COMMISSIONER ANDERSON
COMMISSIONER HAMMOND
COMMISSIONER LODGE
COMMISSION SECRETARY
COMMISSION STAFF
LEGAL**

**FROM: CLAIRE SHARP
DEPUTY ATTORNEY GENERAL**

DATE: AUGUST 24, 2023

**SUBJECT: IN THE MATTER OF ISLAND PARK WATER COMPANY’S FAILURE
TO COMPLY WITH IDAHO PUBLIC UTILITIES COMMISSION
REPORTING AND FISCAL REQUIREMENTS; CASE NO. ISL-W-23-01.**

Island Park Water Company, Inc. (“Island Park” or “Company”) is an Idaho Public Utilities Commission (“Commission”) regulated utility. The Company operates under Certificate of Public Convenience and Necessity No. 317. Island Park’s service area includes over 300 customers in Fremont County, Idaho.

Commission Staff (“Staff”) has received numerous reports that the Company has recently submitted out-of-cycle bills to customers, which include interest charges and back-dated fees not included or allowed by the Company’s tariff. Staff reports that the Company has removed Staff’s access to the Company’s accounting software as of August 16, 2023. Staff has requested the Company reinstate its access. Staff is concerned about improper customer billing and the Company’s lack of transparency, particularly with the expected receivership from district court proceedings in Case No. CV10-23-3253.


STAFF RECOMMENDATION

Staff recommends that the Commission order the Company to cease and desist from billing its customers out-of-cycle and including additional interest charges and back-dated fees not allowed by the Company’s tariff.

COMMISSION DECISION

Does the Commission wish to order the Company to cease and desist from billing its customers out-of-cycle and including additional interest charges and back-dated fees not allowed by the Company's tariff?

Anything else?



Claire Sharp
Deputy Attorney General

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