

## Diane Holt

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**From:** jared.gunderson@rexburg.org  
**Sent:** Friday, December 27, 2019 10:47 AM  
**To:** Diane Holt  
**Subject:** Case Comment Form: JARED GUNDERSON

Name: JARED GUNDERSON  
Case Number: MNV-W-19-01  
Email: jared.gunderson@rexburg.org  
Telephone: 208-716-1323  
Address: 191 NORTH 3990 EAST  
RIGBY ID, 83442

Name of Utility Company: MORNING VIEW WATER COMPANY

Comment: I called your office and provided some comments asked some questions to a gentleman. I have not seen any response back to me. I have not been provided enough information to make a informed comment about the rate increase. I will provide my response to the application and some possible recommendations. The request letter reflects a company that has little to no experience with operating a utility and separating their personal finances from a business. I know the board has separated the personal challenges from the business in their review of the request. I would like provide a recommendation to the board that the water company involve Idaho Rural Water Association in a rate study and possible management training of the water system. They offer assistance to systems and education for customer relations. I would like to know how are they addressing their delinquent accounts? It has been stated to me they have 15 regular no payment accounts, are they shutting them off or are they passing this loss along to those of us that pay our share? I am a licensed water operator in the State of Idaho and am currently working for three cities here is southeastern idaho. I work closely with the IDEQ and have a firm understanding of their policies and procedures. I know the IDEQ does not loan money to a system without them providing a Facilities Plan for the system. In that plan the system should provide information about financials for the system, from that a formula is used to determine what the base rate should be. If the base rate is calculated to be over a set amount the IDEQ will provide a debt forgiveness to the system as they did in the the last loan the system received. The Water company has access to the IDEQ operator switchboard to know what samples are going to need to be collected for the next 8 years. This should provide them with enough information to budget for them. The responsibility of the water company as per their sampling requirements and cost are mute, They have always been required to collect these samples per IDAP rules. The idea of its new to them concerns me to how my water quality is at my home. I would like to know why they have not been depreciating the water infrastructure out over time to cover the cost of repairs? They had to of known the PVC and glued fitting would not last for ever when they installed them. I have had to go thru the riggers of raising user rates many times and understand the frustrations that surface at these times. Has their been a recommendation to look at a multi-tiered billing system for usage? I would like a response to why we are being billed for our lot size and meter size. If we had non regulated flow I can see the reason to using lot size as a basis for a fee. I see this may have been missed or miss understood by the water company in the last rate request. That should be corrected at this time and we should be billed for one or the other. When the meters are installed that should have done away with the lot size base cost and been based on metered gallons used from that point forward. I can see the possible negative point to why this has been left intact. The owners of the water company are also the owners of the trailer park and developers of the properties within the subdivision, their personal finance would be directly impacted with a change in rates. I know that they state with introducing the meters water consumption has decreased. That is the intent of providing meters to a system. They should have addressed that in their Facilities Plan to IDEQ. With that I would like to say the water company has many hurdles to over come as far as customer relations. They have not been very forth coming with information to the public, such as the required Consumer Confidence Report distribution to the consumers. I have notified IDEQ they are again in violation for not providing the Consumer Confidence Report to their users. The following is from IDEQ. each year, community water systems in Idaho must prepare an annual Consumer Confidence Report (CCR) that informs its

customers of where their drinking water comes from and what is in it. A community water system is a public water system that serves at least 15 service connections used by year-round residents or regularly serves at least 25 year-round residents (e.g., a municipality, subdivision, mobile home park, apartment complex, or nursing home) (40 CFR 141 Subpart O; IDAPA 58.01.08.151). In the past three years I have not seen any CCR information.

I had a negative instance with the company with their ability to respond to a water outage. the instance went as follows, It was 10 pm at night and we had a brief power outage and I turned my tap on to find no water coming out, I checked all my hose bibs and taps to find the same issue at each of them. I called the water company and explained the situation to them of not having water. The individual told me they had taken their shoes off and was in bed and they will take care of it in the morning. I offered to go assist them with checking the generator and getting the water back on but was told it was not my worry. It was around an hour or 2 and the water got turned back on. I called IDEQ the next morning and informed them of the water violation that had occurred. I know it is a public health and safety issue when you have 0 psi in a water system and you have to report the issue to IDEQ asap and you are under a boil order till samples are taken and system is proven safe to drink from again. I would like to know how this system is flushing the lines after a main line repair? I witnessed a repair being made and then placed back in service with no apparent flushing of the line or disinfection of the pipe. The trench was full of contamination to the open water pipe.

I have reviewed what information I could find showing their expenses and I do not see why they are asking for a rate increase. I researched and found The Association of Idaho Cities Utility study from 2017 states a systems average bill with <1000 population is \$35.54 Per month for water and \$38.38 per month for wastewater that is a bill of \$73.92 a month. I do recognize wastewater is not part of their request but I did want to point out the cost comparison. At what point does this water company become a detriment to our quality of life? I believe we have reached that point. If we choose to sell how does the cost of the water not effect the value of our homes and ability to sell?

When We bought our home we had been lead to believe we had our own well, it was a big surprise at the closing that we did not own a well and we are part of a community system. I was surprised to see what the past home owner paid for water (\$245 month). The first thing we did was go thru the house plumbing system and irrigation system and repair all the leaks that we found. We have discussed drilling our own well and get off this system but I know we have to pay for our lots cost of the IDEQ loan.

If the system is a burden to the company they should reevaluate their asking price for the system. I know of two companies that have met with the water company to discuss purchasing the system but the asking cost is too high for the system. I know the water company has approached the City of Rigby to take over the system they also have declined the purchase because of the cost. I did follow up with questions to the City and their response was the water company new what they would need to do for the city to take over the system. I have more to comment on but I also know I will be going in the wrong direction. I know as a commision and individually you are working to keep our rates fair and lessen the financial impact to our lives. I will do what is right and pay whats fair but I expect to be treated fair and honest from the water company.

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