

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

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FORMAL COMPLAINT OF NICOLE) CASE NO. ROC-W-21-01
BURBANK AGAINST ROCKY)
MOUNTAIN UTILITY COMPANY, INC.) SECOND SUPPLEMENTAL
) AFFIDAVIT OF JOLENE BOSSARD

STATE OF IDAHO)
ss.
County of Ada)

I, Jolene Bossard, being first duly sworn under oath, depose and state as follows:

- 1. I have personal knowledge of the facts stated in this affidavit.
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.
4. In my position I have investigated Ms. Burbank's informal and formal complaint and discussed the substance of it with various parties involved or related to these matters.
5. On December 2, 2021, the Company sent an email in response to Staff's Production Request No. 1. A true and correct copy of this email is attached hereto as Exhibit A.

Dated this 25 day of January 2022.

Jolene Bossard
Utilities Compliance Investigator
Idaho Public Utilities Commission

SUBSCRIBED AND SWORN to before me this 25th day of January 2022.



Keri J. Hawker
Notary Public for Idaho
Residing at: Ada County, Idaho
Commission expires: March 15, 2025

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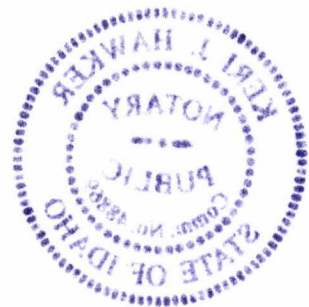


EXHIBIT A

(Attached)

John Hammond

From: Charlotte Lees <rockymountainutility@gmail.com>
Sent: Thursday, December 2, 2021 2:32 PM
To: Blake Schaat
Cc: Jan Noriyuki; John Hammond; Jim1; Melissa Bernard
Subject: Re: Nicole Burbank - Complainant's Response to Respondent's Answer - Case No.: ROC-W-21-01

Case No.: ROC-W-21-01

First of all, the temporary water outage on August 16, 2021 was already explained - a wrong valve was turned off.- it had nothing to do with Ms Burbank personally. On August 20, 2021 I notified everyone either by email or hand delivery that there was going to be an outage to tie the two well together. On September 1, 2021 there was no outage at all. On September 10, 2021 there was an outage that affected a few people on a certain water line but Ms Burbank was not on that line. On September 24, 2021 there was no water outage. On October 14, 2021 I emailed everyone I could and hand delivered flyers to the rest of the customers about the water outage to bring on the new generator . I know for a fact that I delivered letters to Ms Burbank's door because I did not have her email address at that time. We would never shut off anyone's water out of spite, bullying, or retaliation.

On Thu, Nov 18, 2021 at 5:11 PM Blake Schaat <blakeschaat1@hotmail.com> wrote:

To whom it concerns,

Attached is the *Complainant's Declaration and Response to Respondent's Answer* that Ms. Burbank asked me to email everyone. I have also mailed out a hard copy to everyone. If you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

Blake

CERTIFICATE OF SERVICE

I HEREBY CERTIFY THAT I HAVE ON THIS 25th DAY OF JANUARY 2022, SERVED THE FOREGOING **SECOND SUPPLEMENTAL AFFIDAVIT OF JOLENE BOSSARD**, IN CASE NO. ROC-W-21-01, BY MAILING AND E-MAILING A COPY THEREOF, TO THE FOLLOWING:

NICOLE BURBANK
3890 EAST ASH LANE
RIGBY ID 83442
E-MAIL: nursenikki0818@gmail.com

JIM BERNARD
ROCKY MOUNTAIN UTILITY
2 N LANDMARK LANE STE 4
RIGBY ID 83442
E-MAIL: rockymountainutility@gmail.com



Keri J. Hawker
Legal Administrative Assistant