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**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Tuesday, September 13, 2005 8:07 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, September 13, 2005  
7:07:09 AM

Case: EAG-W-05-02  
Name: William Leahy  
Street Address: 10133 W. Lariat Dr.  
City: Boise  
State: Id  
ZIP: 83714

Home Telephone: 938-9535  
E-Mail: leahyb@slrmc.org  
Company: Eagle Water  
mailing\_list\_yes\_no: yes

Comment\_description: I am just astonished that Eagle Water Company has the gall to ask for a temporary surcharge to cover the expense of the water problems they had this summer.

From what I heard on the radio, Eagle Water is asking for this rate increase because the cement company broke a water main plus Eagle Water needed to add extra pumps.

This just continues to add to the saga of Eagle Water Company's woes. I've lived in the Eagle Springs Estate subdivision since February of 1998. I'm an original homeowner in phase III of this subdivision. Since day one we have had subpar water pressure. One summer we went multiple days with no water at all. This summer as in past summers, I had to shower in the evening before bed because there wasn't enough water to shower in the mornings.

If the cement company ruptured a main line, Eagle Water should hold them responsible for repairs. If, as I suspect, Eagle Water just hasn't kept up their infrastructure to meet demand, then they should absorb the cost themselves.

To suffer all summer with lack of water, and then be asked to pay extra for water not received is distasteful. Eagle Water has been a mismanaged, disorganized, and poor supplier every year that I've been on their water system. I implore you not to approve their surcharge request and reward them for extremely poor performance.

Thanks for your time.

Transaction ID: 913707.9  
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User Hostname: 199.99.195.10