

✓ Ken Acke
sent 10/19/05

✓ To AU.

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October 18, 2005

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2005 OCT 19 AM 8:17

IDAHO PUBLIC
UTILITIES COMMISSION

Commission Secretary
Idaho Public Utilities Commission
P. O. Box 83720
Boise, ID 83720-0074
VIA E-MAIL: www.puc.idaho.gov

Molly O'Leary
Richardson & O'Leary, PLLC
P. O. Box 7218
Boise, ID 83707
VIA E-MAIL: molly@richardsonanoleary.com

Robert V. DeShazo, Jr.
President
Eagle Water Company, Inc.
P. O. Box 4555
Eagle, ID 83616
VIA UNITED STATES MAIL, POSTAGE PREPAID

Re: In the Matter of the Eagle Water Company's Request for a Temporary Surcharge
Case No. EAG-W-05-2

Ladies and Gentlemen:

I am writing in response to the Amended Notice of Comment/Protest Deadline received with regard to the above-referenced matter.

I am concerned that the "immediate system improvements to correct the low-pressure conditions" will take care of only the water pressure problem experienced by the Eagle Springs subdivision. The water pressure problem is citywide and getting worse every day. After we purchased property in Eagle over 8 years ago, but before we built our home, we were told about the lack of water pressure and overall lack of enough water for residents already established. I recall that our construction was delayed due in large part to these water problems.

In addition, as President of the Eagle Pointe Homeowners Association No. 2 (EPHOA), I have been fielding complaints for the past four years about water pressure problems being experienced in our neighborhood. This matter has gotten so severe that the lack of water pressure was recently brought up as a reason to oust the current Board by a group of EPHOA residents.

No too long ago I contacted Eagle Water about this problem and was, for the most part, told to not use any water (e.g., shower or wash dishes or wash clothing or water my lawn) from 6:00AM to 9:00AM weekday mornings, as this was their "peak time." I was completely taken aback by this. After all, the last time I was told when I could and couldn't take a shower was when I lived at home with my parents and did not pay the water bill. But I digress.

Does this engineering report that preceded the application for surcharge take into account the fact that Eagle is growing at a speed of almost doubling in size every 3-4 years? If not, what does Eagle Water intend to do? Is it possible for Eagle consumers to choose between Eagle Water and United Water (even though I was told by the man at Eagle Water that they

Commission Secretary
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Molly O'Leary
Richardson & O'Leary, PLLC

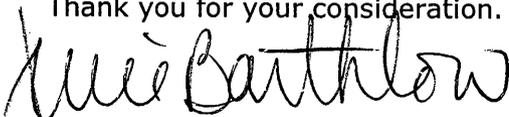
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President
Eagle Water Company, Inc.

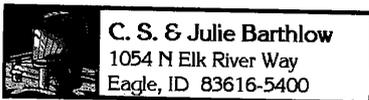
charge "way less" than United Water)? If not, why not? I personally feel that lack of water pressure for at least 8 years would be considered poor customer service. Then when you take into account the way my "complaint" was handled by Eagle Water, I certainly would be willing to pay more to United Water than to be treated the way I was by Eagle Water. (I was also told that Eagle residents use too much water and waste water "all the time." I find this ludicrous since I don't believe that Eagle has more residents that use or waste more water than any other city/town in the Treasure Valley.)

Please know that I am all for the surcharge if:

1. The surcharge covers the cost(s) of immediate system improvements to correct the low pressure conditions experienced in the entire City of Eagle;
2. The temporary surcharge is just that - temporary (e.g., one time assessment or limited to a time certain); and
3. A formal hearing is scheduled to address the concerns raised by my neighbors and those stated in this letter.

Thank you for your consideration.


Julie Barthlow



Commission Secretary
Idaho Public Utilities Commission
P. O. Box 83720
Boise, ID 83720-0074



✓ Gen Ack
sent 10/19/05

✓ To A.V.

✓ To Comments
:H

Jean Jewell

From: Ed Howell
Sent: Sunday, October 16, 2005 1:49 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Sunday, October 16, 2005
12:49:11 PM

Case: EAG-W-05-02
Name: WALTER N. HAMM
Street Address: 10478 N. CAYUSE WAY
City: BOISE
State: IDAHO
ZIP: 83714
Home Telephone: (208) 433-1010
E-Mail: greenhamm@cable one.net
Company:

mailing_list_yes_no: yes

Comment_description: #1. This case is based on low water pressure in the Eagle Springs Sub.Div. It appears that this is secondary to the companys desire to drill a well to further insure it's ability to serve it's constantly increasing costomer base. The basic questiion at this time is will option (1) or (2) solve the problem? The company has presented no evidence to verify it will. DEQ's recomendation to parallel two pumps for pressure and redundancy are the best solution pending the use of proper pumps and installation method. I recommend we solve the first problem and do the well drilling when it's varified necessary. WNH

Transaction ID: 10161249.11
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 72.24.115.63
User Hostname: 72.24.115.63

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October 5 2005



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Commission Secretary
Idaho Public Utilities Commission
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Boise, ID 83720-0074

I wish to submit comments on Case No. EAG-W-05-2.

I am a resident of Eagle Springs subdivision and experienced severe reduction in water pressure during the summer. Although the situation has improved since the replacement of the 8-inch mainline with the larger 12-inch mainline, I am concerned that the improvement will only be temporary. I believe that when the large number of customers in the Shadow Ridge subdivision are added to the water system, we will again experience pressure reduction, due to the difference in elevation. It is also quite likely that future developments along Hill Road and Horseshoe Bend Road will exacerbate this problem.

I am also very concerned about the proposal for Option 2. I believe the additional booster for Big Springs Boulevard is essential to ensure adequate water pressure, EVEN IF Option 1 or 3 is approved. However, it is not appropriate to assess that cost to just the 51 customers in Eagle Springs. When Eagle Water committed to providing water service to Eagle Springs, the Engineering staff knew the number and type of homes that were planned in this area. They also knew of the elevation difference. It is obvious that the project was improperly engineered and planned. The engineers/planners further contributed to the potential for pressure problems by installing only one branch from the main line to be shared by two homes. I understand that Eagle Water installed all water service in the subdivision in this manner. It is inappropriate and unfair to penalize the 51 homeowners for the failure of Eagle Water to properly plan and engineer this project. The cost of corrective action (additional booster pump) should be paid by the entity that caused the problem—Eagle Water.

I will appreciate your careful consideration of my concerns in these matters.

Signature

Matthew B. Fowler

Name (Printed)

10553 N Sage Hollow Way

Address

✓ Gen. Ack
sent 10/19/05

✓ To AV.

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JH

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2005 OCT 17 AM 8:21

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Terry Davis
Signature
Terry Davis
Name (Printed)
9850 Big Springs Blvd
Address

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sent 10/19/05

✓ To AV. ✓ To Comms
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October 5, 2005 ED



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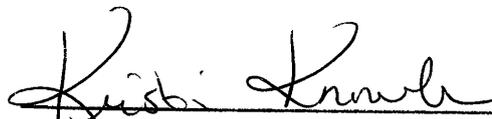
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Signature

Kristi + Andrew Knowles

Name (Printed)

1429 N. Cayuse Wy

Address

Boise, ID. 83714

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2005 OCT 14 AM 8:08

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UTILITIES COMMISSION

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Michael + Nancy Poore
Signature
Michael AND NANCY POORE
Name (Printed)
10453 N Cayuse Way Boise ID 83714
Address

✓ Ken Acke
sent 10/19/05

✓ To A.V.

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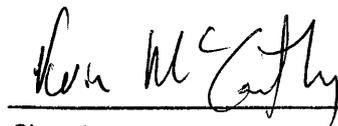
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Signature

Kevin McCarthy

Name (Printed)

10481 N. Sage Hollow Way

Address

✓ Gen. Aclt
sent 10/19/05

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2005 OCT 18 AM 8:06

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Paul I. McMahon & Gail G. McMahon
Signature

PAUL I. McMAHON & GAIL G. McMAHON
Name (Printed)

10598- No. Cayuse Way - Boise
Address