

✓ Gen Ack sent
2/15/05

✓ To A.V.

✓ To Commms
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TGW-W-05-1

Jean Jewell

From: Front
Sent: Monday, February 14, 2005 8:08 AM
To: CJ Cooper
Cc: Jean Jewell
Subject: FW: Complaint acknowledgement

-----Original Message-----

From: Ed Howell
Sent: Sunday, February 13, 2005 12:46 PM
To: Front; Beverly Barker; Ed Howell; Tonya Clark
Subject: Complaint acknowledgement

WWW Form Submission:

Sunday, February 13, 2005
12:45:33 PM

Name: Mary Haskins
Street Address: PO Box 190984
City: Boise
State: Idaho
ZIP: 83719
Home Telephone: 208-377-5529
Work Telephone:
E-Mail: marymarybelle@aol.com
Home Business: Home
Business Name:
Business Street Address:
Business Phone:
Complaint Company: Terra Grande Water
Local Provider:
Contacted utility: No

Complaint description: As to the request for increased water rates, due to the connection to United Water. I feel the rate of the winter month calculation is of \$40.30 bi-monthly seems to be reasonable. I object to the additional \$16.00 per month added to the calculation rate as the cost to generate a billing statement and put a .37 cent stamp on it, is unreasonable and it just making a profit for Terra Grande Water. Getting rich off of the customers!!! The poor service and lack of customer consideration by this company has been unbearable for years. Since the early development of this area years ago to the most recent events, shows Terra Grande's lack of customer concern. Non-response to customer's concern, this company has made a huge profit off of the customers, while the customers still have to put up with poor water quality, low water pressure, lower than the DEQ's minimum PSI rating standard for avoiding the possibility of cross contamination of the water system. This puts the customers at risk of contaminants entering the water supply. United Water has put a chlorine injector on the connection to Terra Grande system, the chlorine level is so high, that you feel you are in a swimming pool everytime you have a take a shower or turn on the water tap. If you are in any normal place of business the water does not have that much of an odor. I feel there are reports out on the effects of excessive amounts of chlorine consumption, that are not a healthy factor for humans or animals. As to other issues of of low water pressure and the large amount of mineral deposits on the lines and water heaters of each individual home of this area, I do not feel that any of us in this neighborhood feel safe in drinking water, due to as how much of the Trichloroethylene (TCE) has been absorbed into the old, non-kept undersized, heavy mineral deposited waterlines. No one Terra Grande or the DEQ is keeping the customers updated on this aspect. The only concern seems to be the issue of money for the company and no concern for the health issues of the people. As for the issue of crediting the customers a rate of 2 liters of water per day per person. This crediting amount is appalling as we the customers have spent more in buying our water than from Walmart or a private water company than the Terra Grande's so called flat rate of \$16.00 per month.

Terra Grande is not taking in to consideration of the people or the animals in this area with this ridiculous crediting issue. So the customers are once again punished while Terra Grande has no out of pocket-expense other than time. Please take into consideration the people of this area, that this is affecting the most verses a company that has for years negeted their responsiblities to the customers safety and concerns. In closing, for us to have to pay more than the monthly flat rate of \$20.15 is unfair to the customers for the conditions we are being subject to. I persoanlly will not allow my family or animals to consume of water. Therefore I have purchased a bottled water system from a reputable water company. This added personal expense for safe water should be taken under consideration as to the rate of money. The water consumption per household will not be the same as most other Boise City water users due to buying safe water systems and also the use of our water irrigation from New York Irrigation in the summer months. We the people should not be the marks for Terra Grande to continue to make a large profit as they have done in the past. We have paid more than your share over the years without any improvements to the system/quality of the water.

Sinerely.

Mary B. Haskins

Transaction ID: 2131245.33

Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/cons>

User Address: 205.188.116.203

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