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Jean Jewell

From: shambra@verizon.net
Sent: Tuesday, September 11, 2007 6:44 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Shambra Palmer follows:

Case Number: AWS-W-07-01
Name: Shambra Palmer
Address: 85 Walker Way
City: Sagle
State: ID
Zip: 83860
Home Telephone: 208-265-1537
Contact E-Mail: shambra@verizon.net
Name of Utility Company: Algoma Water
Add to Mailing List: yes

Please describe your question or comment briefly:

I have been a customer of this company for 12 + years. A rate hike of 70% is outrageous! This company has a history of not informing it's customers when the water tests bad. Not informing the customers when there are problems with the system. Not knowing how the system is layed out. I have asked for years where my shut off is. They don't know! They all just stand around all the holes in my yard shaking their heads and laughing at how the system is layed out. The drain field for ALL of our septic tanks is just two lots away from the well and it contaminates the well regularly. I am not unreasonable, I would understand and accept a realistic rate hike of 15% to 25%. But this company has not shown it's customers any concern or loyalty over the years and I'm not inclined to show them any either.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.161.5.102
