

JUN 25 2021

PUBLIC SERVICE
COMMISSION

June 24, 2021

CASE NUMBER: 2019-00258

ADDITIONAL FINDINGS:

- Second water outage since newly constructed main line installed by Green River Valley Water District. (GRVWD)
- Third water outage.
- Additional expenses

JUNE 21ST 2021:

- Reported outage by phone to GRVWD at 16:07 by Tammy Conahan.
- Arrived home at 17:08, no update, I called emergency number at 17:08.
- Received a returned phone call from Matt with GRVWD at 17:13 stating they were working on a leak; water should be restored “directly”.
- 18:33 received a robocall notification: Due to a main line break, GRVWD is issuing a boil water advisory until further notice.
- 18:35 No water from tap.
- 20:06 Checked status and discovered we had water but no call was received stating water had been restored.

JUNE 23RD 2021:

- 09:31 Received robocall from GRVWD: The boil water advisory had been lifted.

JUNE 23RD 2021:

- Received robocall at 13:54 from GRVWD: Due to a break in the main water line, under a boil water advisory until further notice.

JUNE 24TH 2021

- As of 21:00 CST we still have not received any additional info regarding the water boil advisory.

Additional Expenses and Considerations:

As stated previously, the continued water issues we have endured with GRVWD has been ***a long five-year battle for this basic necessity of life.*** This continued struggle has put added anxiety and a constant mental strain on both myself but most of all my significant other Tammy Conahan. She has developed severe anxiety and diagnosed with major depression and is currently in treatment. Yes, over water.

If there had been another option for us to choose we would have relieved them of their "problem headache" as GRVWD associate referred to us directly to Tammy, but unfortunately utilities monopolize the source to which us as customers only have one option. During these years it had been more than just rough, we have endured water hell: paying every month a water bill, whether you have water or not, while little to no direct answer from water company until their solution which dug a trench in your entire front lawn and left 4ft or more hole in front yard to install a pump that was useless in less than a year.

Because we had to have water, I decided to buy six 35-gallon plastic barrels that were previously used to store car-wash detergent. We had to clean and fill barrels with fresh tap water at my mother's house in Elizabethtown. We then had to haul them 25 miles one-way to Bonneville and unload the full heavy barrels. We bought barrel pumps and buckets to move the water throughout the property to water our pets and livestock, flush the toilet, wash dishes, clean paint brushes, wash hands, do laundry outside, etc. We had to do this multiple times. People that don't have to do without fresh running water don't realize how many daily activities involve said water.

Then came the COVID-19 pandemic. Now the bottled water which we had come to rely on disappears from store shelves. Six 35-gallon barrels of water doesn't last as long as you might think. The wear and tear on my back caused by repeatedly hauling the water barrels, as well as the anxiety related to the uncertainty of the lack of water combined with the pandemic was taking an enormous toll on us both. So, I researched and found 450-gallon IBC totes over hour away. I purchased four and immediately set to the task of cleaning, filling, and hauling water from Elizabethtown to Bonneville to ENSURE that we had water was on reserve to adhere to CDC guidelines regarding personal hygiene as well as keeping our home properly cleaned. But more importantly, with the shortage of available bottled water, we needed to ensure that we had drinking water while confined to our home. This still left us to contemplate what if it doesn't rain for weeks which is known to do here. On a farm we just couldn't take such huge risks so we called a company that drills for wells and they said they had drilled our area before and knew

there was water but ta surgery would need to happen first for \$700.00 dollars before an estimate issued for sure. They came, we paid. And the best he could do was \$10,000. Unfortunately, we did not have near that amount of capital available to us. That is when Tammy started searching for alternatives realizing we just wasted precious time and money.

Tammy phoned GRVWD frantically explaining (and crying) CDC guidelines, our exceptional customer payments even though we had NO WATER and how imperative it was for us to clean, wash hands, proper care was needed and to **please help us!** The manager simply told us not to worry with paying our bill. That he was going to "waive it until all was complete from this date forward". But we had been paying since 2016 and we still had no running water at the house because now third pump has failed. Ordering the pump and installation takes 4-6 WEEKS!! OR MORE all told was my expense since the pump was installed on our property. And the GRVWD manager could offer no additional help when she asked of a water delivery service in our area to help us nor any options at all to help us during the pandemic. To escalate these events even further my mother was moving to Washington State and our only source of water to fill our barrels or totes was leaving. Now, Tammy takes a lot, but I believe this broke her. Her upbeat spirit was gone, she was just defeated, and we were simply tired and exhausted trying to make it having no running water in our home.

The pandemic fears continued consume the entire world and no one could help us. Water was being stockpiled and water shortages were everywhere as the shelves were bare as we checked from the city I work in and cities surrounding our home. Tammy research nonprofit water organizations but their services were for overseas concerns only!! Tammy started ordering water bottles and water bladders online to be shipped because we had no water in the area stores as their shelves were bare and we have no running water.

Now imagine confinement with chickens to water, dogs to water, food to cook, house to clean, baths to take, ice to make for shoulder surgery, having surgery and coming home to a house without water, trying to brush your teeth or simply wash your hands but first you must go outside pump lever to fill buckets from water barrels, haul buckets inside through rain/ice/snow/heat to then fill pots pans jugs whatever you can to store water to do these chores every day. Now imagine that with one arm. Tammy had to have shoulder surgery, a pandemic hits and all essential items such as toilet paper and water were scarce if any, dad visited house for first time only to be told he had to first let me get him a bucket to flush. The embarrassment, to say the least, has been humbling. I went to work every day during pandemic and Tammy's world became consumed with water and how our farm was going to survive this pandemic without running water and no supply of water in stores. She downloaded apps on phone that showed freshwater springs in Kentucky, studied water ways and placed buckets outside with mason jars in them for the rainy days to collect whatever rainwater we could to store. So, you can clearly see how this had impacted her terribly. I had running water at work, and a restroom with a shower that I could use. Unfortunately, Tammy did not have these luxuries.

Now here we are: expenses. We have no way of showing purchases for buckets, barrel pump, water storage bladders, bottle water purchased, gas, and so forth as this process started as a

water pressure issue five years ago and since has become a race to survive. The pressure we had was far below the minimum standard so low our shower would not engage in bath because the pressure was too weak. We have been in auto mode simply trying best to survive not thinking twice this issue would take as long and after we would be needing to prove our expenses. But once the line pump was installed by GRVWD in our yard, we were told it was now our problem and when the pump broke months later NO WATER came inside our home again, not a drop through a faucet. Until we contacted the PSC, we beg borrowed and collected water to run our home..

We purchased an old-style James washer which allowed us to haul buckets of water and wash clothing outside it cost \$899.99 from Lehmans Hardware online. I purchased the wringer to help wring the laundry to dry faster (I wear uniform logo shirts for work and only having so many I have to have them laundered regularly) 200.00 I installed a clothesline from Lehmans that is a pulled allowing us to wash bedding during pandemic that was 100.00 or more. Allowing all laundry to be done outside closer to our water source I can gather those receipts if we can claim it. It was a necessity and the washer we had did have did us no good connected to a water source that didn't run. We only have wood heat - what if there is a fire? we spent extra money obtaining fire extinguishers, additional alarms because having no water we lived in constant fear of failing to act and failing to be prepared in an emergency. If those claims are valid, we no longer have receipts. During pandemic, we changed our house to accommodate having no water and things became chaotic to say the least. Buckets lined porch, bottles filled kitchen counters and receipts were just not important at that time, but they sure would be nice now. I hope you are beginning to see how five years have been for our small farm. Words are hard to find to describe or even begin to touch the mental strain we have endured without rhyme or reason. We reached out, we kept in contact, we pay our bills, we fed the GRVWD workers outside our home installing new pipeline, we have waited so patiently for five years yet desperately and to put this all in expense format I found it impossible to put a price tag on all of this, let alone find a receipt to prove the cost of water ordered or the amount of gas used hauling filled barrels and running town to town looking to find water for sale. The added expenses have taken a toll on us so much it hurts us, and in my previous statement to the Public Service Commission, I tried my best to list expenses I have a receipts for but how do you report all these expenses for water? And can I put a price on the pain and suffering?

I do appreciate you taking the time to let me explain our situation. I hope you can consider us as your neighbors.

Sincerely,

Stuart Ian Gross