

Application for staff-assisted rate case in Polk County by  
Alturas Water, LLC.

DOCKET NO. 20240119-WU

Name Ronnie/Thresia Reynolds  
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CUSTOMER COMMENTS

We have lived in our new house here for 3+ yrs now. Since the time when we were building we have had water issues. This is including when sod was delivered and water was turned off for several days until our sod started to dying. We called customer services and they stated it would be on soon. As days passed - no water. It has been a nightmare keeping water on ever since. We have had so many "boil water" to no water days it is terrible. We inquired "what is the problem, and we were informed that owner of well will be putting in larger pump to service the number of households. NO significant change. We have bought bottled water since we moved here. We have had black greasy MOLD coming from all spigots in our home. When when we call they add chlorine so much you can smell it badly. We asked to put a well down but county wont let us, because this service is available @ Alturas Water.

We should have a right to drinkable SAFE water...!

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This motion first needs to accomodate citizens who they serve. Maybe get the mold out of water first. Neighbors told us "this has been like this for years - Water OFF/ON/OFF/ON!! Dont increase cost of an already insufficient service . . .

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