

From: [John Mackenzie](#)
To: [Paula Wilson](#)
Subject: DEQ Proposed Changes for Complex Sewer Treatment Systems (homeowner)
Date: Monday, January 25, 2016 2:24:08 PM

Paula -

I'm writing in response to the proposed changes for the way my Anaerobic Sewer Treatment System is managed.

My History

We built our home in Rexburg, Idaho at 382 Partridge Ln. We moved here from Ohio. We were presented with 3 options by our builder for sewer treatment systems which he knew nothing about. In building our home, we had to literally make an overwhelming number of decisions. I must say, one of my biggest regrets was installing one of these complex systems. I have a Norweco system and have never missed a payment in 13 years to have it serviced. But my service provider previously has taken our money and ran without adequately servicing it. But I felt I had to keep paying because of the easement DEQ had on my property for service providers. What a mess!!!

I would like to vent a little bit about my experiences here. First of all, the program the DEQ put in place to manage my septic system has been dysfunctional from the start. Whatever new changes are being contemplated for replacing this program are vetted and well thought out. Otherwise, I will assume the DEQ is completely dysfunctional for not having learned what a mess they created.

I am facing needing to order spare parts for my system and that is an abysmal process! I hope you consider in rewriting these by-laws on what the process is for manufacturers being permitted to market their product in Idaho. I'm told I can only buy my parts from a service provider in Boise who will not sell his parts to us on this side of the state! What a mess DEQ has created! And I can't get the manufacturer to sell parts directly either. Am I supposed to call around to providers in other states hoping they'll sell me a part? How frustrating!

I've sat through approximately 20 meetings over 13 years about these systems and have always seen a very elevated level of anger, frustration, and tempers at these meetings. Doing away with these entities as per the proposal is the right thing to do! Yeah!

But I worry about the level of the support multiple service providers for Norweco will get in Idaho! It doesn't sound like they are willing to work with us in Idaho unless it is through their 1 service provider!

I am very happy with the proposed service provider on our side of the state - Simple Septic Solutions. I would like to contract directly with him to maintain my system without paying extra to an entity to manage. But having a 2nd or 3rd option for service providers would also be nice!

I would be glad to provide more feedback if desired. Please put together a long-term, reasonable and sustainable plan this time!

Regards,

John Mackenzie