

## Request for Public Comments

### Modification of Whole House Replacement Order

(R6V-2011-0005A1&R6V-2011-0005A2)

Patty Zwarts Kouyoumdjian Executive Officer Lahontan Water Board, This has been my experience with the whole house replacement program implemented by PG&E. We were contacted by PG&E we signed their access agreement and a Ion Exchange Unit was placed in our backyard. He system was hooked up to power and is completely ready to use. Stephanie Issacson from PG&E called Mrs. Burns one afternoon and asked us if we wanted to be placed on a 90 day hold. Mrs. Burns asked why the 90 day hold MS. Issacson stated that a new option for whole house replacement is coming soon and if we turned the system on we would not have the option of whatever it is. Mrs. Burns asked for clarification so if the system we have installed is turned on we will not have any other options later no matter what they may be. So not sure what to do or what the future options are we said fine as long as we have bottled water. In our opinion this process has been made very confusing intentionally by PG&E and we would have chosen to turn system on if given the option but not knowing what the future options maybe we did not want to be excluded.

Floyd Burns

*Mrs. Norma J Burns*  
*Floyd J Burns*