

*✓ To Comments  
H*

*AVU-E-07-01*

**Jean Jewell**

**From:** Daniel Klein  
**Sent:** Wednesday, May 16, 2007 2:01 PM  
**To:** Jean Jewell  
**Subject:** FW: Consumer Comment/Complaint Form

This is what we got, might be about the PCA

Daniel Klein  
Utilities Compliance Investigator  
208 334-0300  
800 432-0369

-----Original Message-----  
From: Front  
Sent: Wednesday, May 16, 2007 8:08 AM  
To: Daniel Klein  
Subject: FW: Consumer Comment/Complaint Form

A no-name complaint ...FYI??????

-----Original Message-----  
From:  
Sent: Tuesday, May 15, 2007 1:03 PM  
To: Tonya Clark; Front; Beverly Barker  
Subject: Consumer Comment/Complaint Form

A Comment/Inquiry from follows:

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Name:  
Contact E-Mail:  
Home Telephone:  
Work/Contact Telephone:  
Home/Office or Both:  
Home Address:  
City:  
State:  
Zipcode:  
Business Name:  
Business Address:  
Business Phone:  
Name of Utility Company:  
If Telephone/Local Provider:  
Have you contacted the utility regarding your concern?: No

Please describe your question or complaint briefly:

As a residential customer of Avista Utility, concern is with Avista's request to extend and then increase their surcharge to 4%. The profit of Avista was up substantially this past year, they say not by rate increase but with good management. Whatever they want, they get. I understand Idaho Power Co. customers received a rate reduction last year of about \$120 million. It seems the two regulated service areas are similar in many ways, but not to their customers.

The form submitted on <http://www.puc.idaho.gov/forms/cons/cons.html>  
IP address is 72.47.120.159