

## Jean Jewell

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**From:** Jean Jewell  
**Sent:** Wednesday, July 27, 2016 2:00 PM  
**To:** Jean Jewell  
**Subject:** FW: Case Comment Form: GW Dyer

-----Original Message-----

Name: GW Dyer  
Case Number: AVU-E-16-03  
Email: N/A  
Telephone: 208 245-5620  
Address: 738 Meadow View Rd  
St. Maries Idaho, 83861

Name of Utility Company: Avista Utilities

Comment: Avista wants a price increase just like the last go around. They send out these little brochures or pamphlets and they make it sound like it's no big deal that they're going to be increasing people's bills by \$6 to \$9 a month. By the same token, when you get that bill they want donations to help others pay their bill. If they've got that many who can't pay their bill and they have to ask for donations to help pay these bills, that should tell them their rates are too high. We have farms in different states and I have a good comparison for electric prices, and Avista is outrageous. They want price increases but from the outside looking in, they mismanage their operations. The waste of money, giving away free of Toyotas in Spokane, they've got Avista Stadium, they sponsor different ballparks. They really don't need to do this because everyone knows who Avista is and most people have no option when it comes to choice of power suppliers. There's no reason for advertising and promotional efforts other than the 811 digline, and I think that's free to them. Anything they need to do to communicate to the public can be done with fliers in their bills like they're doing. This is a big waste of money. All of their giveaways are in Spokane and eastern Washington, they really don't do anything for north Idaho and yet we're the ones they want to pay their price increase. They need to quit spending on that promotional stuff and put money back into their power lines and transformers. There are frequent outages in north Idaho and they always have an array of excuses from wildlife on their poles to domestic livestock. The last one was that there was a bull who used their guide wires for scratching. First it was a pole so they put cement barricades around it. Common sense would tell you that the next place the bull is going to go is the guide wires. If you're having problems with power lines, bury them. Also, Avista employees drive expensive trucks and have two guys on a truck getting union wages just driving around. With a little better management and not wasting money on promotions, they could get along just fine without a price increase. In Benewah County, 70 to 80 percent of the people are below the poverty below, and a \$6 to \$9 increase is a huge increase.

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