

✓ Ken Ark  
sent 1/16/09

✓ To AV.

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## Jean Jewell

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**From:** khowell@hawleytroxell.com  
**Sent:** Friday, January 16, 2009 7:20 AM  
**To:** Jean Jewell; Beverly Barker; Gene Fadness; Ed Howell  
**Subject:** PUC Comment Form

A Comment from Kenneth C. Howell follows:

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Case Number: CAP-W-08-02  
Name: Kenneth C. Howell  
Address: 7108 El Caballo Drive  
City: Boise  
State: Idaho  
Zip: 83704  
Daytime Telephone: 208.388.4823  
Contact E-Mail: [khowell@hawleytroxell.com](mailto:khowell@hawleytroxell.com) Name of Utility Company: Capitol Water Corporation  
Add to Mailing List: yes

Please describe your comment briefly:

I am a residential customer of Capitol Water Corporation.

I would encourage the PUC to determine if any mitigation efforts might have been made by Capitol during the planning process for the Ustick expansion that would have decreased the cost of the relocation. Other than this comment on the filed cause for the requested increase, I fully support it on other grounds.

Capitol Water corporation has been an efficient, highly cost effective and responsive provider of domestic water in its service area for the entire 16+ years I have been in their service area. From a customer service perspective they are pleasant, prompt and professional. I have also had occasion to interact with their maintenance staff, and have found them to be highly competent and responsive.

It is important to me as a homeowner and customer in this service area that this utility receive adequate financial resources to operate, not only to assure the continued service I have received, but to minimize any incentive to transfer ownership to other not-locally-owned utility operators. I am confident the level of service and customer support would decline should a transfer of ownership occur.

In simple financial terms, our water service is quite affordable already, and the minimal additional percentage increase sought should impose no hardship on customers. The percentage increase is certainly well within the bounds of reason, and I support it.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 67.51.206.82

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