

✓ Ann Ack
sent 7/31/07

✓ To AV.

✓ To Comm. H

Jean Jewell

From: bedford1012001@gmail.com
Sent: Friday, July 27, 2007 1:30 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from David F Hess follows:

Case Number: *FLS-W-07-01*
Name: David F Hess
Address: 3537 Scarlett Circle
City: Idaho Falls
State: Idaho
Zip: 83401
Home Telephone: 208-251-8989
Contact E-Mail: bedford1012001@gmail.com
Name of Utility Company: Falls Water Co. INC
Add to Mailing List: yes

Please describe your question or comment briefly:

I would like to know how a water company can justify having a rate increase of 46.27%. I just was wondering how it would be to get a almost 50% raise without anybody saying anything against it. I could see maybe getting a 5% or a 10% but never a almost 50%. This water company has had poor water pressure all summer and now just because they have done some upgrade to their system, the customers have to pay for poor service, and the operations and the maintenance. It is too bad I have to stay with them, and they have no other water company to take their place, so I guess they always get what they ask for, which I wish would happen, in my job. I hope this has made a difference. I just bought this new home and it is sad that just because the water company never planned for all the new houses in the area, that the customer has to pay for all of this plus!!!

David F. Hess

P.S. The contractors should be the ones that have to pay for upgrades and not the customers that own the homes.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 12.165.126.49

✓ Jim Acke
sent 7/31/07

✓ To A.V.

✓ To Comments
S H

Jean Jewell

From: Jean Jewell
Sent: Monday, July 30, 2007 9:18 AM
To: Jean Jewell
Subject: FW: Consumer Comment/Complaint Form

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

From: eganbm@ida.net [mailto:eganbm@ida.net]
Sent: Friday, July 27, 2007 7:59 AM
To: Tonya Clark; Front; Beverly Barker
Subject: Consumer Comment/Complaint Form

A Comment/Inquiry from MIRAnda Egan follows:

FLS-W-07-01

Name: MIRAnda Egan
Contact E-Mail: eganbm@ida.net
Home Telephone: 208-528-7998
Work/Contact Telephone:
Home/Office or Both: Home
Home Address: 3384 Woodside Dr
City: IDaho Falls
State: Idaho
Zipcode: 83401
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:

I just received my current billing statment from Falls Water. On the back of the bill is a little note stating that they have filed for a rate increase. Again! They just got a rate increase last year. They say it wasn't a rate increase but it was. They cut the maximum water usage covered by your monthly payment in half. Everything over that 11,000 gallons your charged extra for. Two years ago we were given 20,000 for the price we are oaying for 11,000. That sounds like a pretty good rate increase to me.

This letter states that the average homeowner will see an increase of 49%!! That is absolutley ridiculous. With as many hew homes that are coming in they should be getting the funds they need.

On our home, like thousands of other homes, money is tight. There is not a lot extra. A rate increase like this is making it hard for us to even be able to pay just our standard bills let alone be able to pay anything else.

This rate increase cannot happen. I know of thousands of other people who would agree. There has to be a point that they have to be stopped. We cannot afford to have such an increase!!!

A Very Unhappy Customer

The form submitted on
IP address is 69.20.133.158

✓ Ben Ask
sent 7/31/07

✓ To AV.

✓ To Commis.
i H

Jean Jewell

From: mheed.panflute@gmail.com
Sent: Thursday, July 26, 2007 8:06 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Marilyn Heed follows:

Case Number: *FLS-W-07-01*
Name: Marilyn Heed
Address: 3265 Garnet St.
City: Idaho Falls
State: Idaho
Zip: 83401
Home Telephone: (208) 221-4785
Contact E-Mail: mheed.panflute@gmail.com
Name of Utility Company: Falls Water
Add to Mailing List: yes

Please describe your question or comment briefly:

Falls Water just recently had a rate increase--why another so soon? With a 46+ percent planned increase, this is ridiculous-- The 'metered' homeowner will be paying nearly as much as the 'non-metered' who have unlimited use of water. With other utilities going up, high gas prices in addition to increased food costs, those of us on a limited or fixed income are struggling more and more. I feel Falls Water needs to budget more wisely like the rest of us have to.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 63.239.240.1
