

✓ Gen. Ack
sent 8/13/07

✓ To Adv.

✓ To Commis.
§ 14

Jean Jewell

From: Jean Jewell
Sent: Friday, August 10, 2007 1:44 PM
To: Jean Jewell
Subject: FW: Consumer Comment/Complaint Form

FLS-W-07-01

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

From: sueann_bodell@amis.com [mailto:sueann_bodell@amis.com]
Sent: Friday, July 27, 2007 1:56 AM
To: Tonya Clark; Front; Beverly Barker
Subject: Consumer Comment/Complaint Form

A Comment/Inquiry from Sue Ann Bodell follows:

Name: Sue Ann Bodell
Contact E-Mail: sueann_bodell@amis.com
Home Telephone: 208-528-7850
Work/Contact Telephone: 208-234-6683
Home/Office or Both: Home
Home Address: PO Box 2713
City: Idaho Falls
State: ID
Zipcode: 83403
Business Name:
Business Address: 3172 N. Ivory Drive
Business Phone:
Name of Utility Company: Falls Water Co., Inc.
If Telephone/Local Provider:
Have you contacted the utility regarding your concern?: No

Please describe your question or complaint briefly:

This complaint is in regards to the 46.27% rate increase for the average metered residential customer's annual rates that Falls Water Co. filed for on July 23, 2007 (to be effective September 1, 2007). I understand that businesses need to make a profit, but I also feel that customers need to be able to survive as well. If I understand correctly, Rockwell has purchased Falls Water. I have been on Falls Water service for years, and we have had increases over the years. But, now that Rockwell has taken over they want a 46% increase? Is the increase to help them pay for all of the housing developments they are building? They already own a substantial part of the community. I am requesting that you go to bat for us and not let them take this big of an increase. Everything has gone up. Power, Intermountain Gas, all utilities. It becomes very difficult to keep up - especially when they seek such a huge increase. I realize they are in business to make a profit, but please - let's keep it reasonable. This is a HUGE increase for the customers to absorb. At least make it a reasonable amount if an increase is needed.

Thank you for your consideration. I hope something can be done to bring this down to a reasonable amount.

The form submitted on <http://www.puc.idaho.gov/forms/cons/cons.html>
IP address is 207.141.5.253
