

IDAHO
PUBLIC UTILITIES
COMMISSION

Public Workshop
Coeur D'Alene, Idaho
TRH-W-10-01
November 9, 2010

WHAT DO YOU THINK?

If you want your opinion noted in the record, please use the space below to write your comments. Add extra sheets as needed. You may either hand this sheet to a commission staff member or mail it to:

IPUC, PO Box 83720, Boise, ID 83720-0074.

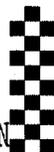
You may also post comments on our Web site.

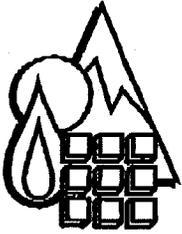
www.puc.idaho.gov

Click "comments & questions."

We have benefitted for some years now, our water at a reasonably low price so we absolutely agree there needs to be an increase to cover costs of operations + maintenance. HOWEVER, I believe a 142% increase is unreasonable. Due to being out of town when the notice was delivered I have only had 2 days to respond so I have not done my research to determine if this amount of increase would be fair. I do know a lot of my neighbors are elderly and on fixed incomes and the price of all utilities are going up so any increase would be a hardship for them. That being said I realize some increase is necessary + would even support a 100% increase but not the 142% they are requesting

Print Name Joni Schomer (Mack) Sign Name Joni Schomer
Mailing Address 1460 Margaret Phone Number 208 667-6291
City and State Cd'A ID Zip Code 83815





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142% increase is way too much at anytime but especially during these tough economic times. Some people are on fixed incomes and some people are unemployed. 142% increase is a drastic increase that more than doubles people's current payments.

Print Name Warren + Effie Toney Sign Name W. Toney + E. Toney
Mailing Address 1370 E. Margaret Ave Phone Number 208-667-3966
City and State Coeur d'Alene, ID Zip Code 83815



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RECEIVED
NOV 22 AM 8:33
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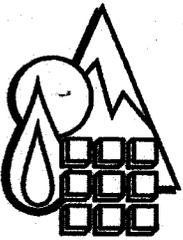
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I'm writing concerning the raises of our water rates.

It seems like 142% raise is alot. I don't mind the one raise of the \$13.31. But not the raise of 1.45 on the 1,000 gallons from the 60 cents per 1000 gallons - that it was before -

Thank you kindly
Rosie V. Hojem

Print Name Rosie V. Hojem Sign Name Rosie V. Hojem
Mailing Address N. 4825 Ezy St. Phone Number 1-208-765-5706
City and State Coeur D'Alene, Id. Zip Code 83815



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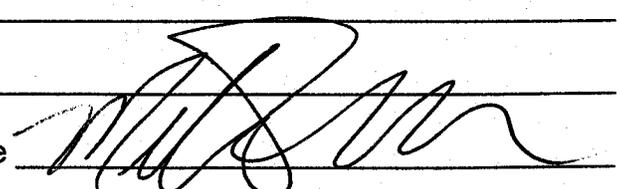
WHAT DO YOU THINK?

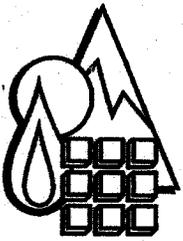
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2010 NOV 22 AM 8:28
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I don't think for one minute that the Troy Hoffman Water Corp. isn't entitled to a basic rate increase after 14 years, but I do think that the more than 100% increase for consumption after the 3,000 gallon useage is exorbitant. There should surely be a more reasonable compromise than from 60 cents up to \$1.45 in one fell swoop. I think they should perhaps go for that 80 cent price range to begin with and perhaps review another increase down the road in increments until a competitive price is reached in line with other price rates in our area. Don't hit us all at once in these economic times!

Print Name Melissa Feusier Sign Name 
Mailing Address 4975 N. Anne St. Coeur d'Alene, ID Phone Number 667-7575
City and State Coeur d'Alene, ID Zip Code 83815



IDAHO
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Public Workshop
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TRH-W-10-01 RECEIVED
November 9, 2010
2010 NOV 22 AM 8:31

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Click "comments & questions."

Please see attached letter.
Ref: TROY HOFFMAN WATER CO.

Print Name LOREN MITCHELL Sign Name *Loren Mitchell*
Mailing Address 4990 N. ANNE ST. Phone Number 208-818-4473
City and State COEUR D'ALENE, ID Zip Code 83815-9272

November 16, 2010

My family has lived at 4990 N. Anne Street for over 20 years. Throughout the years, the Troy Hoffman Water company has provided us with both excellent water quality and a continuous supply. We certainly wish to see this service continue.

We are also pleased to see that the company has requested that all households on the pipeline equip their water lines with certified anti-siphon devices that will help keep our water pure. We the homeowners are responsible for the financial impact for purchasing, installing and having anti-siphon devices inspected and certified.

We are also pleased to see that the new owner of the water company is working towards managing the system in a professional and business like manner. That inspires confidence in a reliable future supply of high quality water.

We also understand that to operate the company successfully that it must operate at a profit. To maintaining the water distribution system while improving the reliability and quality of the water will require an increase in the rates. Our family does not dispute this fact but we do think that the requested rate increase is excessive. We are depending upon the Idaho Public Utilities Commission to evaluate the requested rate increase and the financial impact it will have on our community of water users and to approve a rate that is fair for all. We want to see the Troy Hoffman Water Company succeed and become financially stable so that they can continue to provide great services.

Sincerely,



Loren & Pat Mitchell 208-818-4473

4990 N. Anne Street

Coeur d'Alene, ID 83815



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2010 NOV 22 PM 2:49
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When did Tray Water Sell? I had thought we, users of the water system had a say if we wished to sell the company & on improvements. As for an one hundred forty two (142%) percent increase is crazy. If it has been 14 years since the last rate increased something much smaller, might be understood. NOT NO 142% ridiculous. My parents were the 1st to build in Hoffman Addition but I seem to recall that we did have an increase less than 14 years. But on the other hand if the old owners didn't need an rate increase & every thing was fine then is it greed that would ask for 142% increase.

Print Name SANDY SWANK Sign Name Sandy Swank
Mailing Address 4820 N. Hines Phone Number _____
City and State CDA, Id Zip Code 83815

Jean Jewell

From: Calicomartin@gmail.com
Sent: Tuesday, November 23, 2010 4:00 AM
To: Jean Jewell; Beverly Barker; Gene Fadness
Subject: PUC Comment Form

A Comment from Martin Reighard follows:

Case Number: TRH-W-10-01
Name: Martin Reighard
Address: 4970 N. Anne St
City: Coeur d Alene
State: Idaho
Zip: 83815
Daytime Telephone: 208-968-1961
Contact E-Mail: Calicomartin@gmail.com
Name of Utility Company: Hoffman Water Corp
Acknowledge: acknowledge

Please describe your comment briefly:

I am responding to the proposed rate increase for Hoffman Water Corp. I am strongly opposed to the severity of the proposed increase. An increase of nearly 150% is just not reasonable. I understand that the new owners have made some investment for upgrades and repairs and that is why a more modest increase of around 15% is appropriate.

I am also strongly opposed to the blanket requirement for the installation of back flow devices. If the state and local codes require ALL residences to have such devices I would approve but only if it is a state or local law. I also object to the requirement that all plumbing work be performed by a 'Select List' of supposed plumbing experts. I am also opposed to the proposed requirement that each resident must allow and pay for a 'back Flow Inspection' each year.

As I said IF the above installation and yearly inspection requirement is a state or local Law requiring ALL Coeur d Alene homeowners to comply then I would have to agree. If not and the Hoffman Water Corp wants to see this improvement and yearly inspection then they should be required to pay for it.

I believe the threat of service shut off and termination of services to any current subscriber that is not compliant by May 2011 amounts to extortion and should not be allowed. This threat was made to all customers within a flyer produced by Hoffman Water Corp.

One other complaint I and my neighbors have is the way the employees of HWC are just climbing our fences without permission to access and read the meters. This practice is not only trespass but opens us residents up to liability. What if our dogs bites the reader or he is injured. They are also damaging our fences.

Thank you,

Martin Reighard

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 76.178.184.67

Jean Jewell

From: glperiman@verizon.net
Sent: Monday, November 22, 2010 3:38 PM
To: Jean Jewell; Beverly Barker; Gene Fadness
Subject: PUC Comment Form

A Comment from George Periman follows:

Case Number: TRH-W-10-01
Name: George Periman
Address: 3840 N Honeysuckle Drive
City: Coeur dAlene
State: ID
Zip: 83815
Daytime Telephone: 208-765-8431
Contact E-Mail: glperiman@verizon.net
Name of Utility Company: Hoffman Water Association
Acknowledge: acknowledge

Please describe your comment briefly:

I just found out, from a neighbor, that Hoffman Waters new owner is requesting a 145% rate increase. First I have been a customer of Hoffman Water since August 1979. I have paid my bills on time for the whole 31 years. Second whenever Hoffman water had a request to change the rates they posted a notice/letter to all the customers on the system. This gave we/the customers a chance to hear the request and to make in person, comments. This procedure was NOT followed this time. If my neighbor had not heard about the request, I would not have heard about it. Third I understand costs to run a system have increased, over time but not 145% worth ! My house is the last house, south of the pump house, on the system. The meter for our house is located a block away on Day Road. I cannot see the meter nor do I have access to it. I think if the 'New' owners want to increase the rates they should move my meter to my house as well as provide someone to contact when any problems arise. Their suggested new rate makes my water bill higher than the City of Coeur dAlenes but without any of the cities technical help. I am retired thus on a fixed income so this new rate would create a burden that comes with NO advanced ammities/up-grades. Since the new owners chose to sneak this request through without any warning to we the customers, I feel their request should be denied. Thank you for letting me voice my concerns. So my question is: Since nothing will be changed, why do they need a raise? If they have legitimate reasons for this raise request, why have they tried to get this raise without telling we, the customers?
George Periman

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 68.238.132.120

Jean Jewell

From: jwschwandt@gmail.com
Sent: Saturday, November 20, 2010 10:19 AM
To: Jean Jewell; Beverly Barker; Gene Fadness
Subject: PUC Comment Form

A Comment from John Schwandt follows:

Case Number: TRH-W-10-1
Name: John Schwandt
Address: 1440 Margaret Av
City: Coeur d'Alene
State: Id
Zip: 83815
Daytime Telephone: 208-765-3403
Contact E-Mail: jwschwandt@gmail.com
Name of Utility Company: Troy HoffmanWater Corporation
Acknowledge: acknowledge

Please describe your comment briefly:

While I understand a need to increase rates, an increase of 140% is outrageous. The CPI since the last rate increase has increased 40%, so I would think this would be a satisfactory increase. I don't think an additional 100% can possibly be justified.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 166.6.10.148

Jean Jewell

From: ptedonna@gmail.com
Sent: Saturday, November 20, 2010 11:09 AM
To: Jean Jewell; Beverly Barker; Gene Fadness
Subject: PUC Comment Form

A Comment from Donna Schwandt follows:

Case Number: TRH-W-10-01
Name: Donna Schwandt
Address: 1440 E. Margaret Ave
City: Coeur d'Alene
State: Idaho
Zip: 83815
Daytime Telephone: 208-818-5624
Contact E-Mail: ptedonna@gmail.com
Name of Utility Company: Troy Hoffman Water Corp
Acknowledge: acknowledge

Please describe your comment briefly:

Troy Hoffman Water Corp has asked for a rate hike of 140%. I appreciate the good water and service that the water corp has provided and I understand that there has not been a rate increase since 1996, but I think this is too large of a rate increase. I feel some increase is necessary for the corporation to continue to provide quality service. Possbily \$10.00 for the basic service and \$1.00 for every 1000 gallons over 3000 gallons used would be a more realistic increase. If there is a need to recoup costs of pumps or large piece of equipment then a one time charge could be assessed to help recoup the costs.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 72.84.7.254
