

Idaho Public Utilities Commission

Case No. TRH-W-13-01, Order No. 32908

October 18, 2013

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Telephonic hearing is set in Troy Hoffman water case

The Idaho Public Utilities Commission will conduct a telephonic hearing on Thursday night, Dec. 12, regarding a request by Troy Hoffman Water Company to raise water rates by about 34 percent.

The company, which serves about 150 households in Coeur d'Alene, is seeking authority to raise its monthly residential rate from \$11.80 to \$15.76. For consumption exceeding 5,000 gallons per month, the company seeks a rate of \$1.47 per 1,000 gallons, compared to the current \$1.10

Troy Hoffman Water claims that operating expenses continue to exceed income, "due to the fact that there was a 15-year period between 1996 and 2011 in which no rate increases were requested." In 2011, the company increased its monthly rate from \$5.50 to \$11.80.

The commissioners will be available to hear customer testimony beginning at 7 p.m. Pacific Standard Time. Customers who want to testify or listen to the hearing can call the toll-free number, **1-800-920-7487**, and enter the participant code, **76373262**.

All participants will be able to hear the proceeding. A participant's phone is automatically muted except when testifying. Those wanting to comment can press *1 (star one) on the phone key pad at any time and be placed in line to testify. When it is your turn, an electronic prompt will say, "Ask your question." At that time, the person testifying will be asked to state his/her name and address and be sworn in. When the testimony is completed, the telephone is automatically muted allowing the caller to listen to the rest of the hearing. Anyone having questions about testifying can call the commission at any time before the hearing at 334-0339 or 1-800-432-0369.

For customers who do not want to submit oral testimony, the commission is also taking written comment through December 12. Written comment carries as much weight as oral testimony. Comments are accepted via e-mail by accessing the commission's homepage at www.puc.idaho.gov and clicking on "Case Comment or Question Form," under the "Consumers" heading. Fill in the case number (TRH-W-13-01) and enter your comments. Comments can also be mailed to P.O. Box 83720, Boise, ID 83720-0074 or faxed to (208) 334-3762.

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