

Jean Jewell

From: Ed Howell
Sent: Tuesday, February 24, 2004 1:56 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Tuesday, February 24, 2004
1:56:15 PM

Case: UWI-W-04-1
Name: MIKE SETY
Street Address: 4629 MOUNTAIN VIEW
City: BOISE
State: ID
ZIP: 83704
Home Telephone: 208-322-7559
E-Mail: MIKLLLEE@AOL.COM
Company: UNITED WATER

mailing_list_yes_no: yes

Comment_description: I STRONGLY OBJECT TO ALLOWING UNITED WATER A RATE RAISE FOR MODIFYING THIER BILLING SCHEDULE. BOTH IDAHO POWER AND INTERMOUNTAIN GAS HAVE PROGRAMS TO ALLOW HIGH USE MONTHS TO BE PAID FOR DURING LOW USE MONTHS AND THEY DON'T CLAIM ADDED COSTS TO PROVIDE THIS SERVICE. I THINK THIS IS JUST ANOTHER ATTEMPT BY UNITED WATER TO GET MORE MONEY FROM ITS CUSTOMER BASE. THIS REQUEST COMES FROM UNITED WATER AND NOT FROM THE CUSTOMER BASE.

UNITED WATER IS NOT A USER FRIENDLY UTILITY. THEY HAVE ABBREVIATED THE CUSTOMER SERVICE PHONE HOURS AND UNDER STAFFED CUSTOMER SERVICE SO CALLERS, LIKE MY SELF, FREQUENTLY HAVE TO WAIT MULTIPLE MINUTES FOR SERVICE. ALSO, THEY HAVE RESISTED IMPLEMENTATION OF A CONTINUING SERVICE ARRANGEMENT FOR LANDLORDS - WHICH OTHER UTILITIES HAVE IMPLEMENTED. EVERYTHING IMPLEMENTED BY UNITED WATER FROM HOW THEY CHARGE FOR EXTENDING SERVICE TO THEIR BILLING SYSTEM IS DESIGNED WITH THE BENEFIT TO UNITED WATER BEING THE FIRST CONSIDERATION.

I THINK THE PUC SHOULD INITIATE A COMPLETE RE-EVALUATION OF THE DECISION THAT ALLOWS UNITED WATER TO BE THE SERVICE PROVIDER FOR OUR DOMESTIC WATER IN BOISE.

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