

Jean Jewell

*Under Ack
sent 10/15/07*

No A.V.

*No Comment
F H*

From: vandal1@cableone.net
Sent: Sunday, October 14, 2007 2:25 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Steven Meade follows:

Case Number: UWI-W-07-04
Name: Steven Meade
Address: 3227 Edson Street
City: Boise
State: Idaho
Zip: 83705
Home Telephone: 208-869-2945
Contact E-Mail: vandall1@cableone.net
Name of Utility Company: United Water
Add to Mailing List: Yes

Please describe your question or comment briefly:

I received the letter from United Water about its rate increase. Thank you for allowing me to comment on its request. I would like to assure you that I am doing just fine budgeting my limited funds to pay my water bill. To date, I have never missed or made a payment late. In addition, it is actually cheaper for us to pay a bi-monthly bill, then it is to send in a check every month. Please consider the math: 12 checks and stamps versus 6 checks and stamps. (I cannot believe United Water even listed this as a benefit. LOL!)

With regard to enhanced water conversation through the provision of more timely information on consumption...please rest assured that for some time I have been well aware of the huge rate hike that takes place in the spring. I use my allotment of irrigation water very effectively in order to keep my fresh water consumption at a minimum. We have actually added spigots to the irrigation system so that we can use that water to water house plants, wash car, wash off the driveway etc... In other words, I highly value our fresh water resources and do not miss use this precious resource. I can honestly say that I have read the crap that they include in the mail and do not find it to be useful. I will also let you know that I don't throw it away. Instead, I recycle the paper.

Regarding the last benefit, I subscribe to United Water's leak guard program, so I am not to worried about either problem. (However, you would never know that I belong to the program because United Water is constantly sending us requests to sign up for the leak guard program and its plumbing protection program.) In fact, I received another request to sign up for the leak guard program in addition to the most recent United Water bill. It is obvious that the left hand doesn't know what the right hand is doing in this operation. If United Water did, United Water could conserve money by not sending us all this mail to sign up for services we already subscribe to and wouldn't have to be asking us for more money. In other words, possibly if United Water valued its resources as much as myself and my family, they could conserve funds and make this switch at no additional cost to consumers.

My biggest problem with this request is that they aren't telling us or you that the cost to provide services is going up therefore, we need a rate increase. Instead United Water's argument is we want to do this for your benefit! In fact, it is quite the opposite: it will trigger a rate increase because this program will drive the cost up because now the meter reader will be out every month and the processing center will be working more. So there is no real benefit...just added cost to the consumer: \$13.80, plus the cost of an extra six check, plus the cost of six additional stamps, plus the add time it takes to write these six extra stamps.

Quite honestly, I don't see the added benefit! In closing, please DENY this de minimus application.

Sincerely,

Steven Meade

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 24.119.187.138

✓ Ben Ack
sent 10/15/07

✓ to Commus.
; H

Jean Jewell

From: mlreed@mstar2.net
Sent: Saturday, October 13, 2007 11:03 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Lorraine Reed follows:

Case Number: UWI-W-07-04
Name: Lorraine Reed
Address: 12627 W. Orion Greens St.
City: Boise
State: ID
Zip: 83709
Home Telephone: 208-342-8943
Contact E-Mail: mlreed@mstar2.net
Name of Utility Company: United Water
Add to Mailing List: no

Please describe your question or comment briefly:

I don't see any need for United Water to change to a monthly billing. It will just cost me more money as we will have to pay for increased costs of meter reading and mailing bills. We currently have our United Water bill come one month and our Boise Sewer bill come the next month, so their argument for easier budgeting by changing theirs to a monthly billing isn't valid for me.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 216.126.208.5

✓ Gen Ark
sent 10/15/07

✓ To AV.

✓ To Commes.
? H

Jean Jewell

From: westont@gmail.com
Sent: Saturday, October 13, 2007 12:50 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Weston Trexler follows:

Case Number: UWI-W-07-04
Name: Weston Trexler
Address: 6401 S Cheshire Ave
City: Boise
State: ID
Zip: 83709
Home Telephone: 208-286-2004
Contact E-Mail: westont@gmail.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

I received the notice of the application of United Water a few days ago, and I cannot understand how this rate increase makes sense.

It seems like the only reason for the rate increase is to be able to hire more people to check meters more often and send out bills every month instead of bimonthly.

Why should I pay an extra \$13.83 a year to receive more bills? How is this supposed to improve the service? Their #1 reason is 'easier budgeting and easier to pay than a bimonthly bill.'

I don't think I know anyone who considers bimonthly billing 'difficult' and I'm pretty sure it's easier to remember to pay 6 times rather than 12 times.

I would recommend instead that United Water doesn't hire more personnel and instead allow customers to pay through their bank's or credit card's BillPay service. I would even be willing to accept bills by email, and then maybe they could lower my bill by a few cents from savings from postage and printing.

Thank you for considering my comments.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.221.184.130

*✓ Gen Ack
sent 10/15/07*

✓ To AN

*✓ To Commes.
H*

Jean Jewell

From: cisakson@yahoo.com
Sent: Thursday, October 11, 2007 4:31 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Cory Isakson follows:

Case Number: UWI-W-07-04
Name: Cory Isakson
Address: 2810 W Alderberry Dr
City: Boise
State: ID
Zip: 83709
Home Telephone: 2086294229
Contact E-Mail: cisakson@yahoo.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

I beleive this filing is not in the best interst of the consumer. It will force all of us to have to work harder to pay for no more service. We are stuck with United Water since there are no other options. I request that you deny the application and recommend that United Water seek for ways to lower the costs to the consumer for a service we cannot live without rather than increasing the costs. I recently returned from Europe and they allowed the consumer to read their own meters and only checked it annually. Also they had automated billing systems. Together those kinds of ideas could save the consumer money. Please prtect us from Monopolies like United Water that take advantage of us when there is no alternative.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.215.30.175

✓ Men Ack
sent 10/15/07

✓ To A.V.

✓ To Comments
H

Jean Jewell

From: mrmews2@msn.com
Sent: Thursday, October 11, 2007 1:44 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Merlyn H. Mews follows:

Case Number: UWI-W-07-04
Name: Merlyn H. Mews
Address: 2650 N MITchell
City: Boise
State: Id
Zip: 83704
Home Telephone: 208-322-5127
Contact E-Mail: mrmews2@msn.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

I fail to see their logic. It would seem that reading meters bi-monthly would save manpower and the company labor costs. If they want to increase the rates why don't they just come out and raise them rather than sneak in the back door. Also I'm all accustomed to budgeting on a bi-monthly basis and I'm quite sure that everyone else is too. After all we've been doing it this way ever since they came on the scene. Please register my vote as being against their proposed billing change and rate increase.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.209.59.203

*✓ Gen Ack
sent 10/15/07*

*✓ To Commes.
E H*

Jean Jewell

From: fishearl@otc.isu.edu
Sent: Thursday, October 11, 2007 2:13 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Earl R. Fish follows:

Case Number: UWI-W-07-04
Name: Earl R. Fish
Address: 5619 Hallmark Ct
City: Boise
State: Idaho
Zip: 83703
Home Telephone: 208-345-3366
Contact E-Mail: fishearl@otc.isu.edu
Name of Utility Company: United Water
Add to Mailing List: no

Please describe your question or comment briefly:

The proposed United Water billing plan change to monthly is absurd! Why should I pay almost \$14.00 more a year with no added benefit. The arguments in support are silly. I am perfectly capable of running a budget, and aren't billing complaints your problem? Why don't you SAVE 1.12 million dollars and send a bill out every 3 months?

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 70.59.190.63

✓ Myr Bek
sent 10/15/07

✓ To AV.

✓ To Commms.
§ 14

Jean Jewell

From: lenaghen@cableone.net
Sent: Tuesday, October 09, 2007 1:43 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Mike Lenaghen follows:

Case Number: UWI-W-07-04
Name: Mike Lenaghen
Address: 4755 Jewell St
City: Boise
State: ID
Zip: 83706-2220
Home Telephone: 208 890-2192
Contact E-Mail: lenaghen@cableone.net
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:
I see no reason for monthly billing, guessing that it will only benefit United Water and not the consumer. I also dislike the addition of \$1.15/mo (a 3.5% increase) in the Customer Charge. My water usage never exceeds the Customer Charge as it is now. If I used no water I'd have to United Water \$31.87 per month just to drive by and interrogate my meter electronically.

And the rub really shows up in the \$3.00 fee they charge to use their online bill pay, check-by-phone, or credit card by phone payments. Now the customers would have to pay those fee twice as many times yearly. The same goes for the establishments which charge a \$1.00 fee to collect payments for United Water customers.

Let's get real about what is really going on. Don't raise the price of water which might effect everyone equally, but just raise the fixed fees which will only affect the average user and have little or no impact on the business community. Is making Micron, arguably the largest water user in the area, pay an extra little fee for being billed monthly going to break the company? I think not. But raising water rates for everyone equally certainly would cost Micron a bunch of money.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 24.116.254.57

✓ Gen Akle
sent 10/15/07

✓ To AV.

✓ To Comments
; H

Jean Jewell

From: waynehengst@msn.com
Sent: Tuesday, October 09, 2007 9:39 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Wayne Hengst follows:

Case Number: UWI-W-07-04
Name: Wayne Hengst
Address: 12133 Keates Drive
City: Boise
State: ID
Zip: 73709-7727
Home Telephone: 208-378-1259
Contact E-Mail: waynehengst@msn.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

I am against changing to monthly billing for United Water. I have no problem with billing the way it is, and I am certainly against a rate increase for no good reason.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.221.171.186

*✓ Gen Ack
sent 10/15/07*

*✓ To Commis.
S. H.*

Jean Jewell

Sent: Monday, October 15, 2007 6:24 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Shirley Audens follows:

Case Number: UWI-W-07-04
Name: Shirley Audens
Address: 12367 W. Dalrymple Street
City: Boise
State: Idaho
Zip: 83709
Home Telephone: (208) 362-6168
Contact E-Mail:
Name of Utility Company: United Water Idaho
Add to Mailing List: no

Please describe your question or comment briefly:

I don't feel the customers of United Water should be charged to receive their bill. Idaho Power, Intermountain Gas, ATT, and Qwest offer online viewing of customer bills. If the customer wishes to receive the bill via computer, all they have to do is print it out, thus reducing the cost of mailing to the utility. While United Water is offering alternative methods of paying the water bill, why aren't they looking for ways to reduce the cost of mailing bills to their customers. Letting customers choose to have online viewing and printing of their bill, would provide sufficient savings to United Water to offset the cost of mailing to customers who choose not to go online.

Sincerely,
Shirley Audens

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 207.225.39.168

*✓ Gen Ark
sent 10/15/07*

✓ To A.V.

*✓ To Comments
7 H*

Jean Jewell

Sent: Tuesday, October 09, 2007 10:39 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Evelyn follows:

Case Number: UWI-W-07-04
Name: Evelyn
Address: 2162 N. SevenOaks Way
City: Eagle
State: idaho
Zip: 83616
Home Telephone: 208-938-3497
Contact E-Mail:
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

How many??? How many persons are requesting monthly billing? I strongly believe if they knew that their bills would increase because of the change they'd deal with the bi-monthly budgeting requirement. How many requests justify making this milion dollar change, hmmm... I find it ridiculous that we would make this move costing \$1.12 million dollars to implement so that folks could better budget, NO Way! Leave it alone. We just received a \$4.00 increase from the sewer district, Idaho Power is making an increase and the silly City of Eagle councilmen are trying to buy their own water company, stop this silliness and excuse for squeezing more out of the taxpayers, its enough already!

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.33.14.38

*✓ Gen Ack
sent 10/15/07*

✓ To A.V.

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i H*

Jean Jewell

From: None
Sent: Wednesday, October 10, 2007 12:50 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Kory Heyrend follows:

Case Number: UWI-W-07-04
Name: Kory Heyrend
Address: 10857 Susan
City: Boise
State: ID
Zip: 83713
Home Telephone: None
Contact E-Mail: None
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:
Please do not let United Water increase our bills, because they want to bill monthly.
Their reasons for wanting to do this are totally stupid and it will benefit them and nobody else.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 24.116.19.6

✓ Gen Beck
sent 10/15/07

✓ To AV

✓ To Commis.
H

Jean Jewell

From: None
Sent: Wednesday, October 10, 2007 12:30 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Guy Blom follows:

Case Number: UWI-W-07-04
Name: Guy Blom
Address: 11319 Pattie Ct.
City: Boise
State: ID
Zip: 83713
Home Telephone: None
Contact E-Mail: None
Name of Utility Company: United Water
Add to Mailing List: Yes

Please describe your question or comment briefly:

I own the above property and I am gone 9 months of the year as a firefighter for the U.S. Forest Service. I always have the water bill in a roommate's name or my ex-wife, because it is difficult for me to pay some of the utility bills on time. This would just make it worse for whoever is taking care of this for me. Not only would the water bill increase, but you have to take the time to write another check and spend money on another stamp. Not everyone has the internet to pay or wants to set up automatic payments (which sometimes cost too) to pay a bill you haven't seen. And with all the identity theft these days, I don't want anyone to have the authority for automatic withdrawals. I got a letter from Bank of America a few months ago and some employee of someone else they hired to take care of some of their paperwork, stole a lot of people's information. I don't trust any of these outfits anymore. I also don't see why the customer should pay more for a service that is clearly FOR THE BENEFIT OF THE WATER COMPANY!!!!.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 24.116.19.6

✓ Gen Ack
sent 10/15/07

✓ To A.V.

✓ To Communes
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Jean Jewell

From: None
Sent: Wednesday, October 10, 2007 12:21 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Scott & Mary Kelly follows:

Case Number: UWI-W-07-04
Name: Scott & Mary Kelly
Address: 8449 Amherst
City: Boise
State: ID
Zip: 83704
Home Telephone: (208) 321-8597
Contact E-Mail: None
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:
We are elderly and lower income and we have learned to budget with billing every other month. The change to monthly billing appears to be only for the benefit of the water company. Monthly billing will cost us more money on the water bill, another 6 stamps a year, plus we will have to write another 6 checks a year. The total for this might not seem like much to you, but it certainly does to folks like us. Please don't let them make this change. Every time we turn around, something is just a 'little bit' more. Well all these little bit mores just keep adding up. This seem to me to be a change that is not needed. Them saying it will help their customers is ridiculous.

Please do not allow them to do this to us - we pay enough as it is!!

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 24.116.19.6

✓ Ben Beck
Sent 10/15/07

✓ To A.V.

✓ To Commus.
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Jean Jewell

Sent: Wednesday, October 10, 2007 12:09 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Delores Walker Kelly follows:

Case Number: UWI-W-07-04
Name: Delores Walker Kelly
Address: 3211 Camrose Ln.
City: Boise
State: ID
Zip: 83706
Home Telephone: (208) 629-5194
Contact E-Mail:
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:
The water bills have been sent every other month for years and I am used to it. The change to monthly billing appears to be solely for the benefit of the water company and I do not see why WE SHOULD PAY FOR IT. Their excuses that it would help their customers, are unbelievably lame.

Please do not allow them to do this to us - we pay enough as it is!!

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 24.116.19.6

✓ Gen Ack
sent 10/15/07

✓ To Adv.

✓ To Comments
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Jean Jewell

Sent: Friday, October 05, 2007 4:29 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Russell Hopkins follows:

Case Number: UWI-W-0704
Name: Russell Hopkins
Address: 9076 Donnybrook Crt
City: Boise
State: ID
Zip: 83709
Home Telephone: 208-323-1667
Contact E-Mail:
Name of Utility Company: Idaho Public Utilities
Add to Mailing List: yes

Please describe your question or comment briefly:

United Water wants to go from bimonthly to monthly billings. I disagree. There is no reason to change. The reasons of making it easier to budget, reduce bill complaints, etc. is ridiculous.

The form submitted on <http://www.puc.idaho.gov/forms/ipucl/ipuc.html>
IP address is 24.117.146.20

✓ Gen Ark
sent 10/15/07

✓ To AV

✓ To Commms.
S H

Jean Jewell

Sent: Tuesday, October 09, 2007 2:55 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Barbara Davis follows:

Case Number: uwi-w-07-04
Name: Barbara Davis
Address: 8070 S. Slide Creek Lane
City: Meridian
State: Idaho
Zip: 83642
Home Telephone: 208-888-0657
Contact E-Mail:
Name of Utility Company: United Water Idaho
Add to Mailing List: yes

Please describe your question or comment briefly:
Stick with billing every 2 months, , If people want to pay more often due to their budget then they can average thier own bills and send money monthly - I don't want to have higher cost for more frequent bills.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.221.180.94

✓ Ben Beck
sent 10/15/07

✓ To A.V.

✓ To Commis.
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Jean Jewell

Sent: Tuesday, October 09, 2007 2:57 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from FRANK DAVIS follows:

Case Number: UWI-W-07-04
Name: FRANK DAVIS
Address: 8070 S. Slide Creek Lane
City: Meridian
State: Idaho
Zip: 83642
Home Telephone: 208-888-0657
Contact E-Mail:
Name of Utility Company: United Water Idaho
Add to Mailing List: yes

Please describe your question or comment briefly:

Stick with billing every 2 months, , If people want to pay more often due to their budget then they can average thier own bills and send money monthly - I don't want to have higher cost for more frequent bills.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.221.180.94

✓ Ann. Ask
sent 10/15/07

✓ To AV

✓ To Comm.
? H

Jean Jewell

Sent: Friday, October 12, 2007 9:04 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Amy Dahl follows:

Case Number: UWI-W-07-04
Name: Amy Dahl
Address: 4765 S. Whitmore Way
City: Boise
State: Idaho
Zip: 83709
Home Telephone: 208-362-1202
Contact E-Mail:
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

I am against the proposed rate increase by United Water. I am against monthly billing and monthly meter reading. The current system of billing every two months works fine. Most people do not need to rely on United Water to advise them to reduce their water usage and conserve during the summer months. Common sense already tells us this. Buying new vehicles and using more gas, oil etc. for operating these vehicles to check meters monthly is a huge waste and not necessary.

The form submitted on <http://www.puc.idaho.gov/forms/ipucl/ipuc.html>
IP address is 66.233.244.100

✓ Men Ask
sent 10/15/07

✓ To A.V.

✓ To Commis.
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RECEIVED

SENT VIA REGULAR MAIL

2007 OCT 12 AM 8:19

IDAHO PUBLIC UTILITIES COMMISSION

October 11, 2007

Ms. Jean Jewell, Secretary
Idaho Public Utilities Commission
P.O. Box 83720
Boise, Idaho 83720-0074

Subject: Comments on United Water Idaho's application dated September 17, 2007;
Case No. UWI-W-07-04.

Dear Ms. Jewell:

United Water Idaho ("UW") and the Roche household have enjoyed a cordial relationship for a number of years. UW provides good service and we promptly pay bills and monitor consumption. At the same time, this case for a rate increase prompts a number of questions and concerns.

Cost benefits appear weak. UW proposes to spend \$49,000 in one-time fundsⁱ – which will become the subject of a *future* rate filing – and to increase annual operating expense by a net \$1,125,905ⁱⁱ. The only concrete benefits listed are an ongoing reduction of \$5,000 in bad debt expense and \$67,633 in working capital. How does this small return justify such a large commitment of funds?

Tangible outcomes are unclear. UW's testimony identifies four principle benefitsⁱⁱⁱ as follows:

- *Easier customer budgeting and payment* – Is "easier" really worth an additional \$13.83 a year to each billed customer? If it is, how do we know this?
- *Enhanced water conservation* – What is the anticipated overall reduction in consumption, and to what degree does this defer capital investment to meet future water demands?
- *Reduction of "high-bill" complaints* – How many complaints are received today, and how many fewer are anticipated in the future? Can current staff then be redeployed to offset the need for new customer service representatives?
- *Quicker detection and remediation of problems* – How frequently do leaks or meter problems occur at customer premises? How much water will be saved and how much damage will be avoided using monthly rather than bimonthly inspections?

ⁱ September 17, 2007 Direct Testimony of Mr. Wyatt ("Testimony"), page 7, lines 1-7.

ⁱⁱ Testimony, Exhibit No. 1, line 2.

ⁱⁱⁱ September 17, 2007 Application and Request for Modified Procedure ("Application"), page 2.

The funding model may not be sustainable. UW believes that residential customers can “very likely” offset the proposed increase by reducing their consumption^{iv}. If achieved, UW’s annual revenues for usage will decrease by about \$989,981^v, yet the need to support the proposed increase in operating expense remains. Should it be inferred that UW will apply for another rate increase to recover this loss of revenue? If another increase is not needed, is there a means of funding this conversion from existing revenues?

Resource requests should be placed in context. Funding is sought for 4 additional meter readers and 4 additional customer service representatives^{vi}. How many readers and representatives are on the payroll today? Is the staffing increase proportionate to the anticipated work load? Is hiring 8 new employees more cost-effective than hiring fewer employees and incurring overtime or hiring no-one and outsourcing?

This is presumably the most effective method of addressing service and conservation issues. What other alternatives were explored? Why does this application represent the best value to customers? To what degree can a bimonthly level-payment-plan address budgeting and payment issues? How does this application augment existing initiatives, such as the *UW Cares* assistance program?

Given what is known today, I am inclined to favor the existing bimonthly billing system and avoid a rate increase. While today’s system provides less frequent pricing signals, it still affords the freedom to make informed adjustments to consumption. Of course, I will continue to keep an open mind as this case unfolds.

I also want to thank the Idaho Public Utilities Commission for this opportunity to comment. Please contact me at (208)375-0669 or joseph_roche@earthlink.net if I can be of further service.

Sincerely,



Joe Roche, Citizen
2098 N. Mitchell Street
Boise, ID 83704

^{iv} Testimony, page 5, lines 12-20.

^v 72,649 residential customers (Testimony, Exhibit No. 2, line 12 minus line 11) times 9 CCF/year times \$1.5141/CCF (Testimony, page 5, lines 16-18).

^{vi} Testimony, Exhibit No. 1, lines 4-5.

✓ Ben Ack

sent 10/15/07

✓ to AV

✓ to Comm: H

Oct 8 07

United Water

I do not feel that
the water users should
be charged for a change
of Billing to Monthly
Water Bills are High
As is.

Martin Simpson

The Simpson Family
10265 W Petearana St
Boise, ID 83704-1240



Marian Powers
5979 Anna St.
Boise, ID 83709-1077

✓ Gen Ack sent 10/15/07
No Commes
: 4

Please Do Not
raise fee for
United Water billing.
It is not saving
for consumer.

Case # UW2-W-07-04

Marian Powers

RECEIVED

2007 OCT 12 AM 8:17

IDAHO PUBLIC
UTILITIES COMMISSION

Or mail comments to:

Idaho Public Utilities Commission
P.O. Box 83720
Boise, ID 83720-0074

Sincerely,
United Water of Idaho
Is don't want my meter read every month!

06010012007

I Love my meter read every 2 months. I have a dog + would hate my meter read every month!

Ms. Cheryl Magni
2905 Grover St.
Boise, ID 83705-1623