

✓ Jen Acke  
sent 10/30/07

✓ To A.V.

✓ To Commms  
§ 14

**Jean Jewell**

---

**From:** kwst8farm@yahoo.com  
**Sent:** Tuesday, October 30, 2007 7:00 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Kathleen Wraspir follows:

-----  
Case Number:  
Name: Kathleen Wraspir  
Address: 11441 W. Puritan Drive  
City: Boise  
State: ID  
Zip: 83709  
Home Telephone: 208-323-9399  
Contact E-Mail: kwst8farm@yahoo.com  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:

I would like to dispute the contention of United Water that it is a benefit to have a billing every month. It looks like a new twist to raise the rates \$25+ per year. Having a bill every month would not change our usage of water. We already conserve in as many ways as we can (short of removing our lawn). I am happy with the way the bills are done now. Thank you.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 205.242.229.7

-----

✓ Gen Ack.  
Sent 10/30/07

✓ To AV.

✓ To Commms.  
:H

**Jean Jewell**

---

**From:** duanemhamilton@gmail.com  
**Sent:** Monday, October 29, 2007 8:24 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from DUANE M. HAMILTON follows:

-----  
Case Number: uwi-w-07-04  
Name: DUANE M. HAMILTON  
Address: 11631 W. ONEIDA DR.  
City: BOISE  
State: ID  
Zip: 83709  
Home Telephone: 362-3620  
Contact E-Mail: duanemhamilton@gmail.com  
Name of Utility Company: united water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
WHY SHOULD WE THE CUSTOMER PAY TO BILL WEEKLY WHEN WE ARE HAPPY WITH THE WAY  
IT'S BEING IT SEEMS TO ME THE WATER COMPANY CHOSSES WAYS TO INCREASE THEIR BOTTOM  
LINE ANY WAY THEY WANT BEFORE THEY TOOK OVER THE WATER FOR THIS AREA WE  
BELONGED TO SOUTH COUNTY WATER AND THE CHARGES WERE MUCH LESS AND THE WATER  
WAS MUCH BETTER TASTING, IT NOW TASTES TERABLE. THE WATER IS WAY TO EXPENSIVE BUT  
WE HAVE NO CHOICE OF WHERE TO BUY.

DUANE M. HAMILTON

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 206.207.104.223

-----

✓ Gen Ack  
sent 10/30/07

✓ To Comment  
i H

**Jean Jewell**

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**From:** frthornton1@netscape.net  
**Sent:** Monday, October 29, 2007 7:33 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Alfred R Thornton follows:

-----  
Case Number: UWI-W-07-04  
Name: Alfred R Thornton  
Address: 2020 Longmont Ave  
City: Boise  
State: Idaho  
Zip: 83706  
Home Telephone: 208-368-0351  
Contact E-Mail: frthornton1@netscape.net  
Name of Utility Company: United Water  
Add to Mailing List: no

Please describe your question or comment briefly:  
United Water wants to make things easier for me by charging me \$1.15 more per month. :>)

NO THANKS!!!!!!!

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 67.60.197.239

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✓ Gen Ack  
sent 10/30/07

✓ To AV

✓ To Commes  
H

**Jean Jewell**

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**From:** larry@hendersoncorporation.com  
**Sent:** Tuesday, October 30, 2007 4:41 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Larry follows:

-----  
Case Number:  
Name: Larry  
Address: 1400 Sunrise Rim  
City: Boise  
State: ID  
Zip: 83705  
Home Telephone: 343.8526  
Contact E-Mail: larry@hendersoncorporation.com  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
United Water says that it is easier to pay a monthly bill. They didn't ask me what is easier? It is not only easier to pay bi-monthly but there is a cost savings to me. Actually it is more expensive for their customers to pay monthly! The cost of checks, stamps and now the additional monies to pay for them to read meeters monthly?

United Water says there will be enhanced water conservation with monthly bills. Customers in their market know they are going to pay a lot for water in the summer months, but they still have grass to water and gardens to grow. United Water uses the word conservation then increases fuel consumption to read meters monthly and pass the cost on to people that have no choice for this necessity! It has all to do with United Water benefiting with wanting to change to monthly billing from bi-monthly at the expense of their customers. How can their customers benefit with a higher cost? United Water came across as spineless! Shame On Them and You All if Allowed!

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 70.103.24.6  
-----

✓ Men. Ack.  
sent 10/30/07

✓ To AV.

✓ To Commms.  
; H

**Jean Jewell**

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**From:** madallen@cableone.net  
**Sent:** Monday, October 29, 2007 12:55 PM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from MICHAEL ALLEN follows:

-----  
Case Number: UWI-W-07-04  
Name: MICHAEL ALLEN  
Address: 3385 S HOLDEN AVE  
City: BOISE  
State: IDAHO  
Zip: 83706  
Home Telephone: 208 384-1545  
Contact E-Mail: madallen@cableone.net  
Name of Utility Company: UNITED WATER  
Add to Mailing List: yes

Please describe your question or comment briefly:

I AM AGAINST THIS PROPOSAL. IT'S A PLOY TO HAVE CONSUMERS PAY FOR THE SET UP TO HIGHER PRICES. THE BIMONTLY BILLS ARE BECOMING SO HIGH THAT UW WANTS TO GO TO A MONTHLY BILLING TO MAKE IT LOOK LIKE THE WATER BILLS ARE NOT TOO HIGH, AND PAVING THE WAY FOR MORE INCREASES. IF THE 3 BENEFITS THAT UW PROMOTES IN ITS' CUSTOMER RELEASE ARE TRUE, WHY DON'T WE GO TO A WEEKLY BILLING? ACTUALLY, UW PROBABLY HAS THAT ON ITS' FUTURE AGENDA, WHEN THE MONTHLY BILLS BECOME STAGGERING.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 24.116.142.64

-----

✓ Gen Ack  
sent 10/30/07

✓ To Commms.  
; H

**Jean Jewell**

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**From:** lnwalker25@msn.com  
**Sent:** Monday, October 29, 2007 2:13 PM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Leo Walker follows:

-----  
Case Number: UWI-W-07-04  
Name: Leo Walker  
Address: 3419 S. North Church Ave.  
City: Boise  
State: Idaho  
Zip: 83706  
Home Telephone: 208-383-0367  
Contact E-Mail: lnwalker25@msn.com  
Name of Utility Company: United Water  
Add to Mailing List: no

Please describe your question or comment briefly:  
Why in the world would any one want to pay an additional \$1.15  
every month just to write 6 more checks a year. Dumb idea.  
Please turn down thier request. Thank you

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 71.36.23.81

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*✓ Gen Ack  
sent 10/30/07*

*✓ To AN.*

*✓ To Commis  
: H*

**Jean Jewell**

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**From:** paulstephensom1949@yahoo.com  
**Sent:** Tuesday, October 30, 2007 3:41 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Paul Stephenson follows:

-----  
Case Number: uwi-w-07-04  
Name: Paul Stephenson  
Address: 6365 SO. Lodgepole PL.  
City: Boise  
State: ID  
Zip: 83716  
Home Telephone: 208-429-8382  
Contact E-Mail: paulstephensom1949@yahoo.com  
Name of Utility Company: United Watter  
Add to Mailing List: yes

Please describe your question or comment briefly:

Evertbody that has United Water would have to be stupid to let the IPUC raise our water rates \$1,125,905 so they can spend more of our money to hire more people. No one I have talked to has complained about getting a water bill every two months and no one I have talked to wants to pay more for utilities that are outrageously high right now. Please listen to the people and deny this case. Thank you, Paul Stephenson

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 71.37.167.114

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*✓ Gen Ack sent 10/30/07*  
*✓ To A.V.*  
*✓ To Commis. : H*  
**Jean Jewell**

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**From:** mraymurdock@cableone.net  
**Sent:** Tuesday, October 30, 2007 3:57 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Ray Murdock follows:

-----  
Case Number: UWI=W=07-04  
Name: Ray Murdock  
Address: 6449 S. Honeylocust  
City: Boise  
State: ID  
Zip: 83716  
Home Telephone: 208-429-0659  
Contact E-Mail: mraymurdock@cableone.net  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:

We are against this rate increase as it is only meant for United Water to increase the scope of its administrative service without any benefit to consumers. It will increase postage costs for all concerned and contribute to the waste of paper resources and additional mail handling. The only advantage is an improved revenue stream for UW! Please do not approve this unjustified rate increase.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 24.116.32.173  
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✓ Gen Ack  
sent 10/29/07

✓ To AV

✓ To Commes  
; H

**Jean Jewell**

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**From:** pchardingcpa@earthlink.net  
**Sent:** Monday, October 29, 2007 4:53 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Perry Harding follows:

-----  
Case Number:  
Name: Perry Harding  
Address: 2068 Crystal Way  
City: Boise  
State: Id  
Zip: 83706  
Home Telephone: 208 344 9463  
Contact E-Mail: pchardingcpa@earthlink.net  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:

I would like register my opposition to the proposed increase in the residential water bills. The basis for my opposition is as follows:

1. The supposed ease in paying and budgeting a monthly vs a bi-monthly bill is not worth the extra costs. While a few people may find this to be a benefit it is my opinion that the vast majority are used to the current system from an ease/benefit standpoint including many individuals on a fixed income.
2. While there may be some additional conservation benefit from knowing on a monthly basis what your water consumption is again the benefit received would only be applicable to the high use (June-September months) and again I believe the increase in the rates would not justify the few users who would use the monthly information for conservation. There must be better ways to cut use overall such as education on differences in landscaping, increase in rates during the summer, ect.
3. I for one do not want United Water personnel coming to my house every month. In the 35 plus years I have lived in Boise not once have I obtained, nor do I know of anyone who has, any benefit from the meter readers observing any problems as far as leaks or meter malfunction.

In summary in this age of improved efficiency I believe it is inefficient to have an increase in basic rates to pay the costs of reading the meters monthly. While a few customers might benefit far more would experience an increase in their water bills with no benefit to them. This proposed increase in the fixed customer charge is not needed, will serve as a basis for future increases in the fixed customer charge, and sends a poor message to the water company that innovation (such as electronic or remote readings) which might reduce costs are less desirable than increase in overhead (the proposed rate increase is to cover the cost for additional personnel, billing and collections attributed solely to the conversion to monthly meter readings and billing). I will close with the old adage - if it ain't broke don't fix it.

Thank you for your consideration of my comments.

Perry Harding

The form submitted on  
IP address is 4.227.160.217

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*Ellen Ack  
sent 10/29/07*

*✓ To A.V.*

*✓ To Commis  
i H*

**Jean Jewell**

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**From:** ellen@jutsum.com  
**Sent:** Monday, October 29, 2007 3:54 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Ellen A. Jutsum follows:

-----  
Case Number: UWI-W-07-04  
Name: Ellen A. Jutsum  
Address: 4181 S stargazer Pl  
City: Boise  
State: Idaho  
Zip: 83716  
Home Telephone: 208-333-8815  
Contact E-Mail: ellen@jutsum.com  
Name of Utility Company: United Water of Idaho  
Add to Mailing List: yes

Please describe your question or comment briefly:

This proposal by United Water is way out of line. None of the justifications used by them for the change holds water. (pun very much intended) It will in effect cost customers an extra million bucks a year with no benefits at all. How about the extra trucks and FUEL wasted by all the new meter readers running around. I should say any responsible customer has no trouble with the present bi-monthly billing in any of the respects listed by United Water as reasons for the change.

This request by United Water should not be allowed. It is not needed!

Thanks for your consideration. Ellen Jutsum Boise, Idaho

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 63.24.54.126

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✓ Gen Ack sent 10/29/07

✓ To AV.

✓ To Commis  
EH

**Jean Jewell**

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**From:** fred@jutsum.com  
**Sent:** Monday, October 29, 2007 3:38 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Fred Jutsum follows:

-----  
Case Number:  
Name: Fred Jutsum  
Address: 4181 S stargazer Pl  
City: Boise  
State: Idaho  
Zip: 83716  
Home Telephone: 208-333-8815  
Contact E-Mail: fred@jutsum.com  
Name of Utility Company: United Water of Idaho  
Add to Mailing List: yes

Please describe your question or comment briefly:  
In reference to the request by United Water to change to a monthly billing from bi-monthly billing: Their reasons are entirely unjustified. This change will cost the customers of UW over one million dollars a year which is the cost of more trucks and meter readers etc.

If they really were concerned with customers they might consider changing to a less frequent meter reading and putting everyone on a level pay plan. They could possibly decrease expenses by that method.

That would counter their easier budgeting excuse.

I doubt that any customers would adjust their water usage based on the billed usage. We just want our lawns to be green and adjust sprinklers accordingly.

The proposal they use that it will help with detection of leaks would still be mostly the responsibility of the customer to monitor the usage and report abnormalities.

In summary: This change hold no real benefits for the UW customer and actually will cost us over one million dollars with no advantage. There must be a better plan. This one is lame.

Than you for your consideration, Fred Jutsum .. Boise

fred@jutsum.com

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 63.24.54.126

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✓ Gen Ask  
sent 10/29/07

✓ To A.V.

✓ To Commus  
; H

**Jean Jewell**

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**From:** Ebobkat50@aol.com  
**Sent:** Monday, October 29, 2007 3:53 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Robert Edwards follows:

-----  
Case Number: UWI-W-07-04  
Name: Robert Edwards  
Address: 11222 W Hickory Hill Ct  
City: Boise  
State: ID  
Zip: 83713  
Home Telephone: 208-378-4087  
Contact E-Mail: Ebobkat50@aol.com  
Name of Utility Company:  
Add to Mailing List: yes

Please describe your question or comment briefly:

We are not in favor of spending \$1.12 million to convert over to monthly billing.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 207.200.116.203

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*✓ Gen Adm  
sent 10/29/07*

*✓ No Comments  
JH*

**Jean Jewell**

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**From:** pjclawson@hotmail.com  
**Sent:** Sunday, October 28, 2007 11:08 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from follows:

-----  
Case Number:  
Name:  
Address:  
City:  
State:  
Zip:  
Home Telephone:  
Contact E-Mail: pjclawson@hotmail.com  
Name of Utility Company: United Water  
Add to Mailing List:

Please describe your question or comment briefly:  
How does doubling the number of billing cycles (more accounting/paper-work) and doubling the number of visits by United Water Idaho personnel to read the meter decrease the costs of running the business? I'm opposed to the change based on the extra work created that will not change the quality of the service I already receive. I'm an adult and I can save my pennies for two months just as easy as I can for one month.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 24.117.5.148  
-----

✓ Gen Ack  
sent 10/29/07

✓ To Commis.  
i H

**Jean Jewell**

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**From:** ccarver@cableone.net  
**Sent:** Sunday, October 28, 2007 5:22 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Coree Carver follows:

-----  
Case Number:  
Name: Coree Carver  
Address: 6401 S. Rockrose Way  
City: Boise  
State: Idaho  
Zip: 83716  
Home Telephone: 208-343-9292  
Contact E-Mail: ccarver@cableone.net  
Name of Utility Company: United Water  
Add to Mailing List:

Please describe your question or comment briefly:  
I recently received a letter regarding United Waters proposal to convert to monthly billing, thus increasing water rates to pay for additional personel.

I do not see a benefit in increased billing/rates. The benefits for monthly billing are weak, at best.

Easier budgeting, increasing rates will not make it easier for people to pay. We have come to expect our bill comes bi-monthly and budget for that. Why pay more for Water so we can simply get bills more often?

Water conservation, people are either aware or not aware of water conservation, receiving bills more frequently will not change water useage. My husband is quite wasteful with water, I am quite frugal with water. It has more to do making consumers aware of water conservation than billing frequency.

I suggest educating the public on water useage. How to water lawns efficiently, not let water run when not in use, etc. Spend money on educating students in schools, put commercials on tv, make people aware. Don't simply send bills out more often as I believe it will not make a difference in the long run.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 24.117.116.134

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✓ To Comment  
J H

**Jean Jewell**

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**Sent:** Friday, October 26, 2007 5:57 PM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from follows:

-----  
Case Number:  
Name:  
Address: 2012 S Eagleson Rd  
City: Boise  
State:  
Zip: 83705  
Home Telephone:  
Contact E-Mail:  
Name of Utility Company: IUninted Water Idaho  
Add to Mailing List: no

Please describe your question or comment briefly:

UNITED WATER -- aNOTHER rIP

Why should I or anyone else, have to pay more for monthly billing than we previously have. The Utility Companies have slipped this new item (monthly, customer charge, or what have you). If a customer would like to choose a billing plan to reduce their cost they should be GIVEN THE OPPORTUNITY. Your car or house INSURANCE will let you do that, and someone who wants to save, has a chance to do so.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 24.119.185.0

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✓ Gen Ack  
sent 10/29/07

✓ To AV.

✓ To Comm. H

Jean Jewell

**From:** akrivy@micron.com  
**Sent:** Friday, October 26, 2007 10:58 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Andrew Krivy follows:

-----  
Case Number: 06010012007  
Name: Andrew Krivy  
Address: 10310 Lake Hazel  
City: Boise  
State: Idaho  
Zip: 83709  
Home Telephone: 208-361-1715  
Contact E-Mail: akrivy@micron.com  
Name of Utility Company: United Water Idaho, Inc.  
Add to Mailing List: yes

Please describe your question or comment briefly:

United water says they want to raise rates to provide benefits by going to monthly billing instead of bi-monthly billing. The letter they sent out listed what they called benefits of going to this.

Easier budgeting is one. A pile of crap, private citizens should need, I know I don't any help from United water to manage my personal budget. Poor reason.

A bunch of crap about more timely water use rates to allow changes in personal water use to conserve water and save \$\$\$. Again, I can manage my own water use and don't need help with my budget.

More frequent visits to property by their personnel, to enable quicker detection of leaks or meter problems. Another bunch of bull, if I have a leak, I will call them. I would rather see them on my property less often, rather than more often.

Lastly, if you send out 6 bills a year versus 12 bills a year, that keeps their cost lower and our rates lower. Leave it as is, consume less paper, save on their overhead. They should stay at bi-monthly bills to keep their cost low and avoid a rate increase.

Bottom line, don't approve this request, it is the biggest bunch of hot air I have seen in a long while. They did not provide one good reason to go to monthly billing that benefits us private citizens. Andy

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 137.201.242.130  
-----

✓ Allen Acke  
sent 10/29/07

✓ To A.V.

✓ To Comm. It

**Jean Jewell**

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**From:** aesonmaddox@cableone.net  
**Sent:** Friday, October 26, 2007 8:06 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from ALLEN L. MADDOX follows:

-----  
Case Number: UWI-W-07-04  
Name: ALLEN L. MADDOX  
Address: PO BOX 191247 (2573 S MONITOR WAY)  
City: BOISE  
State: ID  
Zip: 83719  
Home Telephone: 208-376-7364  
Contact E-Mail: aesonmaddox@cableone.net  
Name of Utility Company: United water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
I am opposed to the change in the proposed billing cycle submitted by United Water. I am on fixed income. I fail to see any advantage in this proposal. I do not want to experience any increase in my billing. Thank you. Allen Maddox

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 69.92.175.91  
-----

✓ Gen Ack  
sent 10/29/07

✓ To Comments  
§ 14

**Jean Jewell**

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**From:** rhubic@waitrose.com  
**Sent:** Friday, October 26, 2007 2:35 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Dr Rick Ubic follows:

-----  
Case Number: ?  
Name: Dr Rick Ubic  
Address: 266 Greensboro Ct  
City: Boise  
State: ID  
Zip: 83706  
Home Telephone:  
Contact E-Mail: rhubic@waitrose.com  
Name of Utility Company: United Water  
Add to Mailing List: no

Please describe your question or comment briefly:

This morning I received a letter from United Water informing me that on 17 September they filed an application (no case number was given) with IPUC asking for the authority to switch to monthly billing and an increase in the fixed customer charge to fund the switch. One of their justifications for the switch is to save consumers money; however, I fail to see how a 3.75% increase in my bill can \*save\* me money. Their other justifications are all nonsense - I will not, nor will anyone, change water usage patterns as a result of the switch. While I am happy to go over to monthly billing, I do not see that it's fair for me to pay for United Water's desire to be paid more frequently.

The web address on their letter inviting comments (www.puc.state.id.us/scripts/polyform.dll/ipuc) is a dead link, and I have been unable to find details of this application on your website, so I am voicing my response in this form. Please direct these comments as appropriate.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 132.178.127.114

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✓ Gen Ack  
sent 10/29/07

✓ To Commis.  
§ 14

**Jean Jewell**

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**From:** gopherfan1997@yahoo.com  
**Sent:** Thursday, October 25, 2007 9:52 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Brian Oswald follows:

-----  
Case Number: UWI-W-07-04  
Name: Brian Oswald  
Address: 1666 Elder Ct  
City: Boise  
State: ID  
Zip: 83705-4879  
Home Telephone: 208-906-1819  
Contact E-Mail: gopherfan1997@yahoo.com  
Name of Utility Company: United Water  
Add to Mailing List: no

Please describe your question or comment briefly:

I disagree with United Water's plan to go from readings every 2 months to monthly readings. The customer will have to pay more for the same service. I think it is reasonable to expect a free American to be able to budget for two months to cover a reasonably small expense like the water bill. We've got bigger problems in Idaho if we aren't capable of 2 month budgeting.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 24.119.23.36

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✓ Gen Ack  
sent 10/29/07

✓ To Commms  
§ 14

**Jean Jewell**

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**From:** Jean Jewell  
**Sent:** Monday, October 29, 2007 10:49 AM  
**To:** Jean Jewell  
**Subject:** FW: United Water proposed "new" billing scheme

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

From: Bill Johnson [mailto:Bfjohnson@cityofboise.org]  
Sent: Thursday, October 25, 2007 9:31 AM  
To: Rick Sterling  
Subject: United Water proposed "new" billing scheme

Rick,

I am providing these comments as a Boise resident and would appreciate it if you would see that they are entered in to the mix for consideration.

Comments are in response to a recent article "United Water to renovate billing methods, raise rates" by Brad Carlson in the Idaho Business Review.

I strongly disagree with UW's proposal.

It equates to a 100% increase to the billing service charge (billing twice as often, for in the end, the same volume of water consumed). For the water customer there is no apparent substantive benefit. It will just cost them more. Looks like this equates to a ploy to increase company revenue in the name of conservation and maybe leak detection.

Also as a point of interest, the City bills on a bimonthly basis for sewer, solid waste ETC. and purposefully set up a billing schedule to be off set from UW's bimonthly schedule. This way residents receive either a UW bill or a City bill, but not both on any given month. City has determined that billing monthly is way too expensive (almost double) and the City's billing staff sees no future in adding this surcharge to our customers.

Bill Johnson  
Boise Resident

✓ Gen Ack.  
sent 10/29/07

✓ To: AV.

✓ To: Commus.  
It

**Jean Jewell**

---

**From:** catsansotta@aol.com  
**Sent:** Thursday, October 25, 2007 6:31 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Cathy Sansotta follows:

-----  
Case Number: UWI-W-07-04  
Name: Cathy Sansotta  
Address: 4505 SouthTinker Place  
City: Boise  
State: ID  
Zip: 83709  
Home Telephone: 208-362-6795  
Contact E-Mail: catsansotta@aol.com  
Name of Utility Company: United Water Suez  
Add to Mailing List: yes

Please describe your question or comment briefly:  
In this time of recession, layoffs, gasoline prices, the last thing I need is yet another rate hike. And to ease United Water's billing process is ridiculous and careless on their part.

United Water needs to leave their billing AS IS - I VOTE NO - please do not approve this - their reasoning is equally stupid. Bi-monthly billing has worked for years as is.

As the old saying goes: 'IF IT AIN'T BROKE -- DON'T FIX IT!!!'

PLEASE DO NOT APPROVE THIS \$1,125,905 increase for monthly billing.

Thank you for listening!

Cathy Sansotta  
Current United Water customer

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 24.116.144.4

-----

✓ Response sent 10/29/07

✓ To Commes. ; H

**Jean Jewell**

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**From:** catsansotta@aol.com  
**Sent:** Thursday, October 25, 2007 6:50 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Cathy Sansotta follows:

-----  
Case Number: UWI-W-07-04  
Name: Cathy Sansotta  
Address: 4505 SouthTinker Place  
City: Boise  
State: ID  
Zip: 83709  
Home Telephone: 208-362-6795  
Contact E-Mail: catsansotta@aol.com  
Name of Utility Company: United Water Suez  
Add to Mailing List: yes

Please describe your question or comment briefly:  
I just discovered that the website United Water provided in their recent letter to customers to file a comment is not a good website - if anyone is trying to comment by the website they provided - it comes up with an error. I feel this is further manipulation on their part to pass this increase of \$1,125,905 for monthly billing.

The website in the letter (by the way - the letter does not include the case# either - another ploy??) is:

<http://www.puc.state.id.us/scripts/polyform.dll/ipuc>

Try it for yourself - it does not work - the only reason I was able to file my comments on this is because I happened to keep the information provided in the Idaho Statesman - which DOES have the right information.

It's going to be difficult for people to file comments when United Water Suez is too stupid to even provide the correct website.

Please do not pass this increase - LEAVE BI-MONTHLY BILLING AS IS!!!

Thank you again,

Cathy Sansotta  
Current United Water Customer

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 24.116.144.4  
-----

*✓ Gen Ack  
sent 10/29/07*

*✓ To AV.*

*✓ To Commis.  
: H*

**Jean Jewell**

---

**From:** akabethy@aol.com  
**Sent:** Thursday, October 25, 2007 1:28 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Bill Freeman follows:

-----  
Case Number: United Water Monthly Billing  
Name: Bill Freeman  
Address: 1009 S. Owyhee St  
City: Boise  
State: ID  
Zip: 83705  
Home Telephone: 388-1174  
Contact E-Mail: akabethy@aol.com  
Name of Utility Company: United Water Idaho  
Add to Mailing List: yes

Please describe your question or comment briefly:

Dear IPUC:

Regarding the letter (received approximately October 11, 2007) from UWI to all customers giving reasons for converting to monthly billings: The reasons given are not compelling and appear somewhat contrived. 1. Easier to pay? No, it is easier to write one check every two months than to write a check every month. 2. Enhanced water conservation? Enhanced water conservation through more frequent billings seems speculative; by the time a customer gets the bill, it is already a week or two into the next billing period. Has conservation been demonstrated convincingly in other UW service areas? 3. 'Quicker detection and troubleshooting of customer leaks or meter problems.' I believe that more frequent visits to water meters are unlikely to provide quicker detection and troubleshooting of customer problems unless the problems are at the meters themselves. Please ask: Is UWI finding a lot of problems as they read meters?

The change to monthly billing is going to cost more. What is UWI's real reason for the application to go to monthly billings? Is it cash flow, or being able to stop service quickly to those who don't pay? The present system seems to work just fine. Please get convincing answers and documentation before granting UWI's request.

Thank you for your consideration,  
Bill Freeman

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 66.193.42.62

-----

*✓ Gen Ack  
sent 10/29/07*

*✓ To Commms.  
s H*

**Jean Jewell**

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**From:** jerrylboise@aol.com  
**Sent:** Wednesday, October 24, 2007 10:23 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from J. Lang follows:

-----  
Case Number: wwi-w-07-04  
Name: J. Lang  
Address: 5628 kriscliffe ct.  
City: boise  
State: id  
Zip: 83704  
Home Telephone: 208-375-6131  
Contact E-Mail: jerrylboise@aol.com  
Name of Utility Company: united water idaho  
Add to Mailing List: no

Please describe your question or comment briefly:  
do not approve the change in billing of united water idaho, if they want to bill it's customers each monthe they should be able to pay the extra hours for the reading, not the customers

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 71.221.178.87  
-----

✓ Ken Ack  
sent 10/29/07

✓ To A.V.

✓ To Commis.  
; H

Richard G. Wagner  
11422 W. Gunsmoke St.  
Boise, Idaho 83713

RECEIVED  
2007 OCT 26 AM 8:19  
IDAHO PUBLIC  
UTILITIES COMMISSION

October 24, 2007

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

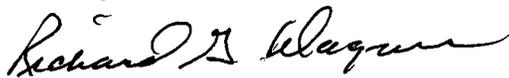
Re: United Water's desire to increase rates.

Dear Sir or Madam,

In para. # 4 of United Water's letter to their customers they indicate the "sole" reason for needing an increase is so they can bill us monthly rather than every other month. Billing me monthly benefits United Water ... not me. They want to improve their cash flow...let them pay for it, from their profits, not from me.

I urge you to please deny their request.

Sincerely,



Richard G. Wagner

UNITED WATER IDAHO INC.  
8248 West Victory Road, Boise, ID 83709  
P.O. Box 190420, Boise, ID 83719-0420  
Tel: 208.362.1300 • Fax: 208.362.1479



Dear United Water Idaho Customer:

On September 17, 2007 United Water Idaho filed an Application with the Idaho Public Utilities Commission (IPUC) asking for authority to convert to monthly meter reading and billing for all customers. Currently, water meters are read and billed every two months.

There are a several benefits of monthly billing, including:

- Easier budgeting and easier to pay than a bi-monthly bill;
- Enhanced water conservation and lower bills through the provision of more timely information on consumption, allowing customers time to make changes in water use practices during the irrigation season, thus saving money;
- More frequent visits to your premises by United Water Idaho personnel, enabling quicker detection and troubleshooting of customer leaks or meter problems.

In the Application United Water Idaho is proposing a revenue increase of \$1,125,905. Under the proposed Application the increase will be applied to the fixed Customer Charge portion of your bill which is not affected by how much water you use. The requested increase would raise rates for all customers by about \$1.15 a month (about 4 cents a day), bringing the average annual residential customer bill from \$368.61 to \$382.44, or 3.75%.

para 4 { The proposed increase is necessary to cover the increased costs of additional personnel, billing, and collections attributable solely to the conversion to monthly meter reading and billing.

To learn more about the company's Application please visit the company's website at <http://www.unitedwateridaho.com>.

The proposal to convert to monthly billing and the proposed increase in rates are subject to review and approval by the IPUC. A complete copy of the proposal is available at the company's office at 8248 W. Victory Road, Boise, ID and at the Commission's office at 472 W. Washington, Boise, ID. It is also available on-line at the IPUC website: <http://www.puc.state.id.us/FILEROOM/water/water.htm>.

You can also file a comment on the Application via the IPUC website at: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>.

Or mail comments to:

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

Sincerely,

United Water Idaho

✓ Gen. Ack  
sent 10/30/07

✓ To AV.

✓ To Commus  
i H

RECEIVED

2007 OCT 26 AM 8:17

IDAHO PUBLIC  
UTILITIES COMMISSION

3932 Leland Way  
Boise, Idaho 83709  
October 25, 2007

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

Sirs;

Enclosed are my last bill and a copy of United Water's letter saying that the poor things need more money to do nothing.

The excuse for another rate increase on top of the increase we had this year is that they want to read the meter monthly now and that is going to cost so much more. I find it amazing that we, the customer is charged to be a CUSTOMER. We are now charged \$16.21 to get water from a monopoly that gives us water that is nearly undrinkable. The only other choice would be to dig a well, which we regret not doing when we moved to this house 25 years ago. And now in our retirement we cannot afford to dig a well. And now we must use a water softener and filters in order to have drinkable water at more expense.

When we moved here we had decent water to drink. It was a bit hard but it had no unnecessary chlorine in it. It did not need a water softener nor did it need to be filtered in order to drink it or cook with it. We had water to water our yard and garden. It cost us \$7.50 flat rate for winter and \$15.00 flat rate for summer. Meters were never read, and we were billed monthly. There were no customer charges needed. Now why could that have been??? Would that be because South County Water was run by a local company who was interested in providing a service at a reasonable profit for the owners? I'd say that was the case.

Then the owners got too old and sold to United Water. Our rates immediately started to go up. Our meter was read every other month and so were our bills. Our water bills have increased every year since. At first there was no customer charge. Now the company uses the profiteering to pay their shareholders and CEO's. Now it has gone to \$16.21 within the last year and a half. Now they claim to want more to pay for monthly billing???? The same people who read the meter on a bimonthly basis can do it monthly. They are not additional people. Billing may take a little more time but if they didn't farm it to some group in Pittsburgh, Pa. and do it on their own computer I'm sure that the excessive amount we pay for water would more than cover it. It is my opinion that the company was supposed to serve the customers whom PAY FOR A SERVICE and butter their bread. Instead they and all companies now want to serve ONLY the shareholders and the customer is a secondary inconvenience as to service but the moneybags to pay the already wealthy.

As to the supposed average annual bill for a customer of \$368.61 and going up to #382.44, well, that may apply to the postage stamps downtown. It does not apply to the

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- Enhanced water conservation and lower bills through the provision of more timely information on consumption, allowing customers time to make changes in water use practices during the irrigation season, thus saving money;
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Or mail comments to:

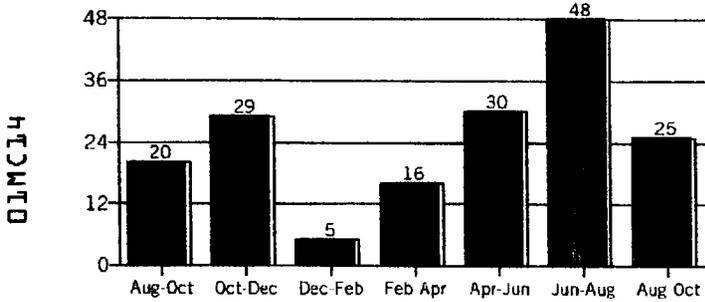
Idaho Public Utilities Commission  
P.O. Box 83720  
Boise, ID 83720-0074

Sincerely,

United Water Idaho

**USAGE HISTORY**

Bi-Monthly usage in hundred cubic feet



**Billing Date:** 10/19/07  
**Account Number:** 06000999221040

Previous Balance	\$88.48
Payments Through 10/19/07 <i>Thank You</i>	\$88.48
Balance Forward	\$0.00
Current Charges <b>Due 11/08/2007</b>	\$51.99
<b>TOTAL AMOUNT DUE</b>	<b>\$51.99</b>

**SERVICE TO:** WALT HICKSTEIN

**SERVICE ADDRESS:** 3932 LELAND WAY BOISE ID

Meter Number	Service		Days of Service	Meter Reading		Usage	Unit of Measure	Reading Type	Rate
	From	To		Previous	Present				
49171085	08/16/07	10/15/07	60	721	746	25	CCF	ACTUAL	SCB
						EQUIVALENT TO 18,700 GALLONS			
8.5 CCF @ \$1.2112				\$10.30		CUSTOMER CHARGE		\$16.21 <i>not necessary</i>	
16.5 CCF @ \$1.5141				\$24.98		SAFE DRINKING WTR FEE		\$0.50	
WATER CHARGE SUBTOTAL				\$35.28 <i>what bill ought to be</i>		TOTAL CURRENT CHARGES		\$51.99	

SEE REVERSE SIDE FOR IMPORTANT ACCOUNT INFORMATION

**IMPORTANT MESSAGES**

\*For a small convenience fee, you can now pay your bill any time by calling 888-608-6690.\*

\*\*Donate to UW Cares, and help those in our community who need assistance paying their water bills. Contributions are tax deductible, and 100 percent of your donation goes to helping families meet their most essential need - water. United Water will match all customer donations up to \$20,000 annually. Donations can be mailed to UW Cares, P.O. Box 190420, Boise, ID 83719-0420. Thank you for your generosity.\*\*

0230RE

PLEASE DETACH HERE AND RETURN THE BOTTOM PORTION WITH YOUR PAYMENT IN THE RETURN ENVELOPE PROVIDED.

1338 OCT07 13082007  
 1338 OCT07 13082007

8248 West Victory Road  
 Boise, ID 83709

SERVICE ADDRESS: 3932 LELAND WAY  
 BOISE ID

Please check this box if you have made any changes to the information on the reverse side.

<b>Account Number:</b>	<b>06000999221040</b>
Balance Forward	\$0.00
Current Charges <b>Due 11/08/2007</b>	\$51.99
<b>TOTAL AMOUNT DUE</b>	<b>\$51.99</b>

Please make payable to: UNITED WATER IDAHO

**Payment Amount Enclosed** \$ 51.99



\*\*\*\*AUTO\*\*5-DIGIT 83709 1781 T7:7  
 WALT HICKSTEIN  
 3932 LELAND WAY  
 BOISE ID 83709-4656



UNITED WATER IDAHO  
 PAYMENT CENTER  
 PO BOX 371804  
 PITTSBURGH PA 15250-7804

0600099922104000000005199000000009