

✓ Myra Ack  
sent 11/14/07

✓ To A.V.

✓ To Commis.  
JH

Martin Bettwieser  
3862 Yorktown way  
Boise, Idaho 83706  
(208) 336-8804

RECEIVED

2007 NOV 15 AM 8:09

IDAHO PUBLIC  
UTILITIES COMMISSION

November 9, 2007

Re: United Water rate increase

To the IPUC:

Concerning the recent application of United Water in request for and increase in rates, let me state the request is a smoke screen to increase rate for it's own benefit and doesn't benefit the customer at all.

United water contends:

1- Easier Budgeting to pay than a bi-monthly billing:

This would not be easier and would be more expensive as it would cost twice as much for billing and in reading the meter. Easier budgeting is only applicable when there is level pay amount of which is could be achieved on a Bi-monthly basis.

2. Enhanced water conservation and lower bills through the provision of more timely information and consumption, allowing customers time to make changes in water use practices during irrigation season, thus saving money.

This contention would not save water consumption, the only thing that would reduce water consumption is rain and cooler whether.

3. More frequent visits to your premises by United water Idaho Personnel, enabling quicker detection of troubleshooting customer leaks or meter problems.

Again a smoke screen excuse that would only cost the customer money.

A meter leak is so minimal that it would not have any significant effect on water problems. 99.9 percent of water leaks that are made manifest are in the water line itself, which is not monitored by the water company, and not at the meter.

Please reject this smoke screen request for a rate increase as a benefit to the customer when it is clearly only meant to increase and benefit United Water Company alone.

Sincerely



Martin Bettwieser

✓ Sen Acke  
sent 11/16/07

✓ To AV.

✓ To Commes  
; H

RECEIVED

Thomas Holst  
4510 Samara St.  
Boise, ID 83703

2007 NOV 13 AM 8:32

IDAHO PUBLIC  
UTILITIES COMMISSION

Nov. 9, 2007

Idaho Public Utilities Commission  
Attn: Comments & Questions  
P. O. Box 83720  
Boise, ID 83720-0074

Re: Case No. UWI-W-07-04, Order No. 30446

IPUC,

Yesterday I received a form letter from United Water Idaho Inc. announcing their intention to switch from bi-monthly meter reading and billing to monthly, claiming that it would benefit me, the United Water customer. After reading the "benefits" they claimed in the letter, I came to the conclusion that there are NO *tangible* benefits to the customer, just a lot of smoke. If there are any benefits, they are hidden benefits for United Water and not the customer. This is a classic case of "If it ain't broke, don't fix it". I've been paying for my water on a bi-monthly basis for nearly 30 years without any problems.

In the same letter, United Water Idaho states that this change will increase the average customer's water bill by 3.75%, just to cover the cost of the change. This means 8 more UWI employees, more vehicles, meter reading equipment, plus billing, postage and payment processing costs. This would effectively double the cost of meter reading and billing over what it is now and makes no sense at all. This increase is also more than I will receive as a cost of living adjustment to my retirement fixed income, so it's a losing proposition for me and every other UWI customer.

I urge the IPUC to deny this application, in the interest of water customers who have no other choice for water access.

  
Thomas Holst

✓ Gen Acke  
sent 11/14/07

✓ To A.V.

✓ To Commis.  
JH

11-1-07

IPUC.

Concerning the attached letter to raise rates to cover increased billing fees for monthly billing for United Water.

RECEIVED  
2007 NOV 13 AM 8:25  
IDAHO PUBLIC  
UTILITY COMMISSION

This is NOT good.

There is no way doubling the billing periods will save money. As a customer I do not want to pay for this increase in fees.

Please do not allow this.

Thank you.



Greg Hampton  
United Water customer - and one that does NOT want to pay more fees!  
12550 W. Woodmurra Ct.  
Boise, ID 83709

BY THE WAY - THE IPUC  
WEBSITE LISTED IN THE  
LETTER DOES NOT WORK.

Letter Ack sent 11/14/07

✓ To BU

✓ To Commers JH

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

RECEIVED

November 12, 2007

2007 NOV 14 AM 8:06

Subject: Requested Rate Increase  
United Water Company

IDAHO PUBLIC UTILITIES COMMISSION

Gentlemen,

Attached is a copy of a request for a rate increase by United Water. From the contents of this letter, the sole purpose is to increase charges so they can bill every month instead of bi-monthly. Neither of the online comment links listed in their letter work, so I am doing this the old-fashioned way.

Their letter is disingenuous and misleading, typical United Water. The last part of their second bullet says the proposal will allow "customers time to make changes in water use practices during irrigation season, thus saving money;" And this "saving money" will only cost the customers \$1,125,905! Such a deal!

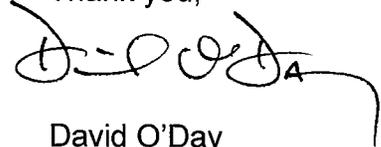
How stupid do they think we are? If I want to know how much water I'm using, I go read my water meter and compare it to my most recent bill. AND I can do this without charging anyone \$1,125,905!

This is just another way for United Water to rip us off and ship our money off to France (via New Jersey). You know, for any other business except utilities, the larger your customer base becomes, the unit prices go DOWN, not UP. It's called economy of scale. Utilities, for some reason, have never heard of this and the PUC doesn't seem interested in educating them about it.

Instead of this outrageous proposal, I recommend that United Water go to quarterly billing or, heaven forbid, electronic meter reading, to reduce their costs. They could get rid of all their meter readers and half their accountants. If they're so worried about our ability to pay our bimonthly bills, how about a level-pay concept like other utilities have, to dampen the effects of their increased summer rates?

It is time for the PUC to stand up for the citizens of Idaho and tell the utilities that the PUC isn't going to roll over for them any more. And please fix your website.

Thank you,



David O'Day  
1502 N. 12<sup>th</sup> Street  
Boise, Idaho 83702

✓ Gen Ack  
sent 11/15/07

✓ To A.V.

✓ To Comm  
: H

RECEIVED

2007 NOV 14 AM 8:05

IDAHO PUBLIC  
UTILITIES COMMISSION

November 9, 2007

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

To the Commissioners:

I would like to express my opposition to the monthly billing and revenue increase proposed by United Water.

The City of Boise recently adjusted their sewage and trash billing so that it would correspond to the month that United Water doesn't bill. I find this makes budgeting and bill-paying easier, and to now have both water and sewer bill in the same month would have the opposite result.

Presently, United Water's customer service fee is the highest that I pay on all of my utility bills. My most recent bill (dated 10/31/07) was for \$44.93. Of that amount, the customer charge was \$16.21, or 36% of my bill. In spite of how much I try to conserve, I still face that large customer charge. I feel that increasing it even more discourages water conservation because I don't see that my efforts make much of a difference in my bill.

I have read that United Water has promoted this increase and the monthly billing as a way to help customers conserve water in the summer. I do not agree that billing customers monthly over twelve months will help them conserve over a three month period. I believe that a summer incentive program such as Idaho Power offers would have better results.

Thank you for considering my comments when making your decision.

Sincerely,

*Linda Georgiev*

Linda Georgiev  
6356 Rumford  
Boise, ID 83714

✓ Gen Ack  
sent 11/16/07

✓ To AV

✓ To Commus  
: H

P.O. Box 190137  
Boise, ID 83719-0137  
12 November 2007

RECEIVED

2007 NOV 14 AM 8:07

IDAHO PUBLIC  
UTILITIES COMMISSION

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

Dear Commissioner:

I would like to respond to United Water Idaho's 17 September 2007 application to convert to monthly meter reading and billing for all its water customers.

I would first like to ask what is the identifiable problem to which monthly meter reading and billing is the solution? I can think of none. How is monthly billing better than the established bi-monthly billing? I am adamantly opposed to this proposal, and suggest and urge the Commission deny the application. It does nothing to help me or others as customers of United Water Idaho; what it does is increase my costs, doubles the number of checks I need to write over the year and doubles the amount of postage I have to pay to send in the bill. How is this a benefit to me? The application states that the proposed monthly increase would be used to staff up to handle the increased cost of additional personnel, billing, etc. Why should I and other customers have to pay for United Water Idaho to increase its staff for no apparent benefit to the customers?

I respectfully urge the Idaho State Public Utilities Commission to deny United Water Idaho's application to convert to monthly meter reading and billing. Please contact me if you have any questions about my comments.

Thank you.

Sincerely,



Stephen Grabowski

✓ Gen Ack  
sent 11/14/07

✓ To AV.

✓ To Commis  
: H

Grant and Susan VanderLinden

11359 Tioga

Boise, ID 83709

Nov. 12, 2007

C199232205

IDAHO PUBLIC  
UTILITIES COMMISSION

2007 NOV 15 PM 1:30

RECEIVED

United Water

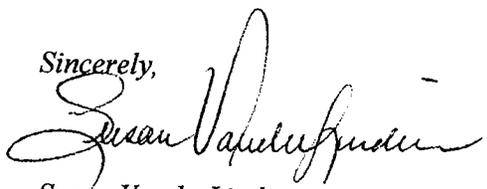
8248 West Victory Road

Boise, ID 83709

*In response to your letter notifying customers of an application to the Idaho Public Utilities Commission for proposed increase which would be applied to the fixed customer charge on every customer's bill, we adamantly oppose such increase. Our bill for September and October was \$160.96, which was higher than usual because the irrigation water was turned off early. Our customer charge was \$21.31 (What is that for???) we are charge \$.50 safe drinking water fee (shouldn't we expect our water to be safe to drink anyway!) and a Boise franchise fee of \$4.67 (now, what's that all about??). We think United Water should be a non-profit service, not a big business lining pockets of administrators and managers. When we moved here, our water bill was \$6.50 per month and when we used water for our lawn in the summer it was under \$50.00 for two months. With the price of gasoline rising daily, as well as other commodities, additional increases for water, our most basic, natural resource, will impose a burden on some families and businesses. United Water needs to be fair to the residents of this community and it needs to be accountable for the millions of dollars it collects in revenue for water, a natural and free resource. We're tired of being nickel and dimed to death!*

*We also oppose the monthly billing. Ada County Billing Service (garbage) bills on the opposite month.*

Sincerely,



Susan VanderLinden

cc. Idaho Public Utilities Commission

Attorney General's Office

*✓ Gen Ack sent 11/16/07*

*✓ To Commis  
i lt*

**Jean Jewell**

---

**Sent:** Thursday, November 08, 2007 6:04 PM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Robert C. Johnson follows:

-----  
Case Number:  
Name: Robert C. Johnson  
Address: 9547 W. McAuliffe St.  
City: Boise  
State: ID  
Zip: 83714  
Home Telephone:  
Contact E-Mail:  
Name of Utility Company: United Water  
Add to Mailing List: \_\_\_\_\_

Please describe your question or comment briefly:  
I'm writing in regard to a recent mailing from United Water detailing their request to switch to monthly billing. One of their 'talking points' was that it would help us 'dumb' user / customers better manage our water usage.

I'm in total support of conservation on all fronts!

My latest billing statement reflected my actual usage of \$9.16 with a 'Customer Charge' of \$16.21. Their mailing reflected yet another rate increase yet to cover their Corporate expenses for the 'conversion', yet nothing about a decrease of the monthly 'Customer Charge'. Two more rate increases in disguise.

What their pushing is the water that belongs to all of us here in the Treasure Valley. We as indivigules are all paying more for the same. Perhaps maybe this time Maybe the huge Multi National Conglomerates should take the hit for changing the way they do business.

As a Commission, I'm asking that you look after the Public's interests instead of the Utilities.

Thank You.

Robb Johnson  
9547 W. McAuliffe St.  
Boise, ID 83714

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 66.232.80.177

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✓ Gen Ack  
sent 11/14/07

✓ To AN.

✓ To Comments  
: H

**Jean Jewell**

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**Sent:** Friday, November 09, 2007 8:00 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Earline Thomas follows:

-----  
Case Number:  
Name: Earline Thomas  
Address: 5466 W Samara Ct  
City: Boise  
State: Id  
Zip: 83703  
Home Telephone: 333-8806  
Contact E-Mail:  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
I object to United Water's request to convert to monthly meter reading and billing for all customers. I think the bi-monthly meter reading and billing is quite satisfactory. I do not think more frequent billing will help customers conserve water. On the contrary, I believe it is a waste of energy and resources to proceed with this notion. Also, an avoidable cost of living expense for people. I object strongly to this ill-conceived notion on the part of United Water.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 12.64.48.203

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✓ Gen Ack  
sent 11/14/07

✓ M. Commas  
SH

**Jean Jewell**

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**Sent:** Thursday, November 08, 2007 11:30 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from douglas tobin follows:

-----  
Case Number:  
Name: douglas tobin  
Address: 5168 n. arrow crest way  
City: boise  
State: idaho  
Zip: 83703  
Home Telephone: 208-343-2607  
Contact E-Mail:  
Name of Utility Company: United Water  
Add to Mailing List: no

Please describe your question or comment briefly:  
Topic: United Water's proposal for a rate increase to apply a monthly billing process.  
Comment: I feel it is unacceptable to apply an increase to fixed cost for The Company's request. Nor am I convinced that this proposal will help me as a user to lower my costs of water usage with more information. Currently the 'fixed' customer cost for United Water billing to the end user, me, is more than 2/3 of the total average annual cost for water based on their own data, and my billings. Leaving me 1/3 of the total to try and manage, control, and reduce the cost of water. Without additional ranting, I am opposed to having my fixed costs increase by United Water for the monthly billing process change. Thank you. Douglas Tobin

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 66.232.81.61

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✓ Gen Ack  
sent 11/14/07

✓ To AN

✓ To Commis.  
i H

HTTP 500 Internal Server Error - Windows Internet Explorer

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

File Edit View Favorites Tools Help

HTTP 500 Internal Server Error

**i** The website cannot display the page

Most likely causes:

- The website is under maintenance.
- The website has a programming error.

What you can try:

- Refresh the page.
- Go back to the previous page.
- More information

RECEIVED  
2007 NOV -9 AM 8:18  
IDAHO PUBLIC  
UTILITIES COMMISSION

Done Internet

Theresa Marie Stone  
5649 E. Mineral Dr.  
Boise, ID 83716  
208-368-0844

Idaho Public Utilities Commission;

I wanted to comment on your website, but it is conveniently out of service so you won't get near the amount of comments you should. I feel this is irresponsible..

I do not think the proposed rate change to accommodate monthly billing is a good idea. It is a cost I do not want to pay. It will not benefit me in any way.

I will continue to also state that the water may meet Federal and State regulations but it still tastes lousy and I feel something should be done to correct it.

*Theresa Marie Stone*

✓ Gen Ack  
sent 11/14/07

✓ To A.V.

✓ To Commus.  
i H

**Barb Barrows**

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**Sent:** Wednesday, November 14, 2007 2:43 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Mary Dambitis follows:

-----  
Case Number: UWI-W-07-04  
Name: Mary Dambitis  
Address: 2611 E. Mokena  
City: Boise  
State: ID  
Zip: 83716  
Home Telephone: 208-367-0563  
Contact E-Mail:  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:

The City of Boise recently went to a new billing cycle to coorespond with United Water's billing cycle. This way residents receive a monthly billing, one month is for City the next is for Water. I was happy with the former billing cycle for Boise City. Are they going to re-cycle their bills to further coincide with United Water? Who is asking for the change? The change should benefit United Water and therefore costs should not be 'passed' to the consumer. I object to this change. I use the unbilled months to set money in savings.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 65.102.78.73  
-----

✓ Ben Ask sent 11/14/07

✓ To A.V.

✓ To Commus  
E.H.

**Barb Barrows**

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**From:** lamb@spro.net  
**Sent:** Saturday, November 10, 2007 8:20 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Sebastian Lamb follows:

-----  
Case Number: United Water - Convert bi-monthly to montly billing  
Name: Sebastian Lamb  
Address: 5570 W. Lake River Lane  
City: Boise  
State: ID  
Zip: 83703  
Home Telephone: 208-853-3452  
Contact E-Mail: lamb@spro.net  
Name of Utility Company: United Water of Idaho Inc.  
Add to Mailing List: yes

Please describe your question or comment briefly:  
Dear Sir:

- \* MY WIFE AND I OBJECT TO THE UNITED WATER PROPOSAL TO SWITCH FROM BI-MONTHLY TO MONTHLY WATER METER READINGS...AND RAISE THE RATES TO COVER THE INCREASED COST.
- \* IT MAKES NO SENSE.
- \* PLEASE DENY THE APPLICATION.
- \* Our residential neighbors with 1/4 to 1/3-acre lots pay over \$400.00 per two months during the growing season. That is an appalling amount of money for a non-energy utility.
- \* The letter received today from United Water had three 'benefits' to monthly billing...ALL BOGUS. They included...
  - \* 'Easier to pay a monthly bill than a bi-monthly bill.' HUH? It adds up the same amount!
  - \* Save money by having 'more timely information to make changes in water use.' HUH? We consumers make water use changes according to WEATHER AND TEMPERATURE PATTERNS...not according to WHEN WE RECEIVE A BILL.
  - \* Weather and temperature patterns are carefully recorded DAILY in the Idaho Statesman for us homeowners.
  - \* Meter readers coming monthly 'enable quicker detection and troubleshooting of customer leaks...' COME ON! When was the last time you heard of a meter reader stopping to help a homeowner with leaks in his sprinkler system?
- \* THE PROPOSED REQUEST FOR A REVENUE INCREASE OF \$1,125,905.00 OUT OF OUR POCKETS TO BILL TWICE AS OFTEN HAS NO MERIT. DENY THE APPLICATION REQUEST.

Thank you for reading. Sebastian & Carol Lamb 208-853-3452

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 206.207.104.92

*✓ Ken Ask*

*✓ To Comments  
; H*

## Barb Barrows

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**From:** dougwisdom@gmail.com  
**Sent:** Saturday, November 10, 2007 1:43 PM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Doug Wisdom follows:

-----  
Case Number:  
Name: Doug Wisdom  
Address: 3933 N Hackberry Way  
City: Boise  
State: ID  
Zip: 83702  
Home Telephone: 208-345-8387  
Contact E-Mail: dougwisdom@gmail.com  
Name of Utility Company: United Water  
Add to Mailing List: no

Please describe your question or comment briefly:

I am writing to urge the PUC to deny United Water's request to change their billing cycle from bi-monthly to monthly. Despite United Water's claim that there are benefits to the consumer by changing their billing cycle, in fact, the opposite is true. United Water is asking for the users to pay over a million dollars a year for the inconvenience and wasted time of having to deal with their bill twice as often. The inconvenience and cost of this proposal is hardly a benefit for the consumer. If you are really concerned about conserving resources, you can start by turning down United Water's request.

Thank you,  
Doug Wisdom

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 69.92.233.162

✓ Gen Ask  
sent 11/14/07

✓ To A.V.

✓ To Commes  
; H

## Barb Barrows

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**From:** mmuthart@cableone.net  
**Sent:** Saturday, November 10, 2007 2:09 PM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Mike Muthart follows:

-----  
Case Number: UWI-W-07-04  
Name: Mike Muthart  
Address: 7686 W. Rygate Dr.  
City: Boise  
State: Idaho  
Zip: 83714  
Home Telephone: 2086082422  
Contact E-Mail: mmuthart@cableone.net  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:

I oppose this application filed by United Water. There is no need to convert to a monthly billing system. A bi-monthly billing and usage summary is quite adequate for us, the customers. United water stated several benefits for a monthly billing. Regardless of their claimed benefits, which I do not agree with, they are minimal and do not justify a rate increase. Please deny this request on behalf of all United Water customers. Thank you.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 72.24.180.199  
-----

✓ Gen Ask sent 11/14/07

✓ No A.V.

✓ To Commes : It

**Barb Barrows**

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**From:** john@mtnflyer.com  
**Sent:** Sunday, November 11, 2007 7:13 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from John Barsness follows:

-----  
Case Number:  
Name: John Barsness  
Address: 3651 E Sweet Pea Ct.  
City: Boise  
State: ID  
Zip: 83716  
Home Telephone: 208-384-9877  
Contact E-Mail: john@mtnflyer.com  
Name of Utility Company: United Water  
Add to Mailing List: Yes

Please describe your question or comment briefly:

I am writing in regards to United Water's application for a fee increase in order to read meters monthly. They are seeking an increase of over a million dollars for this cause.

I, along with many other residents of Boise, are 'maxed out' financially. Increases in fuel, groceries, and other basic needs have stretched my budget past the breaking point. This is NOT the time for a huge increase in water bills. Many families are fighting to stay afloat with the bad economic conditions, layoffs at Micron and in construction industries, etc. We do not need a new 'monthly' water bill. What United Water does now is just fine. Also, I believe our water bills are already way too high.

PLEASE say 'no' to United Water's request.

Thank You, John Barsness, Boise

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 75.216.233.135

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*✓ Gen. Ack  
sent 11/14/07*

*✓ To A.V.*

*✓ To Commes  
§ 14*

**Barb Barrows**

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**From:** ldcrockett@cableone.net  
**Sent:** Sunday, November 11, 2007 1:03 PM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Larry Crockett follows:

-----  
Case Number:  
Name: Larry Crockett  
Address: 2234 White Pine Place  
City: Boise  
State: Idaho  
Zip: 83706  
Home Telephone: 208-344-9179  
Contact E-Mail: ldcrockett@cableone.net  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:

I am opposed to United Water going to a monthly billing. I don't believe the reasons listed are valid and I feel it is a waste of resources to increase the frequency of the meter readings and billing cycle. The current system works great with the City of Boise bi-monthly billing. In addition the added cost to the consumer is not necessary. This proposal only serves to increase the cash flow for United Water. It is time for us to cut back on the use of energy not increase it by reading everyones meter once per month.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 24.117.99.33

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✓ Gen. Ack  
sent 11/14/07

✓ To Adv

✓ To Commes.  
P H

**Barb Barrows**

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**From:** brow405@yahoo.com  
**Sent:** Sunday, November 11, 2007 1:10 PM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Marilyn H. Brown follows:

-----  
Case Number: ?? Application to convert to monthly billing  
Name: Marilyn H. Brown  
Address: 3779 Clacton Way  
City: Boise  
State: Idaho  
Zip: 83716  
Home Telephone: 208-331-2740  
Contact E-Mail: brow405@yahoo.com  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
The benefits of monthly billings do not seem to outweigh the increased cost.  
Why not let the electricity consumers/customers decide.  
I would be highly surprised if the majority would be in favor of the change.  
Why not institute quarterly billings like the trash billings of ADA county.  
There would be savings all around.  
Furthermore if a client would like more frequent payments give them the option of a yearly level payment plan.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 172.193.1.220  
-----

*✓ Ben Acke  
sent 11/14/07*

*✓ To Commis.  
? H*

**Barb Barrows**

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**From:** robert\_e\_dillon@msn.com  
**Sent:** Monday, November 12, 2007 1:46 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Robert Dillon follows:

-----  
Case Number:  
Name: Robert Dillon  
Address: 4122 Ticonderoga Way  
City: Boise  
State: ID  
Zip: 83706  
Home Telephone: 208-331-3377  
Contact E-Mail: robert\_e\_dillon@msn.com  
Name of Utility Company: United Water  
Add to Mailing List: no

Please describe your question or comment briefly:  
Comment-

This is regarding United Water's request for an increase in rate to implement monthly billing. I received a form letter from them stating four bullet points on the filing. The first says that it will be easier to budget and pay that a two month bill. In reality I just get to write six more checks a year to United Water and pay for the privilege of doing so. They might have pointed out to me that it increases their cash flow and affects their bottom line. The second point stated that it would enhance water conservation and lower bills through the provision of more timely information. I don't think so. The third bullet point is that with more frequent visits to my house by United Water they would be more able to detect and troubleshoot customer leaks. I had a leak in 2005. Over the course of six months my usage increased dramatically and the guy who read the meter didn't discover a thing. Their computer kicked out a high usage notification to them and they sent me a form letter. I determined there was a leak and had it fixed. Their bullet points don't justify a thing to me. They want monthly billing, it will affect their bottom line in a positive fashion and the water users will get to pay for it. That's what they should say.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 71.221.186.11

✓ Gen. Ack  
sent 11/14/07

✓ To A.V.

✓ To Commos.  
14

**Barb Barrows**

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**From:** jgood55@ctcweb.net  
**Sent:** Monday, November 12, 2007 4:16 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Robert follows:

-----  
Case Number: UWI-W-07-04  
Name: Robert  
Address: Goodman  
City: Boise  
State: ID  
Zip: 83714  
Home Telephone: 229-3912  
Contact E-Mail: jgood55@ctcweb.net  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
I oppose the change from a bi-monthly to a monthly billing cycle. The \$1,125,905 increase charge to the consumer offers no tangible value while increasing our individual monthly water cost by \$1.15. This increase to the fixed Customer portion of the bill appears to afford United Water the opportunity to request a future increase to allow a guaranteed profit on a larger fixed operating cost basis.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 66.232.81.131  
-----

✓ Ken Ack  
sent 11/14/07

✓ To Commis.  
; H

**Barb Barrows**

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**From:** BMoritsch@aol.com  
**Sent:** Monday, November 12, 2007 6:35 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Tom Nichols follows:

-----  
Case Number: UWI-W-07-04  
Name: Tom Nichols  
Address: 4485 N. Arrow Crest Way  
City: Boise  
State: ID  
Zip: 83703  
Home Telephone: 3435346  
Contact E-Mail: BMoritsch@aol.com  
Name of Utility Company: United Water  
Add to Mailing List: no

Please describe your question or comment briefly:  
My comment is that I am opposed to the proposed change to monthly billings. The reasons given by United Water are weak (better consumer planning, budgeting, and maintenance), especially when compared to a doubling of the number of trips needed to read water meters. This would increase traffic, use more vehicle fuel, and contribute to more greenhouse emissions. It seems to me that the company should be looking for ways to save energy, and this proposal does just the opposite.

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

*✓ Ken Ack.  
sent 11/15/07*

*✓ To AV*

*✓ To Commis.  
H*

**Barb Barrows**

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**From:** bnbhawley@yahoo.com  
**Sent:** Monday, November 12, 2007 9:59 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Robert Hawley follows:

-----  
Case Number: United Water Application for monthly billing and rate increase  
Name: Robert Hawley  
Address: 1915 N 16th St  
City: Boise  
State: Idaho  
Zip: 83702  
Home Telephone: 208 338 3815  
Contact E-Mail: bnbhawley@yahoo.com  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
Idaho Public Utilities Commission  
PO Box 83720  
Boise, Idaho, 83720-0074

Comment on United Water request for monthly billing and monthly cost increase:

As a retired individual living in Boise, Idaho i'm concerned about this proposed change in billing. Currently we are billed every other month for water and rotating with the Boise Utility bill for sewer and trash. Since i'm on a fixed income the current system is very favorable to me.

I fail to see just how this change is a positive one for me, it just doesn't make financial sense to me.

MY WATER BILL WOULD GO UP!

MORE FREQUENT VISITS TO HOMES -MORE LABOR =HIGHER COSTS.

HIGHER OVERHEAD FOR THE WATER COMPANY.

HIGHER PRINTING AND POSTAGE COSTS.

I see the only reason for this increase is to increase monthly revenue for United Water. They are a regulated utility and entitled to a fair rate of return, but this is not fair to the consumer.

Robert Hawley  
1915 N 16th St.  
Boise, Idaho 83702

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 75.174.12.176

✓ Don Ask  
sent 11/14/07

✓ To A.V.

✓ To Commis.  
; Id

**Barb Barrows**

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**From:** ariel.blair@thoughtcatalysts.com  
**Sent:** Monday, November 12, 2007 12:29 PM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Barbara Blair follows:

-----  
Case Number:  
Name: Barbara Blair  
Address: 1510 N. 22nd Street  
City: Boise  
State: ID  
Zip: 83702  
Home Telephone: 208-345-5365  
Contact E-Mail: ariel.blair@thoughtcatalysts.com  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
On September 17, United Water filed an application asking for authority to convert to monthly meter reading. This goes against good business sense and penalizes those of us who do not use much water. On average more than 75% of my water bill is fixed charges. The actual charge for water I used in September and October was \$4.98. Yet, I have a total bill of 22.33. Under the proposal that total will be \$23.48 and receive no benefit at all. I do not need a monthly bill. In a time when all kinds of businesses are reducing staff doing non-value added administrative work, United Water wants to increase this type of activity. This makes no sense. It is on the verge of fraud.

Regards,  
Barbara Blair

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 71.215.30.77

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✓ Ben Ask sent 11/14/07

✓ To AV.

✓ To Commis.  
; H

**Barb Barrows**

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**From:** krbissell@msn.com  
**Sent:** Monday, November 12, 2007 2:54 PM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Kevin Bissell follows:

-----  
Case Number: UWI-W-07-04  
Name: Kevin Bissell  
Address: 3244 E. Boulder Heights Dr.  
City: Boise  
State: ID  
Zip: 83712  
Home Telephone: (208) 761-3524  
Contact E-Mail: krbissell@msn.com  
Name of Utility Company: United Water Idaho, Inc  
Add to Mailing List: yes

Please describe your question or comment briefly:  
In regard to switching from bi-monthly to monthly billing, United Water offers questionable arguments. 1.They state monthly billing is easier to pay. I would rather write a one check every other month and I can easily budget for bi-monthly billing. 2. They state enhanced water conservation will result from monthly billing. This is only true in the months of June, July and August. 3. They state the supposed benefit of more frequent visits to private premises. This is not a benefit but a disruption for homeowners. Extra visits waste fuel, add to traffic congestion and create problems for dog owners. Plus United Water is proposing an increased charge of \$1.15 per month for this questionable benefit. United Water is using this case as a thinly veiled excuse to increase cash flow. In light of these weak arguments, bi-monthly billing should remain the standard.

Respectfully,  
  
Kevin Bissell

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 168.103.40.191  
-----

Barb Barrows

✓ Gen Ack  
sent 11/14/07

✓ To AV.

✓ To Commis.  
S H

**From:** worbois@aol.com  
**Sent:** Tuesday, November 13, 2007 9:00 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Dean Worbois follows:

-----  
Case Number: UWI-W-07-04  
Name: Dean Worbois  
Address: 1809 North 9th Street  
City: Boise  
State: ID  
Zip: 83702  
Home Telephone: (208) 344-1311  
Contact E-Mail: worbois@aol.com  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:

I want to go on record against the change to monthly billing by United Water.

- 1) it is working now, so why charge a 3.75% increase to fix it?
- 2) the summertime surcharge was added to encourage conservation. Making the payment easy will take away this motivation. If the change is allowed and the increase in set fees imposed, the surcharge for summer usage over 3 CCF should be eliminated.
- 3) city billing for sewer and trash have been rescheduled to every other month to make it so one or the other of these bills comes due when the other is not. Monthly billing by United Water would make higher bills when city billing is due.

Thanks.

One more thing, if I may ask -- about that summer surcharge or conservation--

- 1) how was 3CCF every two months figured? I live alone and use 5 or 6 CCF just for myself in the winter. Families must use close to 20CCF or more.
- 2) does the money from this surcharge go to the state for conservation efforts? Does the company have to use it for conservation efforts or to build new capacity? Or is it pure profit?

Thanks again,

Dean

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 205.188.117.135

✓ Gen Ack  
sent 11/14/07

✓ To A.W.

✓ To Commes.  
i H

**Barb Barrows**

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**From:** msell44@hotmail.com  
**Sent:** Wednesday, November 14, 2007 12:17 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Matthew Sell follows:

-----  
Case Number: uwi-w-07-04  
Name: Matthew Sell  
Address: 2357 N. Sunview lane  
City: Boise  
State: ID  
Zip: 83702  
Home Telephone: 208-385-0837  
Contact E-Mail: msell44@hotmail.com  
Name of Utility Company: United water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
I oppose the proposed change to monthly billing for United Water.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 69.71.188.30  
-----

✓ Gen Ask  
sent 11/14/07

✓ To AV

✓ To Commes.  
; H

**Barb Barrows**

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**From:** mlesm@hotmail.com  
**Sent:** Wednesday, November 14, 2007 12:32 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Linda Murphy follows:

-----  
Case Number: UWI-W-07-04  
Name: Linda Murphy  
Address: 11209 W Hickory Loop Dr  
City: Boise  
State: ID  
Zip: 83713  
Home Telephone: 860-9962  
Contact E-Mail: mlesm@hotmail.com  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
I want to comment on the ridiculous request by United Water that the public pays for the costs for conversion to a monthly billing. If United Water wants to pay to get their money faster on a monly basis, then they should finance this conversion out of their own profits. Thats the way a profit based company works. I would propose other options for their 'dilemma'. 1. Give people the option to pay their bills electroncially on a monthly basis with no service charge. 2. Send paper bills monthly with no charge to the customer. The interest earned on the amount of funds United Water will receive 30 days earlier, should pay for the change in service. 3. Charge people that still want to recive paper billings on a bimonthly, semi annual or annual schedule.

As a sole proprietor, I would never ask my customers to pay for a change in billing to make my life easier. That what 'profits' are fot!!!

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 67.61.57.179

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✓ Gen Ark  
sent 11/14/07

✓ To Adv.

✓ To Commis.  
3 H

**Barb Barrows**

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**From:** bjorkman9744@aol.com  
**Sent:** Wednesday, November 14, 2007 12:44 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Eric Bjorkman follows:

-----  
Case Number: UWI-W-07-04  
Name: Eric Bjorkman  
Address: 1970 Wood Duck Ln  
City: Boise  
State: ID  
Zip: 83706  
Home Telephone: 208 433-0341  
Contact E-Mail: bjorkman9744@aol.com  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:

United Water should not be able to increase their rates in order for them to pay for a monthly billing schedule. If they want to bill monthly the costs of doing so should come out of their profits.

The present bi-monthly billing is just fine

Eric Bjorkman

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 75.167.158.63

-----

✓ Gen Ark  
sent 11/14/07

✓ To A.V.

✓ To Commis.  
H

**Barb Barrows**

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**From:** radclays@aol.com  
**Sent:** Wednesday, November 14, 2007 12:49 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Randy Ingram follows:

-----  
Case Number: uwi-w-07-04  
Name: Randy Ingram  
Address: 5008 Willow ln  
City: Boise  
State: id  
Zip: 83704  
Home Telephone: 342-3908  
Contact E-Mail: radclays@aol.com  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:

Concerning United Waters attempt to move billing to every 2 months;  
My issue is the customer charge is \$16, For what they do (read the meter?) this charge is excessive. I do not think that I should be paying an extra \$32 a year so that my billing is more frequent. There should be a reduction since they are getting paid sooner for their product. A reminder to those of you who have never been late on water payments, They want to shut your water off over \$4.32 if you're over the 10 days past due. I find this astounding and ridiculous and do not believe that their customers should reward bad business behavior by submitting to their whims

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 69.92.252.19

-----

✓ Gen Ack  
sent 11/14/07

✓ To AV.

✓ To Commis.  
; H

**Barb Barrows**

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**From:** alrmb@msn.com  
**Sent:** Wednesday, November 14, 2007 1:20 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Art Royce follows:

-----  
Case Number: UWI-W-07-04  
Name: Art Royce  
Address: 9710 W. Halstead Dr.  
City: Boise  
State: ID  
Zip: 83704-6712  
Home Telephone: 208/ 377-1366  
Contact E-Mail: alrmb@msn.com  
Name of Utility Company: United Water, Idaho  
Add to Mailing List: yes

Please describe your question or comment briefly:  
I am against their prop[osal] to go to a monthly billing cycle. I firmly believe that the conversion will just add additional costs ( meter readers, processing oersonal and related management staff )to them and they in turn will use that data in a case to raise their rates. If the purpose of the proposed change, as I understand it, is to ' level' out their flow of income, they could do the same by splitting their customer base in half and bill 1/2 each month. Yes this would cause a burp in their income for a month or two but then it would level out.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 75.167.141.23  
-----

✓ Gen Bck  
sent 11/14/07

✓ To A.V.

✓ To Commms  
; H

**Barb Barrows**

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**From:** sueinboise@yahoo.com  
**Sent:** Wednesday, November 14, 2007 2:22 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Sue Slade follows:

-----  
Case Number: UWI-W-07-04  
Name: Sue Slade  
Address: 1916 S Division Ave  
City: Boise  
State: ID  
Zip: 83706  
Home Telephone: 208-338-0792  
Contact E-Mail: sueinboise@yahoo.com  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:

I am totally against the use of \$1.12 million increase in revenue to be used to convert water bills to monthly billing. What a waste!!!!  
Too many other places to put the money. How about conservations issues, et. Wouldn't that also be using more paper, more trees???

Come on!!!! Please re-think this ridiculous move. We can't afford it.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 69.92.150.152

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✓ Gen Ack  
sent 11/14/07

✓ To A.V.

✓ To Commis  
J H

**Barb Barrows**

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**From:** KCLICK7@msn.com  
**Sent:** Wednesday, November 14, 2007 2:24 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Deborah Klick follows:

-----  
Case Number: UWI-W-07-04  
Name: Deborah Klick  
Address: 11986 W. Shetland Ct.  
City: Boise  
State: ID  
Zip: 83709  
Home Telephone: 208-562-0823  
Contact E-Mail: KCLICK7@msn.com  
Name of Utility Company: Idaho Power  
Add to Mailing List: yes

Please describe your question or comment briefly:  
Concerning raising rates to afford monthly billing, I am opposed. What's the problem with leaving billing as is?

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 71.209.31.129

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*Den Bek send 11/14/07*

*Uto AV.*

*Uto Commro.  
J H*

**Barb Barrows**

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**From:** nancyhhc@mindspring.com  
**Sent:** Wednesday, November 14, 2007 2:31 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from NANCY Halliwell follows:

-----  
Case Number: UWI-W-07-04  
Name: NANCY Halliwell  
Address: 3001 s roosevelt #7  
City: boise  
State: id  
Zip: 83705  
Home Telephone: 208 338-6842  
Contact E-Mail: nancyhhc@mindspring.com  
Name of Utility Company: United water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
I don't believe it is to the consumers advantage to change to monthly billing and then even charge the consumer for the change.

I would rather pay once every two months, it saves time, and stamps & checks.

For the united water it means more time, more employees, more postage - it does't make sense. They must not be able to regulate their cash flow properly!!!!

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 71.209.14.199  
-----

*✓ Gen Ack  
sent 11/14/07*

*✓ To A.V.*

*✓ To Commis  
? H*

**Barb Barrows**

**From:** JRL\_333@yahoo.com  
**Sent:** Wednesday, November 14, 2007 3:25 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Joseph R. Leary III follows:

-----  
Case Number: UWI-W-07-04  
Name: Joseph R. Leary III  
Address: 3630 N. 39th Street  
City: Boise  
State: Idaho  
Zip: 83703  
Home Telephone: 208-345-1564  
Contact E-Mail: JRL\_333@yahoo.com  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
Case numbr: UWI-W-07-04

In regard to allowing United Water a proposed increase of \$1.12 million dollars in revenue to convert water bills to monthly billing!  
(I would also remind you that it should not be continuing revenue, but a simple one-time cost for a trivial bookkeeping project!)

First, it was NO accident that that the URL to comment on this outrageous action was screwed up by the company in correspondence with its customers. And it is NO accident that 'they cannot send out a CORRECTED letter.' Where I come from that's called maximum bullshit!

But ff course they can send out a corrected letter! What are they, some kind of retards? (and the cost of sending an ACCURATE letter should be at their corporate and stockholder's expense if they are so inefficient! Then maybe stockholders can see how incompetent their management really is!)

They operate on the military princple that. 'It is far better to seek forgiveness than to ask permisssion!' And they made NO mistake - they didn't want a bunch of logical-thinking customers asking why it takes \$1.12 MILLION dollars to convert the preparation and generation of water bills to a monthly procedure! This is an absolutly egregious absurdity.

Second, having been a computer software engineer since 1962, I can tell you for certain that even in the most elementary college computing class, Software Engineering 101, at any university, the instructor could assign that task AS A SIMPLE PROJECT to his most, ignorant, beginnning, dolt-like students and get the whole project done for less than \$1000 dollars, and not for the \$1.12 million dolars that United Water wants to soak its consumers for. Even the most novice software engineer, worth half his salt, could solve the problem in hours, not days or months.

I would remind you that our highly-efficient neighboring Portland, Oregon, public Water Bureau, tried the same procedure for its water customers, turning the conversion to monthly billing into a \$10,000,000 boondoggle that NEVER, EVER got finsihed by its original contractors, and had to be started completely anew, precisely while soaking the water rate payers for their stupid malfeasance - perhaps the instigators of that plan are now in Idaho, practicing their wizardry in ripping off the public, the water companies, and the taxpayers just like they did in Portland under the direct leadership of that imbecilic moron, City and Water Commissioner Erik Sten! Does United Water employ him as an advisor?

For that price of \$1.12 million dollars, United Water could buy about 1,000 low-cost,

dedicated Dell workstations and 'off the shelf' database software to solve the (artificially induced) monthly billing problem on a simple turnkey basis.

Please do not let these greedy slobs get away with this kind of public rip-off - if their management is either so bad or so stupid as to believe that it will take that kind of money to deliver monthly water bills to the public (for which the cost of reading the associated water meters more often will absolutely be factored into the monthly cost of computing and sending the bill), then their management are either bumbling fools or idiots and buffoons, or both, for thinking that the Idaho public is so stupid and gullible! In that case I have either the Golden Gate Bridge or the Grand Canyon to sell to them!

By the way in this 'GREEN ERA', monthly water bills mean twice as many postal calls, twice as much wasted postage, twice as many handling procedures, double the fuel wasted, and more extraneous service charges to the customers, passed on by the bill producers and distributors; moreover there will always be additional excessive postal services impacted at some point in time, where they do NOT exist now.

Rather issuing than monthly bills, United Water, for the sake of efficiency, should be transforming its billing to Quarterly forms, to make the process more efficient and much more environmentally friendly.

Sorry guys, but it is NOT GREEN, but GREED that they are after!

Sincerely,

Joseph R. Leary III

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 24.117.25.154

*✓ Gen Ark  
sent 11/14/07*

*✓ To Adv*

*✓ To Commis  
i H*

**Barb Barrows**

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**From:** bobdeb@cableone.net  
**Sent:** Wednesday, November 14, 2007 3:43 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from R.H REYNOLDS follows:

-----  
Case Number: UWI-W-07-04  
Name: R.H REYNOLDS  
Address: 5036 BEL AIR  
City: BOISE  
State: IDAHO  
Zip: 83705  
Home Telephone: 208-342-2800  
Contact E-Mail: bobdeb@cableone.net  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
United Water says they are only going to monthly billing because their customers want it. I am one customer who is satisfied with billing every other month, and I feel the real reason is United Water wants to speed their cash flow and want the customers to foot the increased cost of meter readers, etc.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 67.60.58.111  
-----

*✓ Gen Bk  
sent 11/14/07*

*✓ To Commis  
; H*

**Barb Barrows**

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**From:** hamang@transedge.com  
**Sent:** Wednesday, November 14, 2007 4:30 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Tracy Haman follows:

-----  
Case Number: UWI-W-07-04  
Name: Tracy Haman  
Address: 541 Creekside Pl.  
City: Nampa  
State: ID  
Zip: 83686  
Home Telephone: 208-461-1544  
Contact E-Mail: hamang@transedge.com  
Name of Utility Company: United Wate  
Add to Mailing List: no

Please describe your question or comment briefly:  
Customers should not foot the bill for converting to monthly billing

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 216.217.154.78  
-----

✓ Ken Beck  
sent 11/14/07

✓ T. A.V.

✓ T. Commis  
: H

**Barb Barrows**

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**From:** Swingert@multiquip.com  
**Sent:** Wednesday, November 14, 2007 4:45 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Steve Wingert follows:

-----  
Case Number: UWI-W-07-04  
Name: Steve Wingert  
Address: 7598 West Colt  
City: Boise  
State: ID  
Zip: 83709  
Home Telephone: 208-362-3922  
Contact E-Mail: Swingert@multiquip.com  
Name of Utility Company: United Water  
Add to Mailing List:  yes

Please describe your question or comment briefly:

I'm against any approval on this case of converting to monthly billing. To increase my costs and billing expense (stamps, time, check fees, etc.) and then try to tell me it's in my best interest is ludicrous. Additional increases in my water bill due to administration fees are just not justified. They want to do twice the work they currently do rather effectively, hire more people, increase expenses, and expect me to pay for it? I see no justification for this and urge you to decline this application.

Thanks, Steve Wingert

The form submitted on  
IP address is 67.137.192.147  
-----

✓ Gen Beke  
sent 11/14/07

✓ To AV.

✓ To Commus-  
; 14

**Barb Barrows**

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**From:** sueb@cableone.net  
**Sent:** Wednesday, November 14, 2007 5:20 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Susan Olson follows:

-----  
Case Number: UWI-W-07-04  
Name: Susan Olson  
Address: 2554 S. Swallowtail Ln.  
City: Boise  
State: ID  
Zip: 83706  
Home Telephone: 208 830-3-764  
Contact E-Mail: sueb@cableone.net  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
I oppose to any surcharge/fee or whatever they want to call it because United Water wants to go to monthly billing. Bi-monthly or monthly billing is fine with me. The customer should not be penalized because they (United Water) want to change their system. That is their cost of doing business.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 24.119.239.103  
-----

✓ Gen. Ack  
sent 11/14/07

✓ To A.V.

✓ To Commis.  
i H

**Barb Barrows**

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**From:** kittygoogly@msn.com  
**Sent:** Wednesday, November 14, 2007 5:34 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from jan glandon follows:

-----  
Case Number: UWI-W-07-04  
Name: jan glandon  
Address: 3440 w. hansen ave  
City: boise  
State: id  
Zip: 83703  
Home Telephone: 208-336-1698  
Contact E-Mail: kittygoogly@msn.com  
Name of Utility Company: United Water Idaho  
Add to Mailing List: yes

Please describe your question or comment briefly:

I think the \$1.15 a month to cover the cost of converting to monthly water bills is totally worth it. I am looking forward to monthly billing and so is my pocket book. People on fixed incomes will especially welcome monthly billing. We will be able to watch our water consumption so much easier with monthly billing. I truly hope this goes forward. I've been waiting along time for this to happen. Thank you.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 71.221.133.213  
-----

✓ Gen Ack  
sent 11/14/07

✓ To A.V.

✓ To Commis-  
; H

**Barb Barrows**

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**From:** jtchris@cableone.net  
**Sent:** Wednesday, November 14, 2007 5:48 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Terry Christenson follows:

-----  
Case Number: UWI-W-07-04  
Name: Terry Christenson  
Address: 1002 W. Highlandview Dr.  
City: Boise  
State: Idaho  
Zip: 83702  
Home Telephone: 2083443950  
Contact E-Mail: jtchris@cableone.net  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
I am opposed to United Water's request for a change to monthly billing. This will cause unnecessary added expense for customers without a significant added benefit. Thank you.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 24.117.25.134

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✓ Gen Ark  
sent 11/14/07

✓ To Adv.

✓ To Commis  
; H

**Barb Barrows**

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**From:** JLL3rdson@Yahoo.com  
**Sent:** Wednesday, November 14, 2007 6:17 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Jerry L Lythgoe follows:

-----  
Case Number: UWI-W-07-04  
Name: Jerry L Lythgoe  
Address: 308 N. Archer  
City: Boise  
State: ID  
Zip: 83706  
Home Telephone: 344-2596 343-4532  
Contact E-Mail: JLL3rdson@Yahoo.com  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
They wish to go to monthly billing to serve us better.

I have always heard it cost a few bucks to send/collect a billing. Why would United water want to double that cost?

I will soon be on a fixed income. I can budget just as well for a bimonthly billing as a monthly one. The monthly billing will cost me and the company more in stamps and paper goods. I will also mention time doing bills.

I think they would just like to have the customer's money a month earlier. The new monthly billing is just a way to raise their rates w/o calling it a rate hike. United Water will pass the increase cost of monthly billing on to use.

Thanks for thinking about keeping things the same and saving the consumer some time and \$\$\$.

JLL

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 66.193.128.97  
-----

*✓ Gen Ark  
sent 11/14/07*

*✓ to Commis  
3/14*

**Barb Barrows**

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**From:** hogg91672@msn.com  
**Sent:** Wednesday, November 14, 2007 6:54 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Tom Hogg follows:

-----  
Case Number: UWI-W-07-04  
Name: Tom Hogg  
Address: 2614 Davis Street  
City: Boise  
State: ID  
Zip: 83702  
Home Telephone: 2083423323  
Contact E-Mail: hogg91672@msn.com  
Name of Utility Company: United Water  
Add to Mailing List:

Please describe your question or comment briefly:  
Why should the rate payers have to foot the bill for United Water to convert to a monthly billing? If that is their decision then that it is their obligation to pay the costs, not the rate payers.

Tom Hogg

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 204.99.199.20

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✓ Ann Ack  
sent 11/14/07

✓ To AV. ✓ To Commes.  
i H

**Barb Barrows**

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**From:** marthamorg@msn.com  
**Sent:** Wednesday, November 14, 2007 7:10 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Mr nd Mrs David Morgan follows:

-----  
Case Number: UWI-W-07-04  
Name: Mr nd Mrs David Morgan  
Address: 4707 Albion St.  
City: Boise  
State: Idaho  
Zip: 83705  
Home Telephone: 208-344-0255  
Contact E-Mail: marthamorg@msn.com  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
We don't think the customer should pay to have once a month billing. The way it is is fine if they are going to charge to bill once a month.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 75.167.135.144  
-----

*✓ Gen Ark  
sent 11/14/07*

*✓ To Commes  
: H*

**Barb Barrows**

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**From:** ulu.gurl@gmail.com  
**Sent:** Wednesday, November 14, 2007 8:12 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Malina Maio follows:

-----  
Case Number: UWI-W-07-04  
Name: Malina Maio  
Address: 3712 Patirica Lane  
City: Boise  
State: ID  
Zip: 83704  
Home Telephone: 208-602-5194  
Contact E-Mail: ulu.gurl@gmail.com  
Name of Utility Company: United Water  
Add to Mailing List: no

Please describe your question or comment briefly:  
I think it would be a great benefit as a customer to switch to monthly billing like all the other utility companys around town. I believe that if I was on a monthly billing cycle and had an undetected leak on my property. I would catch it early and it would save me alot of money opposed to waiting a full 60 days before I received my very high bill. The second reason I think monthly billing is good is because I can budget much better off of 30 days instead of 60 days. These were the two main reasons I have always thought monthly billing would be good for us. Thank You!!

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 12.3.226.126

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✓ Gen Ack  
sent 11/14/07

✓ To Commis.  
} H

**Barb Barrows**

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**From:** TYLR18NE@NETSCAPE.NET  
**Sent:** Wednesday, November 14, 2007 8:21 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Daryl Taylor follows:

-----  
Case Number: UWI-W-07-04  
Name: Daryl Taylor  
Address: 12638 W Collingwood St  
City: BOISE  
State: ID  
Zip: 83719  
Home Telephone:  
Contact E-Mail: TYLR18NE@NETSCAPE.NET  
Name of Utility Company: United Water  
Add to Mailing List: no

Please describe your question or comment briefly:  
The customers should not have to pay the 1.12 million dollars to upgrade their system. I dont mind paying my water bill every other month the way it works now.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 72.24.232.148

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*✓ Don Ack  
sent 11/14/07*

*✓ To AV*

*✓ To Comments  
: H*

**Barb Barrows**

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**Sent:** Wednesday, November 14, 2007 8:33 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Paul Kosterman follows:

-----  
Case Number: UWI-W-07-04  
Name: Paul Kosterman  
Address: 11158 W Bridgetower Dr  
City: Boise  
State: Idaho  
Zip: 93709  
Home Telephone: 3779097  
Contact E-Mail:  
Name of Utility Company: retsok@peoplepc.com  
Add to Mailing List: yes

Please describe your question or comment briefly:

I understand that United Water would like its customers to absorb the cost of converting to a monthly billing cycle. I strongly object to this. Utilities seem to go up faster than any other service. Other businesses foot the bill when they change their methods; why shouldn't United Water do the same? My employer recently invested millions in a new computer system--we didn't increase our prices to cover it.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 207.173.99.122  
-----

*✓ Ken Ack  
sent 11/14/07*

*✓ To AV.*

*✓ To Commis-  
; H*

**Barb Barrows**

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**From:** barb7780@hotmail.com  
**Sent:** Wednesday, November 14, 2007 9:19 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Barbara Robinson follows:

-----  
Case Number: uw1-w-07-04  
Name: Barbara Robinson  
Address: 1507 Longmont Ave.  
City: Boise  
State: ID  
Zip: 83706  
Home Telephone: 208/343-2327  
Contact E-Mail: barb7780@hotmail.com  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your question or comment briefly:  
I am against this proposal. United Water wants to switch to monthly billing and then they want to pass those additional expenses onto the consumer. Bimonthly billing saves paper, postage, and personnel time when compared to monthly billing. To increase costs for the user is unfair. The Company would have one month's income accruing interest that it doesn't currently have, that should offset expenses. If it doesn't, then keep the billing system as is.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 164.165.78.61  
-----

✓ Ken Beck  
sent 11/14/07

✓ To Comments  
; 11

**Barb Barrows**

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**From:** kmidkiff@berkeley.edu  
**Sent:** Wednesday, November 14, 2007 9:32 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Karen Midkiff follows:

-----  
Case Number:  
Name: Karen Midkiff  
Address: 1918 N. 12th Street  
City: Boise  
State: ID  
Zip: 83702  
Home Telephone:  
Contact E-Mail: kmidkiff@berkeley.edu  
Name of Utility Company: United Water  
Add to Mailing List: no

Please describe your question or comment briefly:  
We recently received notice that our water company would like to charge us an extra \$1 a month so that they can bill us monthly instead of every 2 months. According to their list of benefits, it states this monthly billing will help reduce water consumption and save us money. However, for those of us that already use as little as we can, I have a hard time justifying the 3.75% increase in billing. Unless there have been specific costumers that have requested the change, I don't see any benefits to the public, only to the water company. Who initiated the change? Was it prompted by the public? I am curious to know.

Karen

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 69.92.194.233

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✓ Jean Ack  
sent 11/9/07

✓ To Commis  
3/11

**Jean Jewell**

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**From:** bluegecko@rmci.net  
**Sent:** Thursday, November 08, 2007 8:58 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Mike Lydon follows:

-----  
Case Number: UWI Rate Increase  
Name: Mike Lydon  
Address: 11915 W. Blueberry Ct  
City: Boise  
State: ID  
Zip: 83709  
Home Telephone: 208.378.8446  
Contact E-Mail: bluegecko@rmci.net  
Name of Utility Company: United Water Idaho  
Add to Mailing List: no

Please describe your question or comment briefly:  
I strongly oppose a rate increase to pay for increased billing. The whole point of more frequent billing is to lower the average bill. I would rather see UWI actively promote water conservation or other methods to reduce the bill other than more fequent billings that I then have to pay more for (both for them to bill and me to pay). None of the marginal excuses for the rate increase apply to my situation and I am sure I am in the majority.

Thank you for listening!

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 69.71.186.251

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✓ Gen Ack  
sent 11/9/07

✓ To Commis  
i/t

**Jean Jewell**

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**From:** jill@ptidaho.org  
**Sent:** Friday, November 09, 2007 7:54 AM  
**To:** Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell  
**Subject:** PUC Comment/Inquiry Form

A Comment from Jill A. Cooper follows:

-----  
Case Number:  
Name: Jill A. Cooper  
Address: 4220 Bodenheimer Street  
City: Boise  
State: ID  
Zip: 83703  
Home Telephone: 208 345-4855  
Contact E-Mail: jill@ptidaho.org  
Name of Utility Company: United Water  
Add to Mailing List: no

Please describe your question or comment briefly:

I hope you reject United Water's request to convert to monthly billing. The same day as I received a letter promoting monthly visits to its customers the Statesman had an article about increasing gas and diesel prices. Does it make any sense to double the amount United Water spends on fuel, vehicles, vehicle maintenance and number of meter readers? In addition, United Water will increase the amount of pollution it causes in our valley by 100 percent. Hasn't this company heard of 'Green?'

The benefits listed for moving to monthly billing are comical.

1. Easier budgeting. Why is it easier to pay a bill monthly than pay it bi-monthly, which uses more paper and more postage? The cost of extra billing for United Water must be quite large when you factor in paper, postage and the manpower to send out and then receive payments.
  2. More timely information on consumption. United Water is really reaching to list this as the second most important reason to go to monthly billing.
  3. More frequent visits to premises will detect leaks or meter problems quicker. I have had at least three problems with contractors for United Water cutting into my water pipe when working at something else. Each time I was the one that noticed it and called down to the man in the hole that he had broken my pipe!!!
- Obviously there's an economical benefit for United Water in going to monthly billing. Why don't they come out and say what they want and why they want it instead of pretending they are doing it for our sakes?

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 75.92.18.92

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