

✓ Ken Ack
sent 11/20/07

✓ T. AV.

✓ T. Commis
; H

November 18, 2007

Idaho Public Utilities Commission
PO Box 83720
Boise, ID 83720-0074

RECEIVED

2007 NOV 20 AM 8:11

IDAHO PUBLIC
UTILITIES COMMISSION

Re United Water Idaho Application/ Request

Dear IPUC

I am writing you this letter as a response to United Water's application/request to convert to monthly meter readings/billings.

I want to respond to their list of what they call "several benefits of monthly billing" (note that they didn't call it monthly reading and billing) obviously they are interested solely in the "billing" part.

"Easier budgeting and easier to pay than a bi-monthly bill"

- This is simply not true for the customer.... How can they think it easier to pay one bill every month rather than one bill every 2 months?? How is this "easier"?? it doubles the amount of work for UWI and will be at an increase in time/cost to the customer!!! DO NOT APPROVE THIS REQUEST!!

"Enhanced water conservation and lower bills...yadayada"

- How will this change the way that people will use or "conserve" their water??? They talk about "information on consumption" but by the time the customer gets their MONTHLY bill they will already have USED the water!!! This has nothing to do with conservation!!! It is simply a ploy to get a rate increase!!! DO NOT APPROVE THIS REQUEST!!!!

"More frequent visits to your property by United Water personnel enabling quicker detection & troubleshooting of customer leaks or meter problems"

- Who are they trying to kid??? (obviously you the IPUC)!!! This is simply NOT TRUE!!... more visits means MORE vehicle trips by meter readers, MORE emissions into the air, from their cars, MORE traffic congestion, MORE hours by the meter readers, resulting in MORE overhead and administration costs by UWI !!! how can they use this as a reason to change to a MORE costly and time consuming method of meter reading?? that is somehow going to benefit the customer???
- DO NOT APPROVE THIS REQUEST

Of course ALL of this results in a RATE INCREASE for UWI.... Which is their hidden agenda anyway.... Why is it that Utilities in the State of Idaho seem to always resort to veiled lies and hidden agendas when all they really want to do is increase the customer's costs for their services???

Maybe just once they could just come out and say " we need more money to provide you, the customer with better services" maybe we the customer, would just say.." ok and thanks at least for being honest"

Letter to IPUC

Page 2 11/18/07

Tell United Water Idaho, that if they want a rate increase to provide better services to their customers, that they need to tell the IPUC the real reasons and justify those reasons and services that would potentially result in any rate increases.

Tell United Water to not hide behind some bogus reasons like increasing meter readings and billings to once a month rather than the current way, which seems to be currently working very well for the customer.

DO NOT APPROVE THIS PHONY REQUEST BY UNITED WATER IDAHO !!!

Sincerely, 

Neil Hosford
2717 N 24
Boise, ID 83702

Cc United Water Idaho

✓ Ken Ask
sent 11/20/07

✓ To Ad. ✓ To Comm
; H

CHARLES D. COULTER
KIMBERLY K. YOUNG
3321 Anderson St.
Boise, ID 83703
(208) 345-6231 Office
(208) 343-7452 Home

RECEIVED
2007 NOV 16 AM 8:20
IDAHO PUBLIC
UTILITIES COMMISSION

November 15, 2007

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

RE: United Water of Idaho Application to
Idaho Public Utilities Commission

Dear Commissioners:

We are advised that United Water has made application for a rate increase. We oppose this.

The proposed increase in costs is solely for the benefit of United Water.

The assumed benefits to the user are at best suspect.

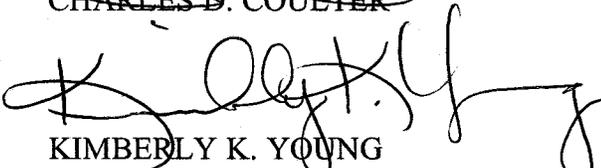
United Water's monopoly is intended to be for the benefit of the user thus the role of the Idaho Public Utilities Commission.

This rate increase is not necessary nor wise.

We ask that the application be denied.

Sincerely,


CHARLES D. COULTER


KIMBERLY K. YOUNG

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%.

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

06010012007

*Why do this - just collect
more money that doesn't
need to spend!
Kiley
And the customer an additional 16¢ stamp*

✓ Alan Helt
sent 11/20/07

✓ To A.V.

✓ To Commms.
; H

Jean Jewell

From: plez@2die4.com
Sent: Tuesday, November 20, 2007 7:40 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Jason Plesner follows:

Case Number:
Name: Jason Plesner
Address: 6916 Maxwell Ln.
City: Boise
State: Id
Zip: 83704
Home Telephone: 208 484 3197
Contact E-Mail: plez@2die4.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:
Re: United Waters request for monthly billing. It makes sense for them and high volume users. However Those using less then \$200 of water each year (seniors and low income folks) would not only be considering the additional \$13.80 in annual fees but also six more stamps and six more checks. Increasing their annual bill nearly ten percent. Would those folks be able to 'opt out'?

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 75.92.42.138

✓ Men Ask
sent 11/20/07

✓ To AV.

✓ To Commrs. I H

Jean Jewell

Sent: Monday, November 19, 2007 7:09 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from james conley follows:

Case Number: UWI-W-07-04
Name: james conley
Address: 2609 N. 29
City: boise
State: idaho
Zip: 83703
Home Telephone: 3457610
Contact E-Mail:
Name of Utility Company: united water
Add to Mailing List yes

Please describe your question or comment briefly:

United Water's proposed \$1.2 million increase in customer revenue to pay for conversion to monthly billing is outrageous. What possible justification can there be for attempting to make customers of a monopoly pay for such a change in the normal course of business? That the company would send out an incorrect Web site and refuse to correct it is contemptible in the extreme. I respectfully request that you do not impose this burden on rate payers.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 164.165.78.20

✓ Gen Ack sent 11/20/07 *No Comment*

Jean Jewell

Sent: Friday, November 16, 2007 12:42 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from John Ziker follows:

Case Number: Sept. 17, 2007 United Water Idaho filing
Name: John Ziker
Address: 424 Resseguie St.
City: Boise
State: ID
Zip: 83702
Home Telephone:
Contact E-Mail:
Name of Utility Company: United Water
Add to Mailing List: no

Please describe your question or comment briefly:

United Water's proposal to change to monthly billing mentions a number of benefits in a letter describing their filing included with their last bill. Benefit 2 states the proposal will provide: 'enhanced water conservation' because customers will 'make changes in water use practices during the irrigation season, thus saving money'. United Water has not proven such a claim. In fact, it is very questionable that a monthly bill will motivate customers to change water use considering existing landscaping. A \$1.15 increase in the monthly customer charge (thusly \$2.30 bimontly) will not in itself raise the price of water enough to select for changes in water use. Finally, the doubling of fuel consumption and exhaust from United Water traffic, if the proposal, is implemented will create environmental costs not considered. United Water should invest in better troubleshooting under their current bi-montly system.

The form submitted on <http://www.puc.idaho.gov/forms/ipucl/ipuc.html>
IP address is 75.167.165.35

✓ Gen Ack
sent 11/20/07

✓ To Adv.

✓ To Comments
: 14

Jean Jewell

From: druelthomas@cableone.net
Sent: Wednesday, November 14, 2007 11:01 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from follows:

Case Number: UWI-W-07-04
Name:
Address: Douglas Thomas and Pamela Holton
City: Eagle
State: Idaho
Zip: 83616
Home Telephone: 208-939-6763
Contact E-Mail: druelthomas@cableone.net
Name of Utility Company: Uniter Water
Add to Mailing List: yes

Please describe your question or comment briefly:
I am absolutely opposed to United Water's proposal to read water meters monthly and adding a monthly rate increase to cover the costs.
A significant number of customers in the are have Domestic water managed by United Water but also Irrigation water billed by another source. Additionally, apartment, condominium and townhouses typically do not use much water and monthly meter reading is not necessary considering the monthly cost for water.
I see this proposal as a windfall tactic by United Water and, again, I am absolutely opposed to their proposal.
Douglas Thomas

The form submitted on <http://www.puc.idaho.gov/forms/ipucl/ipuc.html>
IP address is 72.24.123.201

✓ Gen Ask
sent 11/20/07

✓ To AN.

✓ To Comments.
9/11

Jean Jewell

From: gabbert@frontiernet.net
Sent: Tuesday, November 20, 2007 1:46 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from myron dan gabbert follows:

Case Number: unknown
Name: myron dan gabbert
Address: box 2349
City: mccall
State: Idaho
Zip: 83638
Home Telephone: 208-347-2830
Contact E-Mail: gabbert@frontiernet.net
Name of Utility Company: Untited Water Idaho Inc.
Add to Mailing List: yes

Please describe your question or comment briefly:

Only real justification for monthly billing and rate increase is to help cash flow of Utility. To ask me, as a user in Boise, to pay for an increase to help its cash flow borders upon being incredulous. NO INCREASE. If it wants to go to monthly billing, let it, but not at my expense. Thanks. mdg.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 74.36.41.151

*✓ Ken Ack
sent 11/20/07*

✓ To AV.

*✓ To Commes.
: H*

Jean Jewell

From: kittyc21@juno.com
Sent: Monday, November 19, 2007 9:17 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Kathleen D. Le Master follows:

Case Number:
Name: Kathleen D. Le Master
Address: 10258 Hollandale
City: Boise
State: ID
Zip: 83709
Home Telephone: 1-208-362-7512
Contact E-Mail: kittyc21@juno.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

No case no. was included in my letter informing me of their request to IPUC for the authority to convert to monthly meter reading and billing and for a co-inciding rate increase saying there were several benefits for the consumer.

This is a joke. Their are no benefits to having to go from paying a bill every other month to now paying every month. They are causing their own expenses to increase by doubling their amount of work and then want US to pay for it. This is just a ploy to increase rates and rate of return, plus getting their money sooner.

We like our payment schedule the way it is now. United is getting plenty of money from the consumers already. Please refuse this request in the interest of the consumers.

Thank you.

Mrs. Le Master

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 75.94.51.60

✓ Gen Ack
sent 11/20/07

✓ To Commis.
; H

Jean Jewell

From: mmcmullen@cableone.net
Sent: Monday, November 19, 2007 8:10 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Michelle McMullen follows:

Case Number: UWI-W-07-04
Name: Michelle McMullen
Address: 1501 N. 12th Street
City: Boise
State: ID
Zip: 83702
Home Telephone: 208-345-8898
Contact E-Mail: mmcmullen@cableone.net
Name of Utility Company: United Water
Add to Mailing List: no

Please describe your question or comment briefly:

I do not think that a raise in my water rates should occur under the disguise of administrative cost due to change to monthly billing. Many of my bills have recently done this in order to increase fees. This would include my Trash and Sewer bill and my home security system. If they wish to collect payments on a monthly, they should incur the cost of processing. I will already be paying additional postage fees.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 207.117.33.135

✓ Gen Ack
sent 11/20/07

✓ To AN

✓ To Commis.
3 H

Jean Jewell

From: jmeagher@spro.net
Sent: Monday, November 19, 2007 8:03 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from John Meagher follows:

Case Number: UWI-W-07-04
Name: John Meagher
Address: 210 S Straughan Ave
City: Boise
State: Idaho
Zip: 8.712
Home Telephone: 208-343-1882
Contact E-Mail: jmeagher@spro.net
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

I have just recieved my bi-monthly from United Water. In it they (UW) provided a letter explaining the need for the monthly billing. Please note the letter provides an IPUC website address for comments regarding the monthly billing, it does not work.
<http://puc.id.us/scripts/polyform.dll/ipuc>

The present bi-month system is fine. My most recent bill has a Water Charge for the period of 9/12/2007 to 11/8/2007 for 7 CCF at a cost of \$8.86, however the Customer Charge is 16.21. Granted we are careful about our water consumption and in the past year have used between 6 and 7 CCF during the bi-monthly periods. Let them fund this switch. Reasons for the change are pretty soft and fluffy and I see no need to add to the Customer Charge. If they want a more constant revenue stream by use of a monthly billing, they can fund the changes including the added personnel. The present system works fine. if it is not broken, don't fix it.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 206.207.110.123

✓ Ken Ack
sent 11/19/07

1/10 A.V.

✓ 10 Commes
i H

Jean Jewell

From: TaylorFam99@aol.com
Sent: Monday, November 19, 2007 3:47 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Catherine Taylor follows:

Case Number: UWI-W-07-04
Name: Catherine Taylor
Address: 7827 W. Gillis St.
City: Boise
State: ID
Zip: 83714
Home Telephone: 208.853.0485
Contact E-Mail: TaylorFam99@aol.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

As a United Water Customer, I am opposed to the proposed increase to cover the operation costs of switching from bi-monthly to monthly billing. The three reasons given by United Water for switching to monthly billing are, in my opinion, very weak. I highly doubt it will help customers with their budgeting, considering it is one of the smallest bills most residential customers pay. People won't change their water use for irrigation or other reasons just because they see the rise in their bills more quickly, and I doubt that more frequent visits to our properties by United Water personnel will result in any more detection of leaks. Those employees are only interested in getting in and out as quickly as they can with a meter reading so that they can finish their routes.

With such weak arguments, I cannot see how the Idaho Public Utilities Commission can justify such a large increase of over 1 million dollars. A 3.75% increase may not seem large to some, but when it comes on the heels of so many other recent increases in sewer, power, and gas costs, it hurts low to middle-income families like my own, whose incomes are not rising 3.75% or more per year.

The advantages of switching from bi-monthly to monthly billing do NOT outweigh the astronomical costs of doing so. Please do not approve this increase, and place further burdens upon already over-stretched Idaho families.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 67.60.65.222

✓ Gen Ack sent 11/19/07

Jean Jewell

✓ To Comm. 7/14

From: fishnguy2004@yahoo.com
Sent: Monday, November 19, 2007 3:36 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Clark Ketchum follows:

Case Number:
Name: Clark Ketchum
Address: 2505 Ellis Ave.
City: Boise
State: Id.
Zip: 83702
Home Telephone: 208-861-7084
Contact E-Mail: fishnguy2004@yahoo.com
Name of Utility Company: United Water
Add to Mailing List:

Please describe your question or comment briefly:

In response to United Waters' request for a rate hike so they may bill us monthly. I must object to this proposal. In a time when many of us are having to deal with increased gas and food prices, should be asked to pay more so we can be billed monthly? The reasons given to do this seem to be pretty thin. Thank you, Clark Ketchum

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 4.253.102.41

✓ Gen. Ack sent 11/19/07 *✓ No Adv.* *✓ No Comments*
SH

Jean Jewell

From: kuehling@cableone.net
Sent: Monday, November 19, 2007 2:20 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Karen Uehling follows:

Case Number:
Name: Karen Uehling
Address: 314 Sherman St.
City: Boise
State: ID
Zip: 83702-2919
Home Telephone: 208-871-2699
Contact E-Mail: kuehling@cableone.net
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:
I see no reason to convert to monthly meter reading for water, especially when this just increases water costs to the consumer. Reading the meter every other month works fine for me--I see no real advantage to increase this. I wonder if the other utilities could go to every other month to save money.
Thanks for your consideration,
Karen Uehling

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 24.119.116.33

✓ Jean Ark
sent 11/19/07

✓ To A.V.

✓ To Comm. 5/14

Jean Jewell

From: dakota98@q.com
Sent: Monday, November 19, 2007 2:00 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Carol Reser follows:

Case Number: uwi-w-07-04
Name: Carol Reser
Address: 10041 W. Pattie Dr
City: Boise
State: ID
Zip: 83704
Home Telephone: 208-321-0433
Contact E-Mail: dakota98@q.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

I am concerned about the added cost to the consumer regarding the billing changes requested by United Water. They are proposing doubling their cost for billing but for what gain. I only see an increase to the consumer without any benefit. Please deny this request. Thank you....

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 204.144.104.65

✓ Gen. Ack sent 11/19/07

✓ To A.V.

✓ To Commis. i H

Jean Jewell

From: deecarlson57@msn.com
Sent: Sunday, November 18, 2007 4:13 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Deirdre Carlson follows:

Case Number: UWI-W-07-04
Name: Deirdre Carlson
Address: 5437 Waterwheel Dr
City: Boise
State: ID
Zip: 83703
Home Telephone:
Contact E-Mail: deecarlson57@msn.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

I am opposed to the United Water proposal to convert from bimonthly to monthly billing. Supposed benefits include easier budgeting and payment. That's ridiculous - it is just as easy to budget for a bimonthly payment as a monthly payment. The other proposed benefits are not likely to occur, and again, are of no real value to the customer. The likelihood of discovering leaks during the meter reading is extremely low. The proposed revenue increase of over \$1 million for this conversion provides no value to customers, yet we will be footing the bill. This is an additional burden to customers, and I oppose it.

Thank you for your consideration.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.33.4.128

✓ Gen. Ack sent 11/19/07

✓ To AV

✓ To Commis. H

Jean Jewell

From: macforest@yahoo.com
Sent: Sunday, November 18, 2007 8:44 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from John McCarthy follows:

Case Number: nothing on my water company notification with case No.
Name: John McCarthy
Address: 1508 N. 11th St
City: Boise
State: Idaho
Zip: 83702
Home Telephone:
Contact E-Mail: macforest@yahoo.com
Name of Utility Company: United Water
Add to Mailing List: Yes

Please describe your question or comment briefly:

I oppose the change to monthly billing for United Water because it will increase expense and increase paperwork with no benefit for me or my family. It will also increase traffic across the city, increasing pollution from meter reader trucks. I see no reason to increase the amount of billing and costs.
Water consumption and costs are very simple - it goes up in the summer and goes down in the winter. Getting a monthly bill will not encourage me to decrease use in the summer. If there is a need to decrease use in the summer it should be explained in detail.
I also object to the lack of a Case No. or simpler way to comment on this through a web site on the company notification. I can not find the specific comment method.
thank you for taking public comments...John McCarthy

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 209.151.55.117

✓ Gen Ack sent 11/19/07
Jean Jewell

✓ To AV.

✓ To Commis
1/18

From: satuthill@cableone.net
Sent: Sunday, November 18, 2007 12:44 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Scott Tuthill follows:

Case Number: UWI-W-07-04
Name: Scott Tuthill
Address: 4403 Keldoan Ave
City: Boise
State: ID
Zip: 83702
Home Telephone: 208-342-1608
Contact E-Mail: satuthill@cableone.net
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

Having read the customer letter as well as the testimony I would like express my concern over this proposal. I personally feel the current billing system is most efficient from a cost standpoint and the testimony indicated additional costs to United Water to change to the new billing system. And, they want the consumer to pay for it. The benefits mentioned in the testimony were all theoretical -- 'Could' was the term I saw used. Yet the increased costs were very real. To me it seems like this is just a way for United Water to improve their cash flow by pulling in billing and then charging us for it. I am also suspicious that the web site given in their customer letter to give comment on this proposal does not exist. Were they purposely trying to make it hard for us to give comment?

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 24.117.26.38

✓ Gen Ack
sent 11/19/07

✓ To AV.

✓ To Comms.
F H

Jean Jewell

From: bs2rdry@cableone.net
Sent: Saturday, November 17, 2007 5:54 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Bill Dryden follows:

Case Number:
Name: Bill Dryden
Address: 2889 North Mountain Road
City: Boise
State: ID
Zip: 83702
Home Telephone: 208/388-8863
Contact E-Mail: bs2rdry@cableone.net
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

United Water is seeking a rate increase to pay for monthly billing. Monthly billing cycles will benefit United Water with more timely cash flow and increased interest income. The consumer benefits listed by United Water in its application are specious, unquantifiable and imaginary.

if United Water moves to monthly billing, 100% of those costs should be carried by the company and their shareholders. Any proposal to pass those costs onto the consumer should be rejected.

Thank you....Bill Dryden

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 24.116.143.5

✓ Gen Ack
sent 11/19/07

✓ To AV.

✓ To Commes.
3/18

Jean Jewell

From: ricnsu@cableone.net
Sent: Saturday, November 17, 2007 4:03 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from FREDRIC COLBY follows:

Case Number: UWI-W-07-04
Name: FREDRIC COLBY
Address: 2554 S SWALLOWTAIL LA
City: BOISE
State: ID
Zip: 83706
Home Telephone: 208-345-7415
Contact E-Mail: ricnsu@cableone.net
Name of Utility Company: United Water Boise
Add to Mailing List: yes

Please describe your question or comment briefly:

United Water's business decision to require monthly payment is simply that, a business decision! The cost of such a decision is theirs alone, not the rate payers'. The benefit of this is also theirs, not the rate payers'. The PUC should not rule for them. They should have established the policy years ago for their own benefit and not now in an attempt to transfer new wealth to their coffers.

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

✓ Gen Ack
sent 11/19/07

✓ To A.V.

✓ To Commes.
; H

Jean Jewell

From: tyrant@cableone.net
Sent: Saturday, November 17, 2007 3:18 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from joan Kelsey follows:

Case Number: VWI-W-o7-o4
Name: joan Kelsey
Address: 1608 Penninger dr
City: boise, Id
State: Idaho
Zip: 837009
Home Telephone: i forgot french company only water co
Contact E-Mail: tyrant@cableone.net
Name of Utility Company: fortot french company..
Add to Mailing List: yes

Please describe your question or comment briefly:
I don't want to pay 1.12 million increased billing to convert water bills to monthly billing its spendy when you are on social security

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 209.19.141.7

✓ Gen. Ack
sent 11/19/07

✓ To AV.

✓ To Commis.
JH

Jean Jewell

From: Jean Jewell
Sent: Friday, November 16, 2007 1:09 PM
To: Jean Jewell
Subject: FW: Consumer Comment/Complaint Form

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

From: vsims@clearwire.net [mailto:vsims@clearwire.net]
Sent: Friday, November 16, 2007 4:09 AM
To: Tonya Clark; Front; Beverly Barker
Subject: Consumer Comment/Complaint Form

A Comment/Inquiry from Virginia Sims follows:

Name: Virginia Sims
Contact E-Mail: vsims@clearwire.net
Home Telephone:
Work/Contact Telephone:
Home/Office or Both: Home
Home Address: 3443 E. Mistywoods
City: Boise
State: Idaho
Zipcode: 83706
Business Name:
Business Address:
Business Phone:
Name of Utility Company: United Water Idaho
If Telephone/Local Provider:
Have you contacted the utility regarding your concern?: No

Please describe your question or complaint briefly:

I am all for the monthly billing proposed by United Water, but I don't think the cost of the changeover should be placed on the shoulders of the homeowners. United Water makes lots of money as it is.

The form submitted on <http://www.puc.idaho.gov/forms/cons/cons.html>
IP address is 66.233.148.221

✓ Gen Ack sent 11/19/07

✓ To AV.

✓ To Commes
: H

Jean Jewell

From: crmsam@hotmail.com
Sent: Friday, November 16, 2007 5:04 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Stephen and Carol Moreno follows:

Case Number: UWI-W-07-04
Name: Stephen and Carol Moreno
Address: 5192 N. Liverpool Ave.
City: Boise
State: Idaho
Zip: 83714
Home Telephone: (208) 853-0241
Contact E-Mail: crmsam@hotmail.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

I do not think that the customer should have to pay the fee for United Water to convert to a monthly billing. United Water will attempt to pass on the charge to it's customers and always have a reason why. I'm sure if it doesn't come out of our billing this way United Water will find a loophole and we'll get charged in a another area. I really wonder if I'm wasting my time in commenting. Thank you, Carol Moreno

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 67.60.162.76

✓ Jean Ark sent 11/19/07 *✓ To Commis. JH*

Jean Jewell

From: tyrant@cableone.net
Sent: Friday, November 16, 2007 3:48 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from joan crawford follows:

Case Number: vwI-w-07-04
Name: joan crawford
Address: 1214 haywood
City: boise
State: idaho
Zip: 83706
Home Telephone: 208 4078816
Contact E-Mail: tyrant@cableone.net
Name of Utility Company: a french water company
Add to Mailing List:

Please describe your question or comment briefly:
no one wants to pay money to be converted to monthly billing

good grief

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 209.19.141.7

✓ Gen. Ack sent 11/19/07 *✓ T. Commes + 74*
Jean Jewell

From: kdross@micron.com
Sent: Friday, November 16, 2007 1:27 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Kelly Ross follows:

Case Number: UWI-W-07-04
Name: Kelly Ross
Address: 2100 S. Tollgate Way
City: Boise,
State: Idaho
Zip: 83709
Home Telephone: 208-368-4572
Contact E-Mail: kdross@micron.com
Name of Utility Company: United Water
Add to Mailing List: no

Please describe your question or comment briefly:
Please do not allow United Water to increase revenues by \$1.12 million to cover the cost of converting water bills to monthly.
This expense SHOULD NOT be passed on to the customer. If United Water wants to increase their operating costs (paper, postage, administrative, etc.) let them foot the bill. That is the cost of doing business.

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

✓ Gen Acke
sent 11/19/07

✓ To A.V.

✓ To Commms.
: H

Jean Jewell

From: pmehta0@yahoo.com
Sent: Thursday, November 15, 2007 9:23 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Pradip Mehta follows:

Case Number: UWI-W-07-04
Name: Pradip Mehta
Address: 3904 N. Hackberry way
City: Boise
State: Id
Zip: 83702
Home Telephone: 208-388-0814
Contact E-Mail: pmehta0@yahoo.com
Name of Utility Company: United water
Add to Mailing List: yes

Please describe your question or comment briefly:

United Water is proposing to read the water meter monthly instead of every two month as it is done at present. That means the meter will be read six more times a year. To cover the cost, they are proposing to increase tares by \$1.15 per month or \$13.80 per year. That means the customers are going to pay \$2.30 more for each of the extra six meter reading. That is absolutely insane. Why increase payroll? Who they are kidding about the listed benefits. Instead of increasing the frequency of reading they should reduce it to quarterly and reduce the rate about 20 cents per month as they will have to read the meter only four times a year like most of the water utilities in the country do. We disagree with the proposal.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 75.92.52.89

✓ Ken Ack
sent 11/19/07

✓ To A.V.

✓ To Comm. 3 H

Jean Jewell

From: Saltzer@mit.edu
Sent: Thursday, November 15, 2007 8:11 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Jerome Saltzer follows:

Case Number: UWI-W-07-04
Name: Jerome Saltzer
Address: 2635 E Plateau Dr
City: Boise
State: ID
Zip: 83712
Home Telephone: 208-429-1192
Contact E-Mail: Saltzer@mit.edu
Name of Utility Company: United Water Idaho, Inc.
Add to Mailing List: yes

Please describe your question or comment briefly:
I respectfully submit the following arguments AGAINST approving the subject application, and offer an alternative proposal.

1. Although the application and request are nominally for 'monthly billing', in fact the goal as well as much of the additional cost is for monthly meter reading. There are utilities that read meters bi-monthly but bill monthly, with estimated interim bills based on weather data and previous usage history. The proposal should have explored the costs and benefits of this alternative.
2. United Water Idaho has worked out the cost of switching from bi-monthly to monthly meter reading and billing in considerable detail, but it has not made any corresponding estimate of the value of the benefits. The application never explains why every customer should bear this additional cost in the absence of a corresponding estimate of the value of the benefits.
3. One of the claimed benefits is a reduction of 'high-bill' complaints. This claim sounds plausible, but there is no estimate of the amount of this reduction, nor of the potential cost savings from this reduction. If 'high-bill' complaints are a significant problem, monthly billing with bi-monthly meter reading would presumably reduce the number.
4. One of the claimed benefits is that monthly meter reading and billing will send more timely price signals that will cause customers to enhance water conservation. While this claim sounds plausible, the application makes no estimate of the amount of conservation to be expected, it makes no proposal to measure the amount actually conserved, and it does not cite experience elsewhere that establishes either the magnitude of conservation with more frequent billing or even that such conservation is observed in practice.
5. One of the claimed benefits of monthly meter reading is more rapid detection of customer leaks and meter problems. While this claim sounds plausible, the proposal does not give any figures to support the value of this benefit, nor of experience of the cost of not reading every month. If delayed detection is a significant problem, United Water should have records that allow estimation of its magnitude. Such information should be included with the application in support of this claim.
6. All of the plausible-sounding claims for benefits of monthly over bi-monthly meter reading and billing could also be applied to plausibly support bi-weekly, weekly, or even daily meter readings. The application lacks supporting information that shows why bi-monthly is not good but monthly is just right. A more complete cost-benefit analysis might come up with a very different result, for example that it might be the case that

quarterly meter reading combined with monthly billing is a better combination. The choice of meter reading cycles and billing cycles should be based on more concrete information, rather than hand-waving claims.

7. The proposal does not mention that a change to monthly billing means that customers will also incur the extra cost of writing and mailing six additional checks each year; that cost includes both money and personal time.

8. One of the reasons that the cost of switching to monthly meter reading and billing is so high is that physically reading meters is becoming an obsolete technology. United Water Idaho should instead consider beginning a gradual conversion to remote meter reading. Technology is available for meters to be read and automatically recorded from curbside, using wireless systems. United Water could contract with, for example, Allied Waste, to install automatically recording meter readers in trash trucks and thereby receive weekly updates on most residential meters as well as many commercial meters. A wireless meter reading system, while currently expensive to implement, is dropping in cost every year and should at some point be able to pay for itself in a modest number of years by reducing the number of meter readers. It also has the potential to provide much more timely feedback about water usage, leaks, and broken meters. If better communication of pricing signals is as important as claimed, weekly meter readings could be automatically e-mailed to customers at very low cost.

For these reasons, I recommend that the Idaho Public Utilities Commission DENY the United Water Idaho application, and instead encourage the company to make an application to switch to modern meter-reading technology as it becomes economically feasible. If conversion to monthly billing can then be supported by concrete estimates of the benefits, that conversion could be allowed for those customers that United Water has upgraded to the new technology.

Thank you for your attention.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 24.116.144.179

✓ Gen Ack
sent 11/19/07

✓ To A.V.

✓ To Commes.
JH

Jean Jewell

From: larsonryan@hotmail.com
Sent: Thursday, November 15, 2007 7:02 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Ryan Larson follows:

Case Number: UWI-W-07-04
Name: Ryan Larson
Address: 3202 Malad St
City: Boise
State: ID
Zip: 83705
Home Telephone: 208-867-8693
Contact E-Mail: larsonryan@hotmail.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

In my opinion, the current billing cycle for United Water is just fine. I oppose customers footing the bill to convert United Water's billing system. In any event, if United Water wants to change their billing system, let them pay for it, not the public. Again, I am NOT for the consumers paying for the billing system conversion. Thank you for your time and consideration.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 63.241.190.32

✓ Gen. Ack
sent 11/19/07

✓ To A.V.

✓ To Comm. 3/14

Jean Jewell

From: perisor@clearwire.net
Sent: Thursday, November 15, 2007 6:54 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Michael Duffy follows:

Case Number: UWI-W-07-04
Name: Michael Duffy
Address: 3396 East Boulder Heights
City: Boise
State: Idaho
Zip: 83712
Home Telephone:
Contact E-Mail: perisor@clearwire.net
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 for a rate increase/fee to cover their conversion to a monthly billing scheme. The additional revenue derived from monthly billing should more than offset the additional expenses incurred, if this isn't the case it is a poor business decision and should not be undertaken. Under no circumstances should the utility customers be forced to underwrite such a poor decision.

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

✓ Gen Beck
sent 11/19/07

✓ To AV

✓ To Commis.
JH

Jean Jewell

From: alfdevarona@hotmail.com
Sent: Thursday, November 15, 2007 6:52 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Alfred de Varona follows:

Case Number: UWI-W-07-04
Name: Alfred de Varona
Address: 1689 Shoreline dr 421
City: Boise
State: ID
Zip: 83702
Home Telephone: 208 861 8222
Contact E-Mail: alfdevarona@hotmail.com
Name of Utility Company: United Water Idaho
Add to Mailing List:

Please describe your question or comment briefly:

I do not believe it is fair for the customers to pay for the conversion to monthly billing.

Please do not allow the proposed increase.

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

✓ Ken Ack
sent 11/19/07

✓ To A.V.

✓ To Comm. S H

Jean Jewell

From: Jean Jewell
Sent: Thursday, November 15, 2007 1:36 PM
To: Jean Jewell
Subject: FW: Consumer Comment/Complaint Form

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

From: lmoore46@gmail.com [mailto:lmoore46@gmail.com]
Sent: Wednesday, November 14, 2007 2:58 AM
To: Tonya Clark; Front; Beverly Barker
Subject: Consumer Comment/Complaint Form

A Comment/Inquiry from Larry Moore follows:

Name: Larry Moore
Contact E-Mail: lmoore46@gmail.com
Home Telephone: 362-2058
Work/Contact Telephone: 377-6144
Home/Office or Both: Home
Home Address: 10769 Longrifle Dr.
City: Boise
State: Idaho
Zipcode: 83709
Business Name:
Business Address:
Business Phone:
Name of Utility Company: United Water
If Telephone/Local Provider:
Have you contacted the utility regarding your concern?: No

Please describe your question or complaint briefly:

Case number UWI-W-07-04

I'm sure that the complaint that I have will not carry much weight but having our water rates go out of sight ever since UNITED WATER purchd our 'South County Water Distrit', I own .44 of an arce in south west ada county, Victory and Five mile, our summer bill has gone from less than \$30.00 per month to well over \$125.00 per month, you can't tell me that the cost of power (to run the wells) has gone up that much) Now they want to convert our bills to monthly and pass the charge down to us. I would prefer to have my bill sent to me once a month but enough is enough. I know that I speak for many of my neibours in telling you to vote NO on such plans to pass the charge to we consumers.

The form submitted on <http://www.puc.idaho.gov/forms/cons/cons.html>
IP address is 69.92.253.7

✓ Jean Ack
sent 11/19/07

✓ T. A.V.

✓ To Commms.
i H

Jean Jewell

From: Jean Jewell
Sent: Thursday, November 15, 2007 1:32 PM
To: Jean Jewell
Subject: FW: Consumer Comment/Complaint Form

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

From: Boiscallaway@msn.com [mailto:Boiscallaway@msn.com]
Sent: Wednesday, November 14, 2007 9:13 AM
To: Tonya Clark; Front; Beverly Barker
Subject: Consumer Comment/Complaint Form

A Comment/Inquiry from Doyle Callaway follows:

Name: Doyle Callaway
Contact E-Mail: Boiscallaway@msn.com
Home Telephone: 375-7140
Work/Contact Telephone:
Home/Office or Both: Home
Home Address: 7032 W. Stratton
City: Boise
State: Idaho
Zipcode: 83704
Business Name:
Business Address:
Business Phone:
Name of Utility Company: United Water
If Telephone/Local Provider:
Have you contacted the utility regarding your concern?: No

Please describe your question or complaint briefly:

Please, no more extra charges for monthly billing!!

The form submitted on <http://www.puc.idaho.gov/forms/cons/cons.html>
IP address is 75.167.138.218

✓ Gen Ack
sent 11/19/07

✓ To AV.

✓ To Commms.
H

Jean Jewell

From: mlkaltenecker@hotmail.com
Sent: Thursday, November 15, 2007 5:55 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Marylyn Kaltenecker follows:

Case Number: UWI-W-07-04
Name: Marylyn Kaltenecker
Address: 6622 Saxton Avenue
City: Boise
State: ID
Zip: 83714
Home Telephone: 208-853-9257
Contact E-Mail: mlkaltenecker@hotmail.com
Name of Utility Company: United Water of Idaho
Add to Mailing List: yes

Please describe your question or comment briefly:

I recently received a letter from United Water detailing a request to raise our rates so they can change the way they bill customers. I am not in favor of United Water raising the rates to make this change. I feel that is a part of 'doing business' and should be absorbed by the company. The change it seems will benefit (?) the company not the customers, although the letter wanted to make us think it would be to our benefit.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 24.119.239.91

✓ Gen. Ask
sent 11/19/07

✓ To AV.

✓ To Commis.
? H

Jean Jewell

From: jjmarlow@msn.com
Sent: Thursday, November 15, 2007 5:07 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Janet Marlow follows:

Case Number: UWI-W-07-04
Name: Janet Marlow
Address: 5279 Hadlock Ct.
City: Boise
State: ID
Zip: 83703
Home Telephone: 208/343-2835
Contact E-Mail: jjmarlow@msn.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

Regarding the proposed increase in revenue to convert water bills to monthly billing, and passing the expense to its customers for this conversion: I highly disagree with this practice of public utilities slimey attempt at charging its customers to foot the expenses for such a wasteful practice of converting to a monthly billing system. There is absolutely nothing wrong with the way it is being billed now (bi-monthly), but if there is, I want a full explanation. I also want an apology and correction to the mis-information United Water gave as to it's website for comments - another VERY slimey attempt to mis-inform its customers, and allow no recourse. Whomever is responsible for this little pet project should be held liable for this gouging of its customers. SHAME ON UNITED WATER!

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.36.15.18

✓ My Ack sent 11/19/07

✓ To Commis. JH

Jean Jewell

From: hawkstone1@gmail.com
Sent: Thursday, November 15, 2007 2:50 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Hawk Stone follows:

Case Number: UWI-W-07-04
Name: Hawk Stone
Address: 302 Resseguie
City: Boise
State: ID
Zip: 83702
Home Telephone: 208-373-0588
Contact E-Mail: hawkstone1@gmail.com
Name of Utility Company: United Water
Add to Mailing List: no

Please describe your question or comment briefly:
Dear Sirs,

I am strongly opposed to any increase in the Customer Charge portion of my bill.

I do not see the need for monthly billing, especially as it will cost more. It is actually easier to only receive the water bill six times a year, rather than twelve - six less bills to pay, six less checks to write, and six less stamps to use. I wish all bills came bimonthly.

I found it amusing that United Water Idaho said in their letter that monthly billing would result in 'lower bills', and then said in the next paragraph that it would cost \$1.15 per month more! Monthly billing will not encourage conservation - the people who use a lot of water know about it, and are able to take conservation measures if they choose to. Besides, the best way to conserve water is to increase the consumption rate, not the Customer Charge - that hits the most frugal and poorest water users the hardest.

Perhaps this is a Trojan horse leading to a rate increase. Monthly bills will appear to cost less, making consumers more tolerant of increases.

Finally, United Water's letter sent seemed designed to discourage public comment. The PUC website quoted did not work, and no case number was referenced.

Thank you for considering my comments.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 164.165.173.140

✓ Gen Ack
sent 11/19/07

✓ To A-U

✓ To Commms.
E H

Jean Jewell

From: boydsj1@msn.com
Sent: Thursday, November 15, 2007 2:46 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from James K. Boyd follows:

Case Number: UWI-W07-04
Name: James K. Boyd
Address: 8124 W. Thunder Mtn. Dr.
City: Boise
State: Idaho
Zip: 83709
Home Telephone: 208-362-2866
Contact E-Mail: boydsj1@msn.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:
The recent notice about increased costs for monthly billing is completely ridiculous. They should go to quarterly billing and reduce costs. It will cost the consumer and company more if the monthly billing plan is implemented. It is a very bad use of resources, time, and money. Please do not allow this to happen.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.36.17.34

✓ Gen Ack sent 11/19/07
✓ To AV.
✓ To Commms. : H
Jean Jewell

From: frank93562@hotmail.com
Sent: Thursday, November 15, 2007 2:29 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Frank Nicholson follows:

Case Number: uw1-w-07-04
Name: Frank Nicholson
Address: 1231 Leadville Ave
City: Boise
State: ID
Zip: 83706
Home Telephone: 2083432166
Contact E-Mail: frank93562@hotmail.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

I believe the billing cycle change and flat fee increase is shameful. I understand the main reason for the increase is because of increased billing costs. (If they didn't change the billing cycle there would not be an increase.) Why should we as consumers be charged for something the water company decides to change. Their increase is benefiting them not us by having half of their billing costs available to them a month sooner. Don't use us as consumers as an excuse to permanently increase our fees. Thank you for your time.
Frank Nicholson

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.221.159.29

✓ Ben Acke
sent 11/19/07

✓ To AV.

✓ To Commms.
; H

Jean Jewell

From: oldsmoky@msn.net
Sent: Thursday, November 15, 2007 2:21 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Paul Malone follows:

Case Number: UWI-W-07-04
Name: Paul Malone
Address: 5520 No Columbine Pl
City: Boise
State: ID
Zip: 83713
Home Telephone: 208-939-0860
Contact E-Mail: oldsmoky@msn.net
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:
We recently received notice that our water billing would be increased due to a conversion from bi-monthly to monthly. We have been completely satisfied with the bi-monthly billing for over 20 years and can see no reason why this change needs to be made except to increase the revenue of United Water.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.209.24.41

✓ Men Beck
sent 11/19/07

✓ To AV.

✓ To Commms.
7 14

Jean Jewell

From: cliff@gillsideco.com
Sent: Wednesday, November 14, 2007 4:34 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Cliff Yochum follows:

Case Number: United Water Monthly meter reading
Name: Cliff Yochum
Address: 2664 North Woodview Place
City: Boise
State: ID
Zip: 83702
Home Telephone: 2083425397
Contact E-Mail: cliff@gillsideco.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:
It is inefficient and wasteful to allow United Water to charge its customers for changing their billing method. If they want to go to monthly meter reading that is their business decision - but do not make us pay for it.

There is no benefit to the ratepayers to going monthly. If they want to be paid monthly then average my bill for the year (like Idaho Power level pay) and bill me accordingly.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 24.119.22.117

Jean Jewell

From: ricksha1@spro.net
Sent: Wednesday, November 14, 2007 3:05 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Joanna Kirkpatrick follows:

Case Number: UWI-W-07-04
Name: Joanna Kirkpatrick
Address: 2005 N 17th ST
City: BOISE
State: ID
Zip: 83702
Home Telephone:
Contact E-Mail: rickshal@spro.net
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

United Water has a huge nerve asking the PUC for a huge million buck + raise to cover the costs of converting to monthly billing. What an insult to ratepayers. We already pay extremely high rates for water here, partly because United Water is a multinational company with HQ in France, for god's sake. They have no interest in US customers except as a money raising machine.

It is up to Idaho's PUC to properly regulate such a utility in the interest of its citizen-customers, and not let UW charge customers for what the company should pay for itself--monthly billing!! With current computer tech, it is not going to cost UW over a mil to do this, and anyway even if it did, they should not be allowed to bilk Idaho customers for their stupid billing schedule. There is NO GENUINE NEED for this move! I see this move as just another way to bilk us customers.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 206.206.48.41

✓ Men Ack
sent 11/19/07

✓ To AV.

✓ To Commis.
i H

Jean Jewell

From: denthemence4343@aol.com
Sent: Wednesday, November 14, 2007 2:14 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Dennis Falk follows:

Case Number: UWI-W-07-04
Name: Dennis Falk
Address: 10247 Hollandale
City: Boise
State: ID
Zip: 83709
Home Telephone: 375-6656
Contact E-Mail: denthemence4343@aol.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

So.....if you follow the logic through, if they only bill twice a year rather than as they do now, we will receive $\$1.15 \times 4 = \4.60 decrease in our bill since they can layoff people! So.....it will take over a \$1million for extra postage/month and extra wages for all those 'extra' people they have to hire. The three reasons are reasons the company has thought up to get an increase in fees. Are these the reasons they hear from customers or owners of the company. This is probably another one of those things where we long standing citizens 'do not have to pay for growth'!!!!

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

✓ Gen Ack
sent 11/19/07

✓ To Commis.
i H

Jean Jewell

From: sueknox@msn.com
Sent: Wednesday, November 14, 2007 1:33 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Sue McMillan follows:

Case Number: Unknown
Name: Sue McMillan
Address: 121 E. Hulls Ridge Ct
City: Boise
State: ID
Zip: 83702
Home Telephone: 208/336-3561
Contact E-Mail: sueknox@msn.com
Name of Utility Company: United Water
Add to Mailing List: no

Please describe your question or comment briefly:
I received the notice of the proposed change to a monthly billing schedule from a bi-monthly billing schedule and the associated cost increases to users. While creative, United's identified benefits don't truly benefit the consumer, although they do let United expand its bureacracy at consumer expense. I strongly urge the commission to deny this request. Note as well that the web address which United supplied in order to comment (www.puc.state.id.us/scripts/polyform.dll/ipuc) doesn't work.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.209.27.168

*✓ Jean Ack
sent 11/19/07*

✓ To Adv.

✓ To Comm. S. H

Jean Jewell

From: jldevarona@msn.com
Sent: Wednesday, November 14, 2007 12:19 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Jorge L. de Varona follows:

Case Number: UWI-W-07-04
Name: Jorge L. de Varona
Address: 579 W. Ridgeline Dr.
City: Boise
State: Idaho
Zip: 83702-6508
Home Telephone: 208-336-5779
Contact E-Mail: jldevarona@msn.com
Name of Utility Company: United Water Idaho Inc.
Add to Mailing List: yes

Please describe your question or comment briefly:
None of the 'benefits' stated in United Water's letter to its customer justify an increase to the fixed customer charge portion of our bills. If United Water wants to change to monthly billing from bi-monthly billing, they should do it with their money and not with its customer's money. My wife and I are perfectly satisfied staying with bi-monthly billing, since it is more convenient for us. I suspect most of United Water's customer feel the same as we do.

The form submitted on <http://www.puc.idaho.gov/forms/ipucl/ipuc.html>
IP address is 67.41.47.166

✓ Gen. Ack sent 11/19/07 *✓ To AV.* *✓ To Commis. FH*
Jean Jewell

From: jimb1922@cableone.net
Sent: Wednesday, November 14, 2007 11:59 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from James Brennan follows:

Case Number: UWI-W-07-04
Name: James Brennan
Address: 5444 N. Citadel Way
City: Boise
State: Idaho
Zip: 83703
Home Telephone: 208-384-1212
Contact E-Mail: jimb1922@cableone.net
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

Regarding United Waters request to change to a monthly rather than a bi-monthly billing and then charge the water users an additional fee to do this seems unjustified. The biggest beneficiary of this change will be United Water in that this will smooth out their cash flow by being able to get paid 12 times a year rather than 6. It would seem that for the customers inconvenience of having to pay twice as often that we should get a reduction in our bill rather than an increase. After all we are not requesting a change the company is.

The form submitted on <http://www.puc.idaho.gov/forms/ipucl/ipuc.html>
IP address is 24.119.239.164

✓ Men Ask
sent 11/19/07

✓ To A.V.

✓ To Commms.
§ H

Jean Jewell

From: fred333@cableone.net
Sent: Friday, November 09, 2007 2:06 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Fred Genton follows:

Case Number: Raise Fixed Customer Charge
Name: Fred Genton
Address: 2014 Hillway Drive
City: Boise
State: ID
Zip: 83702
Home Telephone: (208) 336-1102
Contact E-Mail: fred333@cableone.net
Name of Utility Company: United Water Idaho
Add to Mailing List: yes

Please describe your question or comment briefly:

At an increased charge to customers, United Water Idaho has filed an application to read meters monthly as opposed to the current method of every two months. This request should be denied in its entirety.

As proposed, there is no real benefit or value to the customer. At \$16.21, United Water's customer charge is already excessive. Idaho Power's monthly service charge is \$4.00. Intermountain Gas' monthly service charge is \$2.50.

It seems incredible that United Water requires over a million dollars to implement their new plan. And their claim that collecting and charging this much to the customers is a 'benefit' is outrageous. This is an unnecessary and costly burden on customers.

If it truly cost this much to implement a change, the reading of the meters should be left as it is. If approved, in addition to the increased fixed customer charge, twice as much will be spent by customers on postage and checks or money orders.

I don't believe customers can afford this proposed plan and I don't believe customers should be asked to fund it. If it is this costly to implement, United Water should not add the personnel, billing and collections they say that they need. This is one area where the company can control costs. The plan does not truly seem to be cost effective. This does nothing but add to the current overhead expenses and company bureaucracy.

At this cost, customers would be better served to budget for themselves. At this price, and as proposed, customers cannot afford United Water's help in this area.

If United Water really wants to better serve their customers, they could offer a level pay plan as the gas and power companies do. That would allow customers to budget for their water bills and United Water could continue to read the meters every two months.

Please deny United Water Idaho's application in this matter.

Thank you for your consideration,

Fred Genton
Boise, ID

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 24.116.254.118
