

✓ Men Ask
sent 12/12/07

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RECEIVED

2007 DEC 10 AM 8:27

IDAHO PUBLIC
UTILITIES COMMISSION

Dec 7, 07

In regard to United Water Idaho converting to monthly billing, I am against it.

I like being billed the way it is, and don't see any "savings" by creating more jobs that we all have to pay extra for.

Thank you

Kathy Bird

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



RECEIVED

Dear United Water Idaho Customer:

2007 DEC 11 AM 8: 0

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 [REDACTED]. 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 1000 Washington, Boise, ID. It is also available on-line at the IPUC website <http://www.puc.state.id.us/FILEROOM/water/water.htm>.

A Mr. Leo Akers
9401 Knottingham Dr.
Boise, ID 83704-2234

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

12-10-07
[REDACTED SIGNATURE]

I think that Boise's water may be higher priced than Phoenix or Albuquerque New Mexico.

Leo Akers

RECEIVED
2007 DEC 11 AM 8: 09
IDAHO PUBLIC UTILITIES COMMISSION

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



RECEIVED

Dear United Water Idaho Customer:

2007 DEC 10 AM 8:26

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.

IDAHO PUBLIC UTILITIES COMMISSION

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

I Am Very happy with a Two month Billing- going to a Monthly Billing increase my cost. IF they go to a Monthly Billing do not let them Pass the increased costs to the customer They should absorb the cost as it must be to their Advantage

*Doreen G. Larsen
201 W Jefferson*

✓ Gen Ack
sent 12/12/07

✓ To Commes
i H

Jean Jewell

From: rich14sarajo@msn.com
Sent: Monday, December 10, 2007 1:40 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Richard Josephson follows:

Case Number:
Name: Richard Josephson
Address: 664 E. Riverchase Way
City: Eagle
State: ID
Zip: 83616
Home Telephone: 208-938-1940
Contact E-Mail: rich14sarajo@msn.com
Name of Utility Company: United Water
Add to Mailing List: no

Please describe your question or comment briefly:
Regarding United Water's application to convert to monthly meter reading and billing.....their justification is a joke.....I can budget my money just fine; I can conserve my water without their help; and I can monitor my property every day. And to pay them to do something I do not need nor want.....give me a break.....tell them to read my meter and bill me semi-annually and charge me less for the readings and billings.....then we might listen. I encourage you to reject this pitiful application....and ask them, 'What in the world are you thinking.' Thank you, Rich Josephson

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 75.167.169.63

✓ Gen Ack
sent 12/12/07

✓ To AV.

✓ To Commes
: H

Jean Jewell

From: jmoore2794@aol.com
Sent: Monday, December 10, 2007 5:51 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from jerry a., moore follows:

Case Number: proposed increase to change water billing to monthly, from bi-monthly
Name: jerry a., moore
Address: 2006 n. cribbens
City: boise
State: id
Zip: 83713
Home Telephone: 208.323.0457
Contact E-Mail: jmoore2794@aol.com
Name of Utility Company: united water
Add to Mailing List: yes

Please describe your question or comment briefly:
united water's proposed increase to cover the cost of converting their bi-monthly billing cycle to a monthly cycle is a very discretionary decision. their proposed change to increase their cash flow should be born by them, not the user.

their diluted attempt to disguise this change as an improved service to the user, by making it easier for the user to budget the water bill, and shortening the time of unknown leakage problems is, leaky at best.

the company wants to improve their cash flow. the company should pay the costs. their cash flow improvement will benefit them, and that benefit will not be returned to the user. who owns this company, the french?

if they really want to make an improvement, perhaps they should call the intermountain gas folks, and inquire as to the effectiveness of their conversion to significant improvement in the gather of meter information for their billing.

come on, this isn't a charge rate payers are liable for. what if they didn't do anything, and just left it the way it is. bi-monthly. would we get a bill because their cash flow remained similar to what it has been? it's their decision, it should be their money.

sincerely,

jerry a. moore

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 75.167.143.87

*✓ Gen. Ack
sent 12/12/07*

*✓ To Commus
i H*

Jean Jewell

From: celestedschmidt@yahoo.com
Sent: Monday, December 10, 2007 4:50 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Celeste Schmidt follows:

Case Number:
Name: Celeste Schmidt
Address: 14000 W. Halifax
City: Boise
State: ID
Zip: 83713
Home Telephone: 853-1140
Contact E-Mail: celestedschmidt@yahoo.com
Name of Utility Company: United Water
Add to Mailing List:

Please describe your question or comment briefly:

I am astounded to get a notice from United Water in the mail that says they have filed to make things less efficient by reading my meter every month and making me pay 12 times a year instead of 6, and for the privilege of increasing overhead, they now need to charge the people of Idaho over a million dollars more a year. What a load of nonsense. I sincerely hope you do not support them in making their operations less efficient and charging us more in the process.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 65.116.73.34

✓ Gen Ack
sent 12/12/07

✓ To Adv.

✓ To Commes.
? H

Jean Jewell

From: jakrieger@cableone.net
Sent: Sunday, December 09, 2007 3:09 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from James A Krieger follows:

Case Number: UWI-W-07-04
Name: James A Krieger
Address: 2104 So. Goldking Way
City: Boise
State: Idaho
Zip: 83709-2433
Home Telephone: 208.362.3719
Contact E-Mail: jakrieger@cableone.net
Name of Utility Company: Idaho Power
Add to Mailing List: yes

Please describe your question or comment briefly:
LADIES/GENTLEMEN:

You have before you a request from United Water Idaho Inc. to raise rates. Please deny the request. It is unreasonable that the utility would request a monthly billing and rate cycle when the current bi-month cycle works well for customers and the company. The whole reason for the requested increase is and I quote: "to cover the increased costs of additional personnel, billing, and collections attributable solely to the conversion to monthly meter reading and billing." If the request for the increase is denied, no material harm will occur to the customer nor the utility since the increase is only needed if the request is approved.

Please say no to this request because it does nothing to provide the customer with better service or products and does nothing for United Water Idaho Inc. other than make there company larger. Thank you very much.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 24.117.117.62

✓ Gen Ack sent 12/12/07 *✓ To A.V.* *✓ To Commus. H*
Jean Jewell

From: artrobin11@msn.com
Sent: Sunday, December 09, 2007 2:55 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Arthur Robinson follows:

Case Number: UWI-W-07-04
Name: Arthur Robinson
Address: 6703 W. Poplar St.
City: Boise
State: ID
Zip: 83704
Home Telephone: 208-375-5348
Contact E-Mail: artrobin11@msn.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

As I understand it the case involves United water switching to Monthly billing (easier for them) mainly for their convenience (better monthly cash flow) and also to increase the rate they charge to pay for something that mainly benefits their company. I see that they have spun this as a projected benefit for the consumer. The only benefit I see from this proposed increase is for the pocket book of this company. The consumer would pay more for the service, have to write 6 more checks a year, pay more postage due to increased frequency and have more chances to miss the billing date - allowing United Water a chance to tack on a 'late fee'. The items I just mentioned are not stated in the rate increase request but are very real costs to the consumer. I OPPOSE this rate increase and the scheme to change to monthly billing.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 75.167.139.51

*Allen Acke
sent 12/12/07* *To: AV* *To: Commas
: H*

Jean Jewell

From: lmluker@mindspring.com
Sent: Saturday, December 08, 2007 5:30 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Lynn Luker follows:

Case Number: UWI-W-07-04
Name: Lynn Luker
Address: 514 El Blanco Drive
City: Boise
State: ID
Zip: 83706
Home Telephone: (208) 375-8254
Contact E-Mail: lmluker@mindspring.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

Although I do not have United Water service at my home address above, I do own a commercial building which is serviced by United Water. I am opposed to the change from bimonthly to montly billing. It is an additional cost that rate payers to not need. Bimonthly billing is adequate, and appropriate in a day when it seems like costs are going up every time you turn around or open a bill. It is broken, so don't fix it. Why should rate payers have to pay more for nothing? Thank you. Lynn Luker

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 65.101.74.4

✓ Jan Ask
sent 12/12/07

✓ To AV.

✓ To Commis
: 64

Jean Jewell

From: joe@bgclubidaho.org
Sent: Saturday, December 08, 2007 4:47 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Joseph Schueler follows:

Case Number: Proposed revenue increase
Name: Joseph Schueler
Address: 4206 West Fairmont Street
City: Boise
State: Idaho
Zip: 83706
Home Telephone: (208) 724-7047
Contact E-Mail: joe@bgclubidaho.org
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:
Not knowing United Water's Annual budget, I find the three listed benefits to monthly billing lacking. I do not see a substantial difference between bi-monthly and monthly meter reading in regards to the listed benefits. I do see an increase in my monthly bill and therefore would like the commission to weigh the merits of the listed benefits in real monetary benefit to customer against the (albeit) meager monthly bill increase.

Thank you.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.209.17.17

✓ Gen Ack sent 12/12/07

✓ To AV.

✓ To Commes : H

Jean Jewell

From: wbrodegard@gmail.com
Sent: Saturday, December 08, 2007 3:25 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from William C Brodegard follows:

Case Number:
Name: William C Brodegard
Address: 11674 W. Granger St.
City: Boise
State: ID
Zip: 83713
Home Telephone: 208-891-1066
Contact E-Mail: wbrodegard@gmail.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

We recieved a letter in the United Water bill this month regarding conversion from billing every two months to every month. First, the comment website address shown on the letter did not connect to anything. I am sure there will be few comments because of the difficulty in linking, not because people do not have opinions about the issue.

It must be obvious to everyone that this is a thinly veiled attempt to raise rates and provide opportunity to raise rates in the future. There is no benefit to doubling the cost of meter reading and billing except to gain the profit from the difference between the added costs and what is charged. If the water company truly wished to make it easier on consumers, then an estimated charge for the intervening month could be sent based on usage history. This would save the labor cost of extra meter reading. There is still a problem however, since the company would still incur the cost of mailng, which is an expense that has no benefit.

I recommend that the IPUC deny the request. This will enable the water company to figure out how to improve the bottom line by lowering costs rather than making work and charging the consumer for it.
William Brodegard

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 72.24.35.67

✓ Ken Ack
sent 12/12/07

✓ V. H.V

✓ T. Commis
: H

Jean Jewell

From: ceharmon1@msn.com
Sent: Friday, December 07, 2007 10:37 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Clint Harmon follows:

Case Number: UWI-W-07-04
Name: Clint Harmon
Address: 12546 W. Edna Dr
City: Boise
State: ID
Zip: 83713
Home Telephone: 208-672-1120
Contact E-Mail: ceharmon1@msn.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

I would like to go on record as opposing United Water's proposed change of meter reading and billing from bi-monthly to monthly. This is a bad idea because it is inefficient and United Water is laying the added expense on the back of the consumer. If they could convert to monthly billing and meter reading without added expense I could support it but this is another example of a utility company making decisions that are really only good for them and not the consumer they service. The reasons United Water cites for the proposed change do not reflect the desires of the consumer but they appear to be a lame attempt to find any compelling reason for the change simply to grow their organization. For United Water to increase their revenue by over 1 million dollars annually at the expense of the consumer in order to implement a less efficient process, paying for higher overhead makes no sense.

Also, the sewer and trash company just converted to bi-monthly from quarterly and cited one of the reasons was to be consistent with the water company.

For these reasons, I ask the PUC to reject this request from United Water.

Sincerely,
Clint Harmon

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.36.24.240

✓ Gen. Ask sent 12/7/07
✓ To AV.
✓ To Commes
EH

Jean Jewell

From: rstehle@aol.com
Sent: Friday, December 07, 2007 4:55 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Randy Stehle follows:

Case Number: UWI-W-04-04
Name: Randy Stehle
Address: 60 N. Saratoga Court
City: Nampa
State: Idaho
Zip: 83687
Home Telephone: 208-442-5234
Contact E-Mail: rstehle@aol.com
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your question or comment briefly:

I believe that it is wholly unnecessary for United Water to convert to a monthly billing schedule. The proposed cost of over \$1 Million is ridiculous. What is the true benefit??? There are only 74,500 customers affected. They expect to make a 9% profit on this!! More like 50%!! I could see a small increase in their paper and postage costs, but minimal personnel or collections increases. United Water is trying to make a windfall profit from helpless customers.

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

✓ Done Ack sent 12/7/07
✓ To Commus. ; H
Jean Jewell

From: patross@msn.com
Sent: Thursday, December 06, 2007 2:54 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Patrick Ross follows:

Case Number: UWI-W-07-04
Name: Patrick Ross
Address: 12013 W. Dallan Dr.
City: Boise
State: Idaho
Zip: 83713
Home Telephone: 208-322-5153
Contact E-Mail: patross@msn.com
Name of Utility Company: United Water Idaho Inc.
Add to Mailing List: no

Please describe your question or comment briefly:

We've all been budgeting our water bills bimonthly for years, we are pretty used to it. There may be some that would like it monthly. In 30 years of paying water bills I've never looked at my last bill and decided I better use less water. Having personnel come every month I don't think is going to increase the detection of any leaks. They hardly pause long enough to read the meter! Personally I think the rate is minimal but perhaps the people who would like the bills spread out monthly would also appreciate the lower rate. Bottom line it seems like a whole lot of revenue for United Water with no added value to me as a customer. United Water did state the proposed increase was necessary to cover the increased costs due solely to conversion to monthly billing. What they are asking us to do is pay them an extra 1.1 million dollars so they can bill us every month. I don't see any value in that. Thanks

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.37.165.192

v Gen Ack
sent 12/7/07

v To Commms.
J H

Jean Jewell

From: IdahoHampton@aol.com
Sent: Friday, December 07, 2007 1:34 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Cheryl Peck follows:

Case Number: UWI-W-07-04
Name: Cheryl Peck
Address: 2027 Amber St
City: Boise
State: ID
Zip: 83706
Home Telephone: 208-342-1456
Contact E-Mail: IdahoHampton@aol.com
Name of Utility Company: United Water of Idaho
Add to Mailing List: no

Please describe your question or comment briefly:

I do not approve of the proposal to increase my rates simply because you want to read my meter more often! How absurd! This proposal to convert to monthly billing makes no sense. You admit in the letter that the increased costs are for nothing more than adding personnel, billing, and collections solely to convert to a monthly meter reading. Leave the bill alone and for once give me a chance to not be bilked out of a few more bucks!

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 164.165.163.216

✓ Men Ask
sent 12/12/07

✓ To Commms
: 14

Jean Jewell

Sent: Tuesday, December 11, 2007 3:42 PM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Chris Daniel follows:

Case Number: UWI-W-07-04
Name: Chris Daniel
Address: 66 N Hastings Dr
City: Nampa
State: ID
Zip: 83687
Home Telephone:
Contact E-Mail:
Name of Utility Company: United Water
Add to Mailing List: no

Please describe your question or comment briefly:

I am appalled that a public utility (United Water) is attempting to make the argument that by spending (proposed revenue increase) of over 1 million dollars is somehow going to make them more efficient.

The three points they claim are benefits to billing monthly are an extremely weak case for increasing our rates. How in the world can they justify this excessive cost by switching to a monthly billing process? If United Water changed their billing to quarterly would we see a saving of a million dollars? I would be happy to pay my utility bill quarterly if it save the rate payers over a million dollars a year.

I would hope that the IPUC denies such a ridiculous request by United Water!

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 72.24.238.60
