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Jean Jewell

From: katrinamerrell@msn.com
Sent: Friday, January 11, 2008 8:42 AM
To: Tonya Clark; Jean Jewell; Gene Fadness; Ed Howell
Subject: PUC Comment/Inquiry Form

A Comment from Katrina Merrell follows:

Case Number:
Name: Katrina Merrell
Address: 11763 W. Ramrod Dr.
City: Boise
State: ID
Zip: 83713
Home Telephone: 323-6013
Contact E-Mail: katrinamerrell@msn.com
Name of Utility Company: Public Utility Commission
Add to Mailing List: no

Please describe your question or comment briefly:

I called United Water to see if they had a monthly payment system set up for their customers. I was told that they tried to set one up last year, but they were denied by you, the Public Utility Commission. I wanted you to know how beneficial it would be to have a consistent monthly bill. We are a family of 6 and live on a single income so I can stay home with my children. We sacrifice a lot for me to stay home which is by choice. It is easier for me to plan my expenses when I know how much my bill will be. I cringe when I see my water bill in the summer and I worry about how high I can turn on my heat in the winter. I am aware that my level pay will probably increase at the beginning of a new year, but I will have a peace of mind knowing I can plan how much I can pay on other bills. I was also told one reason they were denied the level pay was because P.U.C. was afraid we would use more water if the consumers were on level pay. I hope this isn't true because it really makes no sense. We all have to pay for what we use in the end so why would I knowingly use more? They would still be sending us bills that shows the amount used for that month and for that month the previous year, right? So we can check for ourselves and compare. I hope this helps you rethink your decision for the next time this comes up.

Katrina Merrell

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 71.221.160.219
