

✓ Gen Ack
sent 10/5/09

✓ To Commms.
: H

Jean Jewell

From: Jean Jewell
Sent: Monday, October 05, 2009 9:29 AM
To: Jean Jewell
Subject: FW: Consumer Complaint/Inquiry Form

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

From: gandksmith @Q.com [mailto:gandksmith @Q.com]
Sent: Monday, October 05, 2009 3:22 AM
To: Front; Beverly Barker; Ed Howell
Subject: Consumer Complaint/Inquiry Form

A Complaint/Inquiry from Kris Smith follows:

Name: Kris Smith
Contact E-Mail: gandksmith @Q.com
Daytime Telephone: 1-208-343-2182
Home Address: 4142 Minuteman Way
City: Boise
State: Idaho
Zipcode: 83706
If this concerns a Business, Business Name:
Business Address:
Business Phone:
Name of Utility Company: Idaho Water
Have you contacted the utility regarding your concern?: No

Please describe your question or complaint briefly:

I am concerned that the water company is requesting a rate increase in this economy. I realize that they have shareholders but all shareholders have taken major losses recently and I did not notice that we had any rate decrease to reflect that. So, why would there be an increase now. We, as a state, cannot afford another increase in any utility. People are out of work and hurting. How can they possibly justify an increase! Please do not allow any increase. Thank you.

The form submitted on <http://www.puc.idaho.gov/forms/cons/cons.html>
IP address is 71.37.165.195
cons

✓ Gen. Ack sent 10/5/09
✓ B.F. responded to ?'s
✓ To Commis. 3 H
Jean Jewell

From: ingrammaureen46@gmail.com
Sent: Sunday, October 04, 2009 6:00 PM
To: Jean Jewell; Beverly Barker; Gene Fadness; Ed Howell
Subject: PUC Comment Form

A Comment from Maureen Ingram follows:

Case Number: UWI-W-09-01
Name: Maureen Ingram
Address: 10350 Skycrest Dr.
City: Boise
State: ID
Zip: 83704
Daytime Telephone:
Contact E-Mail: ingrammaureen46@gmail.com Name of Utility Company: United Water Idaho Add to Mailing List:

Please describe your comment briefly:

Opposed to rate increase.

1. Notice of rate increase request appeared with Oct. bill received Oct 3. Notice did not mention increase would be effective Oct. 3-one has to find that from the PUC website. Does this allow for due process for notification, public hearing, etc. according to Idaho law?
2. In the three years since the rate was last increased, the financial environment has changed dramatically. Most of us consumers have seen our asset values not just drop, but plummet. Those of us on social security have been told there will be no cost of living adjustment this coming year, for the first time in SS history! This is not the time to raise taxes or rates charged by any utility. Increasing the rate by over 15% is insulting and needs to be questioned carefully. UW needs to control costs, which shouldn't be as difficult considering the growth rate in its service area.
3. For years, the interest rate earned on a simple savings account has been .25%. The water company is expecting an 8.49% return in today's world? That appears highly excessive.
4. What effect are the water conservation and low-income payment assistance programs having?
5. UW has stated its expenses, but have they justified the need to spend those amounts?

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 97.121.24.169

✓ Gen Ack
sent 10/5/09

✓ To A.V.

✓ To Commis.
JH

Jean Jewell

From: sunshine20@cableone.net
Sent: Friday, October 02, 2009 3:59 AM
To: Jean Jewell; Beverly Barker; Gene Fadness; Ed Howell
Subject: PUC Comment Form

A Comment from Robbin Rash follows:

Case Number: UWI-W-09-01
Name: Robbin Rash
Address: 12070 W. Edna
City: Boise
State: ID
Zip: 83713
Daytime Telephone: 208-866-3558
Contact E-Mail: sunshine20@cableone.net
Name of Utility Company: United Water
Add to Mailing List: yes

Please describe your comment briefly:

Interested in seeing United Water developing a cost effective level pay plan.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 67.112.74.47
