

✓ Gen Ack  
sent 10/26/09

✓ To AV

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RECEIVED

2009 OCT 23 AM 8:11

IDAHO PUBLIC  
UTILITIES COMMISSION

October 22, 2009  
3932 Leland Way  
Boise, Idaho 83709

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

Sirs;

Enclosed in this month's water bill is a letter stating that United Water wants a 15.21% rate increase. They claim they have not had an increase since 2006, but our rates went up every year through 2008. The customer charge is often more than the water used such as this month when my bill for water used is \$13.75 and the customer charge is \$16.21. They also give themselves a raise each time they switch from winter to summer rates and vice versa. And perhaps those of you who still have a job forget that many have no job and have to rely on help that they would prefer not to. Also, we senior citizens are NOT getting a raise this next year as the Federal Government claims there is no inflation even though power rates went up 10% and groceries have not decreased in price that much. Gas is also not that great either and is going up again as it always does for Idaho. Medicines certainly have not stopped increasing every 2 to 3 months for 100- year old medications that have more than doubled in price in the last 2 years.

We see no improvement in our water or anything else for the high prices charged by this foreign owned company. (This last part galls many of us since our utilities should NEVER be owned by foreigners and our hard-earned money should not be going to pay them high investment returns.) Hugh investment returns is what the rate increase is all about of course. We who were in South County Water at one time had decent water to drink. It was a bit hard but we did not need a softener or need to filter it in order to be able to drink it. As soon as United Water took over our water was filled with chlorine and was undrinkable from the overuse of chemicals. It also was made harder by these same chemicals so that many of us now have to have water softeners at added expense and use filtering systems of one type or other or buy bottled water in order to have decent water to drink, again at added expense that should not be needed.

Enclosed are some of the letters that I did save and some old bills. Unfortunately I have not saved all the old bills, as I need space for current ones.

I also object to the company always placing the highest volume of water into the highest rate category when rates are switched from winter to summer. We here in this area are on irrigation water and use city water only BEFORE the irrigation water is turned on in April or early May depending on the weather. Our water is turned off at the end of September and this year was turned off October 4<sup>th</sup>. So the company in 4/11/2008-6/11/2008 placed twice as much water into the higher rate than the lower rate category. I have no idea then why there was even a rate difference from 6/11/2008-8/13/2008 as this would have all been at the summer rate. Then for 8/13/2008-10/10/2008 they put 4.7242 CCF @ \$1.2112 for \$5.72 and 8.2758 CCF \$ 1.5141 for \$12.53 for a total of \$18.25 water use plus the \$16.21 "customer charge". This last charge was never explained as to

why it is being charged and why it increases periodically. In actuality more water was used in October on the city than in September as gutters and the house was washed down at that time. The same thing for this month's current bill except that no water was used on the garden this year. The gutters have not been cleaned yet and all water has been used in the house with some heavy use to wash prunes for drying the first week of October AFTER the summer charge was finished.

No, I see no need for United Water to be increasing their rates once again. Many people still working have taken pay cuts in order to just keep working. Therefore, the executives and shareholders need to tighten their belts too. They live on millions while those of us from whom they take and take to get their millions live on hundreds, if that.

And I'd remind you once again- NOBODY OWNS the water as it circulates around the world, so I do not see that any company should be constantly charging ever increasing prices for it. South County Water charged us flat rates for winter and summer, billed every month and did NOT increase our rates every time we turned around. We had good water to boot. Now why would that have been? Would it be because they were charging only enough to maintain the system and meet their bills? They certainly were not paying everybody else-i. e. shareholders.

Sincerely,

Mrs. Walt Hester



**Re: Notice of Application to Increase Rates**

**Dear Customer:**

RECEIVED

On September 3, 2009, United Water Idaho filed for rate relief with the Idaho Public Utilities Commission (IPUC) requesting a \$4.37 per month or 15 cents per day increase in rates for a typical residential customer. The proposed increase, if approved by the IPUC, would raise the average residential customer's annual bill from approximately \$343 to \$395. United Water was last granted a rate increase more than three years ago in August 2006.

2009 OCT 23 AM 8:11

IDAHO PUBLIC UTILITIES COMMISSION

Since its last rate filing, United Water has made more than \$13 million in investments and improvements to the water system serving Idaho's capital city. The company has invested more than \$12 million to replace aging infrastructure, including replacing more than 16 miles of water mains, 2,200 water services, and 13,000 meters. United Water has invested nearly \$2 million in treatment facilities at various locations in the system. United Water has also improved reliability by investing in booster station improvements and auxiliary power, to ensure uninterrupted service in the event of a power failure.

Since 2006 the company's operational costs have also increased for items such as power, chemicals, and depreciation - totaling more than \$1.2 million. While we've worked hard to control operating costs, prices for commodities such as power and chemicals continue to rise at an alarming rate. That's one of the reasons we have instituted an aggressive water conservation program and a low-income customer payment assistance program through UW Cares.

In its Application United Water is proposing a revenue increase of \$5,625,085, which represents an overall increase in rates of 15.21%, to be applied equally to all classes of customers. The proposed increase in rates is subject to review and a decision by the IPUC, which may accept, modify or reject in whole or in part the proposed increase. A complete copy of the proposal is available at the Company's office at 8248 W. Victory Road, Boise, Idaho and at the Commission's office at 472 W. Washington, Boise, Idaho. It is also available on-line at the IPUC website: <http://www.puc.idaho.gov/internet/cases/summary/UWIW0901.html>, and at United Water Idaho's website: <http://www.unitedwater.com/idaho>.

You can also file a comment on the Application via the IPUC website at: <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html> or mail comments to:

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

Sincerely,

Greg Wyatt  
Vice President and General Manager

060092809

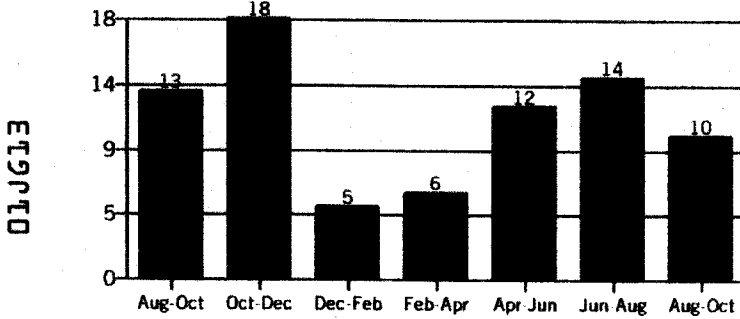


# UNITED WATER

United Water Idaho  
 Customer Service Center  
 8248 West Victory Road, Boise, ID 83709  
 Telephone: 208-362-7304  
 www.unitedwater.com

## USAGE HISTORY

Bi-Monthly usage in hundred cubic feet



Billing Date: 10/16/09  
 Account Number: 0600099922

Previous Balance	\$37.01
Payments Through 10/16/09 <i>Thank You</i>	\$37.01
Balance Forward	\$0.01
Current Charges Due 11/05/2009	\$30.41
<b>TOTAL AMOUNT DUE</b>	<b>\$30.41</b>

More of higher rate who operate so hard

SERVICE TO: WALT HICKSTEIN

SERVICE ADDRESS: 3932 LELAND WAY BOISE ID

Meter Number	Service		Days of Service	Meter Reading		Usage	Unit of Measure	Reading Type	Rate
	From	To		Previous	Present				
49171085	08/14/09	10/14/09	61	889	899	10	CCF	ACTUAL	SCB
						EQUIVALENT TO	7,480 GALLONS		
				4.6066 CCF @ \$1.2112	\$5.58				
				5.3934 CCF @ \$1.5141	\$8.17				
				WATER CHARGE SUBTOTAL	\$13.75				
				CUSTOMER CHARGE	\$16.2				
				SAFE DRINKING WTR FEE	\$0.5				
				<b>TOTAL CURRENT CHARGES</b>	<b>\$30.4</b>				

SEE REVERSE SIDE FOR IMPORTANT ACCOUNT INFORMATION

## IMPORTANT MESSAGES

**\*\*Donate to UW Cares, and help those in our community who need assistance paying their water bills. Contributions are tax deductible, and 100 percent of your donation goes to helping families meet their most essential need - water. United Water will match all customer donations up to \$20,000 annually. Donations can be mailed to UW Cares, P.O. Box 190420, Boise, ID 83719-0420. Thank you for your generosity.\*\***

Save a stamp and go paperless today! Log on to [www.unitedwater.com](http://www.unitedwater.com) or call Customer Service to find out more information and to enroll in eBilling.

\*For a small convenience fee, you can now pay your bill any time by calling 888-608-6690.\*

1200 RE 158618

PLEASE DETACH HERE AND RETURN THE BOTTOM PORTION WITH YOUR PAYMENT IN THE RETURN ENVELOPE PROVIDED.

060 1308 MAR08 09  
 060 1308 MAR08 09



**UNITED WATER**  
 8248 West Victory Road  
 Boise, ID 83709

SERVICE ADDRESS: 3932 LELAND WAY  
 BOISE ID

Please check this box if you have made any changes to the information on the reverse side.

Account Number:	06000999221041
Balance Forward	\$0.00
Current Charges Due 11/05/2009	\$30.46
<b>TOTAL AMOUNT DUE</b>	<b>\$30.46</b>

Please make payable to: UNITED WATER IDAHO

Payment Amount Enclosed \$ 30.46



\*\*\*\*AUTO\*\*5-DIGIT 83709 725 T3:3  
 WALT HICKSTEIN  
 3932 LELAND WAY  
 BOISE ID 83709-4656



UNITED WATER IDAHO  
 PAYMENT CENTER  
 PO BOX 371804  
 PITTSBURGH PA 15250-7804

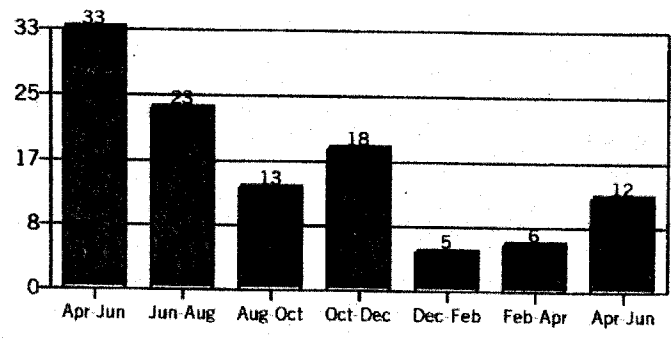


# UNITED WATER

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 Customer Service Center  
 8248 West Victory Road, Boise, ID 83709  
 Telephone: 208-362-7304  
 www.unitedwater.com

## USAGE HISTORY

Bi-Monthly usage in hundred cubic feet



Billing Date: 06/16/09  
 Account Number: 06000999221040

Previous Balance	\$23.98
Payments Through 06/16/09 <i>Thank You</i>	\$23.98 C/F
Balance Forward	\$0.00
Current Charges Due 07/06/2009	\$33.10
<b>TOTAL AMOUNT DUE</b>	<b>\$33.10</b>

*City water used in April  
 not May & June  
 as irrigation  
 4/10/09 011812*

SERVICE TO: WALT HICKSTEIN

SERVICE ADDRESS: 3932 LELAND WAY BOISE ID

Meter Number	Service		Days of Service	Meter Reading		Usage	Unit of Measure	Reading Type	Rate
	From	To		Previous	Present				
49171085	04/10/09	06/12/09	63	863	875	12	CCF	ACTUAL	SCB
						EQUIVALENT TO	8,976 GALLONS		
						CUSTOMER CHARGE			\$16.21
						SAFE DRINKING WTR FEE			\$0.50
						<b>TOTAL CURRENT CHARGES</b>			<b>\$33.10</b>

SEE REVERSE SIDE FOR IMPORTANT ACCOUNT INFORMATION

### IMPORTANT MESSAGES

**\*\*Water wisely. Summer rates are in effect May 1 - September 30.\*\* Be sure to set pressurized irrigation valves correctly. \*\*  
 All sprinkler systems must have an approved and tested backflow device. \*\***

Get a stamp and go paperless today! Log on to [www.unitedwater.com](http://www.unitedwater.com) or call Customer Service to find out more information  
 to enroll in eBilling.

\*For a small convenience fee, you can now pay your bill any time by calling 888-608-6690.\*

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*12 x 1.2112 = 14.5344  
 # 8504 7/8 33.10*

*1.6756 at 1.68 fee much to them  
 green Always divide in  
 more at higher rate*

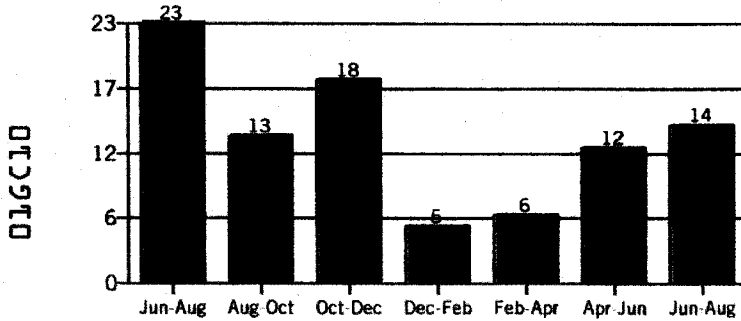


# UNITED WATER

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 Customer Service Center  
 8248 West Victory Road, Boise, ID 83709  
 Telephone: 208-362-7304  
 www.unitedwater.com

## USAGE HISTORY

Bi-Monthly usage in hundred cubic feet



Billing Date: 08/18/09  
 Account Number: 060009992210

Previous Balance	\$33.10
Payments Through 08/18/09 <i>Thank You</i>	\$33.10
Balance Forward	\$0.00
Current Charges Due 09/07/2009	\$37.00
<b>TOTAL AMOUNT DUE</b>	<b>\$37.00</b>

SERVICE TO: WALT HICKSTEIN

SERVICE ADDRESS: 3932 LELAND WAY BOISE ID

Meter Number	Service		Days of Service	Meter Reading		Usage	Unit of Measure	Reading Type	Rate
	From	To		Previous	Present				
49171085	06/12/09	08/14/09	63	875	889	14	CCF	ACTUAL	SCB
3 CCF @ \$1.2112									\$3.63
11 CCF @ \$1.5141									\$16.66
WATER CHARGE SUBTOTAL									\$20.29
						EQUIVALENT TO	10,472 GALLONS		
						CUSTOMER CHARGE			\$16.21
						SAFE DRINKING WTR FEE			\$0.50
						<b>TOTAL CURRENT CHARGES</b>			<b>\$37.00</b>

SEE REVERSE SIDE FOR IMPORTANT ACCOUNT INFORMATION

### IMPORTANT MESSAGES

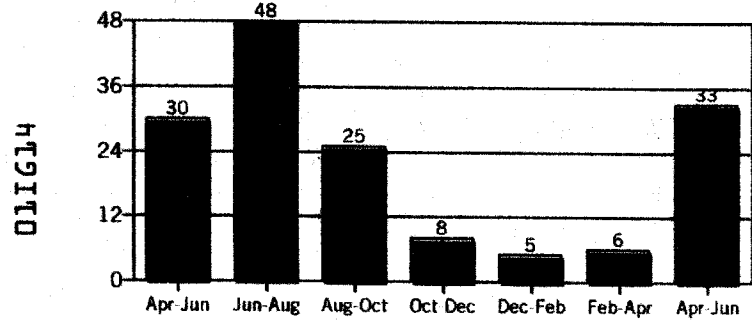
- \*\*Water wisely. Summer rates are in effect May 1 - September 30.\*\* Be sure to set pressurized irrigation valves correctly. \*\* All sprinkler systems must have an approved and tested backflow device. \*\***
- Save a stamp and go paperless today! Log on to [www.unitedwater.com](http://www.unitedwater.com) or call Customer Service to find out more information and to enroll in eBilling.
- \*For a small convenience fee, you can now pay your bill any time by calling 888-608-6690.\*
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*Handwritten note:*  
 8530  
 9/9/2009  
 \$ 37.00

*Vertical handwritten note on the left margin:*  
 Would assume it would be done

**USAGE HISTORY**

Bi-Monthly usage in hundred cubic feet



Totaly out of line with volume in hydroide  
 Totaly out of line with volume in hydroide

<b>Billing Date:</b>	<b>06/13/08</b>
<b>Account Number:</b>	<b>060009992210</b>
Previous Balance	\$23.98
Payments Through 06/13/08 <i>Thank You</i>	\$23.98
Balance Forward	\$0.00
Current Charges <b>Due 07/03/2008</b>	\$62.94
<b>TOTAL AMOUNT DUE</b>	<b>\$62.94</b>

**SERVICE TO: WALT HICKSTEIN**

**SERVICE ADDRESS: 3932 LELAND WAY BOISE ID**

Meter Number	Service		Days of Service	Meter Reading		Usage	Unit of Measure	Reading Type	Rate
	From	To		Previous	Present				
49171085	04/11/08	06/11/08	61	765	798	33	CCF	ACTUAL	SCB
								EQUIVALENT TO 24,684 GALLONS	
								CUSTOMER CHARGE	\$16.21
								SAFE DRINKNG WTR FEE	\$0.50
								TOTAL CURRENT CHARGES	\$62.94

SEE REVERSE SIDE FOR IMPORTANT ACCOUNT INFORMATION

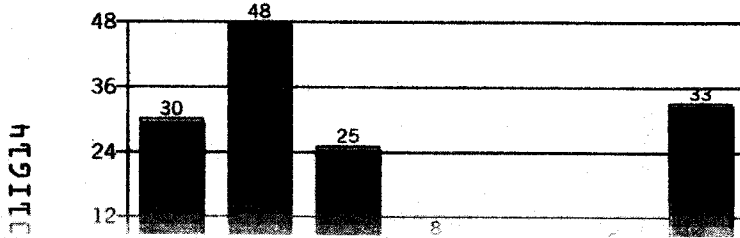
**IMPORTANT MESSAGES**

- \*\*Water wisely. Summer rates are in effect May 1 - September 30.\*\* Be sure to set pressurized irrigation valves correctly. \*\* All sprinkler systems must have an approved and tested backflow device. \*\***
- \*For a small convenience fee, you can now pay your bill any time by calling 888-608-6690.\***
- \*\*Donate to UW Cares, and help those in our community who need assistance paying their water bills. Contributions are tax deductible, and 100 percent of your donation goes to helping families meet their most essential need - water. United Water will match all customer donations up to \$20,000 annually. Donations can be mailed to UW Cares, P.O. Box 190420, Boise, ID 83719-0420. Thank you for your generosity.\*\***

*difference was \$1.72*

### USAGE HISTORY

Bi-Monthly usage in hundred cubic feet

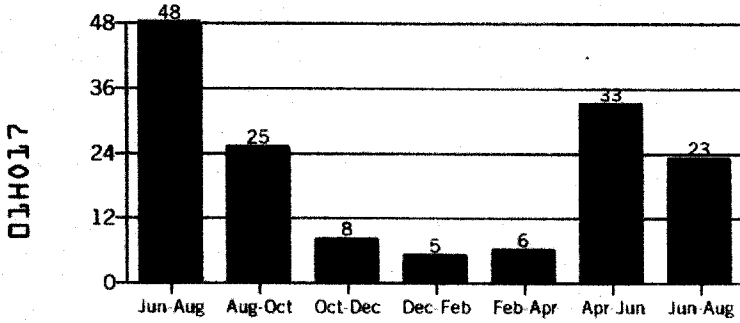


<b>Billing Date:</b>	<b>06/13/08</b>
<b>Account Number:</b>	<b>06000999221040</b>
Previous Balance	\$23.98
Payments Through 06/13/08 <i>Thank You</i>	\$23.98
Balance Forward	\$0.00
Current Charges <b>Due 07/03/2008</b>	\$62.94
<b>TOTAL AMOUNT DUE</b>	<b>\$62.94</b>



**USAGE HISTORY**

Bi-Monthly usage in hundred cubic feet



<b>Billing Date:</b>	<b>08/15/08</b>
<b>Account Number:</b>	<b>06000999221040</b>
Previous Balance	\$62.94
Payments Through 08/15/08 <i>Thank You</i>	\$61.22C
Balance Forward - <b>PAST DUE*</b>	\$1.72
Current Charges <b>Due 09/04/2008</b>	\$50.63
<b>TOTAL AMOUNT DUE</b>	<b>\$52.35</b>

*\*Past Due Balance may be subject to late charges, collection and/or termination.*

SERVICE TO: WALT HICKSTEIN

SERVICE ADDRESS: 3932 LELAND WAY BOISE ID

Meter Number	Service		Days of Service	Meter Reading		Usage	Unit of Measure	Reading Type	Rate
	From	To		Previous	Present				
49171085	06/11/08	08/13/08	63	798	821	23	CCF	ACTUAL	SCB
				3 CCF @ \$1.2112	\$3.64	EQUIVALENT TO 17,204 GALLONS			
				20 CCF @ \$1.5141	\$30.28	CUSTOMER CHARGE		\$16.21	
				WATER CHARGE SUBTOTAL	\$33.92	SAFE DRINKING WTR FEE		\$0.50	
						TOTAL CURRENT CHARGES		\$50.63	

SEE REVERSE SIDE FOR IMPORTANT ACCOUNT INFORMATION

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PAID - #1  
 SEP 10 2008  
 UNITED WATER



