

✓ Gene F.  
to respond to  
75

✓ Gen Ark  
sent 12/4/09

✓ To AV

✓ No Commis.  
H

**Jean Jewell**

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**From:** vanarnem@cableone.net  
**Sent:** Thursday, December 03, 2009 11:35 AM  
**To:** Jean Jewell; Beverly Barker; Gene Fadness; Ed Howell  
**Subject:** PUC Comment Form

A Comment from Bob Van Arnem follows:

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Case Number: United Water Rate Increase  
Name: Bob Van Arnem  
Address: 3049 S. Whitepost Way  
City: Eagle  
State: ID  
Zip: 83616  
Daytime Telephone: 939-8747  
Contact E-Mail: [vanarnem@cableone.net](mailto:vanarnem@cableone.net)  
Name of Utility Company: United Water  
Add to Mailing List: yes

Please describe your comment briefly:  
Re: Notification of Application to Increase Rates

What percent of revenue do the dollars stated in the mailing represent? To me, the percent is the significant number. Is the IPUC guided by a percentage of revenue for reinvestment before determining if a rate increase is justified? Please define a 'typical residential customer' in terms of monthly usage so I can know if we fit the category. Cynically, I always feel this 'standard' low-balls the rate increase. The dollars quoted only have meaning if expressed as a percent of revenue. A 15.21% increase is substantial and, in many, many cases, inconceivable in competitive private enterprise. In effect, it represents a greater than 5 % average increase/year for the past three years. What was United Water's total revenue during the period of time that the \$ were invested? I live in Eagle; the 'Notice' identified these improvements were made to 'Idaho's capital city', i.e., Boise. Why should we pay for it? Additionally, we have never experienced a service disruption related to a power failure in the twenty years we have lived in our current residence, so I don't understand the need for 'booster station improvements'. Please consider a lower rate of increase, if at all. Thank you.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 72.24.120.217

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✓ Gen. Ack  
sent 12/4/09

✓ To AV.

✓ To Commis.  
i H

**Jean Jewell**

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**From:** JTTAYLOR2007@HOTMAIL.COM  
**Sent:** Wednesday, December 02, 2009 9:57 AM  
**To:** Jean Jewell; Beverly Barker; Gene Fadness; Ed Howell  
**Subject:** PUC Comment Form

A Comment from JOHN TAYLOR follows:

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Case Number: UWIW0901  
Name: JOHN TAYLOR  
Address: 9570 W. TELFAIR DR.  
City: BOISE  
State: IDAHO  
Zip: 83704  
Daytime Telephone: 208 284-0653  
Contact E-Mail: JTTAYLOR2007@HOTMAIL.COM Name of Utility Company: UNITED WATER Add to Mailing List: yes

Please describe your comment briefly:  
The water charges we pay are already the highest in Boise. It is my feeling the company needs to do a better job of managing their resources.

They also charge the highest Customer fee, the fee whether or not we use any power, gas, or water, which is more than 4 times that of the highest fee charge by any other utility.  
Idaho Power-Service Charge--\$4.00  
Intermountain Gas-Customer Charge--\$2.50 United Water-Customer Charge-\$16.21

They give us a number of \$4.37 per month on an average, these numbers are always lower than the actual.

They say they have made \$13 million in investments and improvements, they don't mention how much that increased their gross. As far as their maintenance costs are concerned that's an operational cost that all well managed companies know they have to do to serve their customers. Other companies invest in improvements also, however they can't always increase their price, especially with this economy.

They say their operational costs have increased, so have mine and I didn't get a raise. While operational costs have increased they didn't mention how much their gross income increased, with the addition of new customers.

I say manage better, and I hope the commission will say the same.

Thank You  
John Taylor

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 71.37.167.79

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✓ Gen. Ask  
sent 12/4/09

✓ To AV.

✓ To Commms.  
i H

**Jean Jewell**

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**From:** bdharris5@hotmail.com  
**Sent:** Thursday, December 03, 2009 4:35 AM  
**To:** Jean Jewell; Beverly Barker; Gene Fadness; Ed Howell  
**Subject:** PUC Comment Form

A Comment from Bob Harris follows:

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Case Number: *UWFW-0901*  
Name: Bob Harris  
Address: 11830 W Flintlock Dr  
City: Boise  
State: ID  
Zip: 83713  
Daytime Telephone: 208-340-5531  
Contact E-Mail: [bdharris5@hotmail.com](mailto:bdharris5@hotmail.com)  
Name of Utility Company: United Water of Idaho Add to Mailing List: yes

Please describe your comment briefly:

The application for a 15.21% increase by United Water of Idaho filed on 9/3/09 is excessive. CPI over the past 3 years is barely 5% in a period of recession, high unemployment and cost cutting across the board. Request you limit any increase to a realistic level based on cost of living and CPI for Boise.

Thank you for your consideration

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 71.20.22.165

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