

Jean Jewell

From: ckaltenecker@cableone.net
Sent: Thursday, November 17, 2011 7:54 AM
To: Jean Jewell; Beverly Barker; Gene Fadness
Subject: PUC Comment Form

A Comment from Chris Kaltenecker follows:

Case Number: UWI-W-11-02
Name: Chris Kaltenecker
Address: 6622 Saxton Ave.
City: Boise
State: Idaho
Zip: 83714
Daytime Telephone: 2088539257
Contact E-Mail: ckaltenecker@cableone.net Name of Utility Company: United Water
Acknowledge: acknowledge

Please describe your comment briefly:

I understand utility companies are unique entities, but I also assume they operate their businesses similarly to those in private enterprise. These businesses are very much aware of the need to constantly improve their quality of service, quality of product and reliability of equipment. These are part of the cost of doing business and are included in any plan to survive. I don't buy the argument stating look what I'm doing for you, so now I have to raise your rates.

With the constant reminding of the general public to reduce water consumption, it's quite ironic to suggest raising rates because this effort has been successful. Wasn't this scenario anticipated? Besides, hasn't there been a significant increase in the number of users over the past few years prior to the recession?

A request for a rate increase of 19% is excessive. Although I have not reviewed the numbers, I would ask what United Water has done to reduce costs and tighten their belts along with their users. Since they haven't made comments to that effect, I'm assuming not much. Since they are guaranteed a positive rate of return, I expect them to be constantly looking for ways to reduce cost and improve service, as opposed to asking for rate increases. Maybe they need some legitimate competition. I expect the IPUC to act in the same manner as would competition. Force them to run an efficient business with a high quality of service.

They have included the same request, denied previously by the IPUC, to ask us to pay for a new system for billing. It's simply reworded as a "customer communication system". This does not benefit customers, but it does benefit the business. The benefit to customers should come in the form of reduced costs, not rate increases. It should have been anticipated and reserves set aside for that purpose. Customers should not constantly be asked to reward poor management.

I resent being asked to pay higher rates for water usage in the northwest where there is an abundance of water.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 24.116.75.139