

## Jean Jewell

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**From:** Ed Howell  
**Sent:** Tuesday, December 14, 2004 7:01 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, December 14, 2004  
7:01:06 PM

Case:  
Name: Helen McFarland  
Street Address: 811 Hastings Ave.  
City: Coeur d'Alene  
State: Idaho  
ZIP: 83814  
Home Telephone: 208-765-8931  
E-Mail: mac4@adelphia.net  
Company: Avista  
mailing\_list\_yes\_no: no  
Comment\_description: How can you continue to grant the astronomical rate increases to Avista? 21% for gas in September?? My bill nearly doubled between last month and this month, partly due to the fact that there is a 15 day differential in the number of days included in their readings (they're playing pretty loose with the term "monthly billing").

You must realize they are smart enough to ask for more than they expect to receive and you play right along and give them huge increases. It's a fine merry Christmas to our family and everyone else's to see record-breaking bills. Sadly, it costs just as much for the poor to stay warm as the rich.

It angers me to see Avista offer \$1,000,000.00 to make improvements on Lake Coeur d'Alene (a thinly veiled bribe). It's just another example of how they are rolling in the dough while we are held captive financially. I sure wish our income had increased even 10% of what Avista has been granted in increases over the last 10 years. Where does this stop? I think you should roll back these rate increases and hold this company to some management responsibility. There are thousands of families suffering financially due to your decisions.

Transaction ID: 12141901.6  
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User Hostname: 67.22.63.130