

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

From: PUCWeb Notification <[Do.Not.Reply@puc.idaho.gov](mailto:Do.Not.Reply@puc.idaho.gov)>

Sent: Wednesday, September 13, 2023 4:00 PM

To: ConsumerComplaintsWeb

Subject: Notice: A complaint was submitted to PUCWeb

The following complaint was submitted via PUCWeb:

Name: Scott Scherrer

Submission Time: Sep 13 2023 3:33PM

Email: [scottascherrer@gmail.com](mailto:scottascherrer@gmail.com)

Telephone: 208-819-4721

Address: 13661 N. Grand Canyon St.  
Rathdrum, ID 83858

Name of Utility Company: Avista Utilities **AVU-E-23-01**

Contacted Utility: No

Comment: "My complaint is in reference to Avista utilities increasing cost to consumers when they're already making a very healthy net profit in a season for the American people which has such high inflation and food costs. None of their current applications to increase the cost of electricity to a homeowner in Idaho should be approved at this time. Avista utilities needed to buckle their belt a little tighter just like everyone else and not just put the burden on the consumer alone. Especially for those of us on fixed incomes! Please do not approve the requested increase in electric adjustment filings made by Avista Utilities for Idaho . customers. One of the things I've noticed on my bill is that it appears the number of reading dates varies instead of going by the actual month my last bill was read for 32 days so of course it's more expensive so if you use 600 KW hours in a normal month but then they take a reading for an extra day they can push you into the next 600 KW hours which they charge more for. When the only real difference would be the number of days that they're including on your bill. So it appears to me by adding days to your bill they can collect more money because of the higher rate for anything in the next 600 KW hours which hardly seems fair. Also there is no cost adjustment for using electricity in off peak hours. Like setting your dishwasher or dryer to go on at night when there's less demand. If I understand the bill correctly It looks like to me the billing is rigged so that they can collect more money from the consumer based on how many days they include on your bill because of the higher rate in the second 600 KW hours."