

From: [Curtis Thaden](#)
To: [Jan Noriyuki](#)
Subject: FW: Notice: A complaint was submitted to PUCWeb - Brandi Stoker
Date: Friday, February 3, 2023 2:11:35 PM

From: PUCWeb Notification <Do.Not.Reply@puc.idaho.gov>
Sent: Friday, February 3, 2023 7:00 AM
To: ConsumerComplaintsWeb <ConsumerComplaintsWeb@puc.idaho.gov>
Subject: Notice: A complaint was submitted to PUCWeb - Brandi Stoker

The following complaint was submitted via PUCWeb:

Name: Brandi Stoker
Submission Time: Feb 2 2023 6:50PM
Email: brandi_berry@hotmail.com
Telephone: 208-699-0026
Address: 1618 N WILLAMETTE DR
POST FALLS, ID 83854

Name of Utility Company: Avista

Contacted Utility: No

Comment: "For the last several months, our Avista bill keeps going up and up. We aren't using any more energy than any other year, and we have lived in this home for almost 17 years. Now we are having to use less, meaning we have had to lower our heat in a home with young children. We wear layers, move around a lot, and yet we still can't keep warm because of having to lower our temperature in order to attempt to lower our bill. Then yesterday, I received an email saying we were receiving an even higher increase. We are all trying to survive during a recession and the IPUC decides to start charging us more than they already are. This is incredibly disappointing and really not OK. I understand the need to keep up with rising costs, but making such drastic increases during a financially difficult time for many is not a kind way to run a business. "

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Monday, February 6, 2023 2:00:08 PM

The following comment was submitted via PUCWeb:

Name: Theodore Turrentine
Submission Time: Feb 6 2023 1:06PM
Email: ted_turrentine@yahoo.com
Telephone: 760-333-8532
Address: 1135 W Shane Dr
Coeur d Alene Id, ID 83815

Name of Utility Company: Avista

Case ID: AVU-E-23-01

Comment: "We would like to urge the commissioners to carefully consider the significance of Avista Utility employee wages, salaries, and benefits as a component of their proposed customer rate increases beginning later this year. The compensations for public utility and government employees have, we believe, become far removed from the reality of what private sector workers receive for equivalent proficiencies. Such things as 12 paid yearly sick days, sick days paid regardless of use, greater than 2 weeks paid yearly vacation with little seniority, paid family emergency/maternity, etc., fully paid practical and classroom instruction, and other perks are excessive, and have wrongly evolved into being expected from employers, and entitled to by employees. We are confident that part of your scrutiny of this case will include confirming Avista's stated costs for supplies, materials, and equipment related to the increase. As recent retirees, we ,and thousands of more like us, can ill afford any increases to our fixed monthly costs which exceed any inflationary adjustments to our income, which this proposal will do greatly. Thank you Theodore and Donna Turrentine Coeur d' Alene "

James H. Pound, III

[REDACTED]
Sagle, ID 83860-9267
[REDACTED]
[REDACTED]

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2023 FEB -6 AM 9:32

IDAHO PUBLIC
UTILITIES COMMISSION

February 2, 2023

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

Re: Case No. AVU-E-23-01 and AVU-G-23-01

I received notice today that Avista Utilities is requesting an excessive rate increase for the years 2023-24. This, at a time when the people of Idaho are struggling with inflation, shortages, a stale job market, just to mention a few of what is happening in the Northern part of the state.

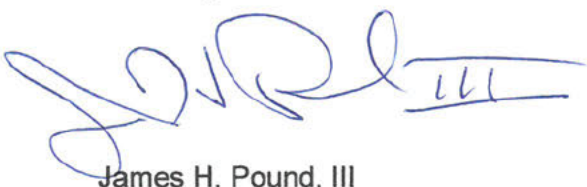
I use the term excessive in regards to the proposed electric increase. At 15.4% in 2023 with another 4.7 percent in 2024, this company continues to show that it does not want to be in the electric utility business. We know this from the historical attempt to sell the electric utility to a non-US based company. It also shows in the difference between the electric proposal and the gas request.

Many of us use electricity exclusively in our homes. My bills this winter are averaging above **\$200 monthly**. A 15.4 percent increase for next winter would add at minimum an additional \$30. While that may not represent a shock to individuals who are fully employed in my case at least, I am retired and my income is essentially fixed.

I will not use any more of your valuable time with this letter except to request as servants to the people, you must reject this rate increase. It exceeds inflation and will add to our cost of living at a time when the economy is at best stagnant.

I thank you for your time and consideration in this matter and please include this letter with the public documents as you move forward in deliberations. A redaction of the address, phone, and e-mail would be appreciated. It is my sincere hope that you will say no to Avista. You may contact me at the above listed address, phone, or e-mail.

With Regards:



James H. Pound, III

RECEIVED

2023 FEB -6 AM 9: 32

IDAHO PUBLIC
UTILITIES COMMISSION

February 3, 2003

Idaho Public Utilities Commission
PO Box 83720
11331 W. Chinen Blvd Bldg 8 Ste 201-A
Boise, Id 83720-0074

Utilities Commissioners,

As an Avista customer, I'm writing you to protest the recent rate increase they have requested to apply to our already overpriced energy bill.

Until recently, I've been pleased with the service & fair prices of our utilities. I've been a resident of Lewiston since 2007 and retired three years ago. All was manageable until prices started skyrocketing due to one circumstance after another. My husband and I, along with a very large number of folks in our little town, are on a fixed income which does not allow for these enormous rate increases.

Because of the increases of building material through the COVID period, our homeowners insurance rates increased dramatically which made the mortgage payments much higher. Gas prices are at all time highs due to...what are they blaming that on these days...Ukraine?? Food prices are going up daily and the minimum wage is at a ridiculous all time high thereby raising the price of just about everything else to cover overhead. All of this has made it extremely difficult to just get by ~ any sort of entertainment is very few and far between.

Avista has just recently (last November as a matter of fact) increased their rates by 10%, and now they're asking for an additional 15%?! This will make it near impossible to pay our power bill. Many states have a sliding scale and charge their customers based upon their income. Our area has Community Action which assists residents with their utility bills when needed. I have never in my life had to use assistance to pay bills but found myself in need of their services after receiving two consecutive \$300 plus bills from Avista.

We have recently installed new windows, a new roof, weather-proofed all exterior doors and have HVAC maintenance come on a regular basis to check the furnace & ac to make sure they're working at their most efficient. We keep our thermostat at 66* during the day & 63* at night, which leaves the house a bit chilly but we bundle up. Even with all these measures, the Avista bills are sky high...and now they want to raise their prices yet another 15%?! I understand the continuing need for rate increases, but this is an enormous hike...25% in two years!! This is an absolute outrage and I'm appealing their request. Please take all of this, and your citizens, into consideration when deciding upon rate increases.

With regards,

Diane Marsh
2425 13th Ave
Lewiston, Id 83501