

✓ To A.V. for
Int. Parties list
✓ Ken. Ask
sent 11/7/02

November 7, 2002

TO: Public Utilities Commission

FROM: Ron Daugherty, 149 N. 16th Ave., Pocatello 83201, rondaugherty@earthlink.net

RE: Utility Case #GNR-U-02-1

You folks must live in tree houses somewhere, while not knowing what's happening in the world. As a collective Commission, you have real difficulty fairly representing the citizenry. **Immediately drop your proposal to alter "winter moratorium" rules for folks who cannot afford their utility bills.** What are you thinking? How do you justify potentially killing people? You place yourselves in tremendous, extensive, and costly liability for placing survival risk before people requiring warmth.

You seem to overlook economy conditions in Idaho. What does it tell you when thousands cannot pay their utility billings? Perhaps such billing is too high? Perhaps billing structure does not match the economy? That perhaps you have forgotten what Enron did to you last year, as our state utility officials who should have known were sleeping at their desks? Perhaps outlandish property taxes are absolutely moving citizens out of their homes? That perhaps you don't know "one-fifth of our population cannot cover basic rent?" Or perhaps the Commission doesn't have a clue that 50% of our state population is below poverty levels, that those who can actually pay for two other people in our state now? Perhaps, in the end, we should clear out the Utility Commission and install people who know and understand the social, economic status within Idaho.

Last year, Gene Fadness ridiculously attempted to justify high power bills for customers, blaming "200-percent wholesale price increases" which caught him sleeping at the wheel. Customers paid for his oversights. Now because some folks cannot pay their already exorbitant billings...*Let's just turn them off and watch them die.* Sick thinking to say the least. Each of you as Commissioners should be immediately arrested if you approve Case #GNR-U-02-1. Commissioner Dennis Hansen, on the other hand, must be commended.

A significant number of people have lost their jobs, careers, their retirement savings, and some positive hope for a future, at least 50% of their savings and investments, and you nail their proverbial coffin by attempting to freeze them out. If you're having problems, find bailout money like any other business in the country. Plan and budget for "survival costs" – and get over trying to play policemen for the state. Huntington is dead wrong. "Survival costs" do not have to be recouped from existing customers, a blatant example of old school thinking. Consider Chapter 11 standards. Customers have had it. The Commission needs to get off their public posteriors.

Drop your "winter death proposal." Please keep me informed regarding status.

*✓ Men. Ask
sent 11/11/02
✓ To A.V. for
Ext. Parties List*

ABUSES IN IDAHO

Response to CASE No.: GNR-U-02-01

Order No.: 29145

Filed October 31, 2002

RECEIVED
FILED



2002 NOV -7 AM 8:44

IDAHO PUBLIC
UTILITIES COMMISSION

There is a Federal Law entitled "The American's With Disabilities Act" that prohibits the discrimination of the disabled. While it is strictly observed in other states, in Idaho, it is basically ignored, and our disabled become the unwilling victims of abuse, discrimination and victimization.

It is easy to abuse and ignore this segment of the population. Why? These are individuals who in some cases have lost the ability to live as normal, functioning parts of society. Their inability to continue earning an income, has destroyed their confidence, their way of life, and any hope they had in living a somewhat comfortable life.

Many have owned homes, and as their income disappears, lose the home they worked so hard to obtain, and watch their dreams crushed. They find Idaho Power and Intermountain Gas making threats to discontinue their power and seek to have the winter moratorium, their only protection from certain death from the cold, discontinued.

These utilities, are looking at a segment of the population who are unable to pay the high winter rates, who have already been damaged beyond repair, to insure their executives receive their scheduled bonus income. They claim that they can no longer afford the moratorium, when in fact their executives and parent company are paid according to Enron standards.

i am disabled, and have been subjected to the worst violations under the act, and in Idaho they appear legal. i am disabled and i have been lied to, abused by lenders and utilities. i applied for Social Security Disability benefits, and find that system also abusive in terms of the time you must wait as you tread your way through the system, to the point where you are finally heard by a Law Review Judge. i reached my hearing in October of 2002 and await the judges decision and back pay owed to me under the Social Security Disability act.

Again, and again, i have found myself in a humiliating bottomless void that does not properly address the needs of this group of citizens.

Background material: In my case, and i am certain so many others, i worked all of my life. My earnings in California were above average, and i even returned to school when my son entered the first grade to earn two degrees. All the time, working, earning an income, and working soup kitchens with my son on Christmas Day to feed the homeless. i never thought, that i too would be facing that type of life.

Upon moving to Idaho, my earnings dropped and i worked two jobs to afford my house. i was disabled by an injury sustained at work January of 2001. At the time, i was employed by J.R. Simplot. That morning was icy and neither crews to remove the ice had been summoned to make ingress to the building safe, nor were we called and advised not to come in until the crews had complied with the law and OSHA rules. i slipped on ice landing on both knees tearing the meniscus. my tail bone hit my heel breaking and dislocating my tail bone. My spine, and pelvis were damaged and dislocated. My tail bone striking my heel caused injury to my foot which has not lost the swelling in all the ensuing months. Sliding, my head hit a light pole, causing a concussion with some damage, a whiplash. and crunching my spine again.

i have lived in constant pain, have lost the ability to do even the most basic tasks including my ability to walk distances, or sit for extended periods of time. Writing, which came with ease prior to the injury, became forced as words were lost to me forever. Simplot of course, is not known for taking care of those

employees injured on the job, and i was forced into a Workers Compensation case that was an emotional grind. In the end, i was compelled to settle simply to protect my home from foreclosure, so i could at least benefit from the proceeds to allow me to live until such time as my Social Security is approved. Simplot terminated me, and to date, i have not seen or heard the words "You are terminated" from them. They simply removed me from payroll and immediately discontinued the insurance that i carried on my son and my self. i learned of this action over a month after it was done. Not from Simplot, but my insurance carrier who had denied a claim for some minor surgery for my son.

For those with the ability to get up in the morning, go to work to earn the funds you need to live, i say this: Consider what would happen, if you lost that ability. After years of working, contributing your life, time, and energy to insuring your needs, those of your family, and those of your community, you suddenly lost that ability. Do you have savings? i did, and they are gone now. Do you have family to help? i do not. my mother has breast cancer and her savings must see to her needs first. my father is deceased. Do you have friends who will help? i don't think any of us will approach friends for money that they are not certain they will be able to pay back.

i began working with advocates for the disabled, and they all agree that the Disabled do fall into a void in all the legal workings of this state. They are not certain how to resolve the void, but agree that new laws need to be in place to insure this valuable segment of the population are not destroyed further.

We need legislation that strictly prohibits this treatment of the disabled. That legislation needs to include back up to insure that services that are required, such as power, gas, communications, trash, sewer, are *never denied or discontinued* should money be unavailable to pay for these services. Expecially during the time the disabled person is wrapped up in the Social Security system. (my case was opened March 2001 and could go on several more months.) Most importantly, they must not be permitted to *threaten* discontinue necessary services. This is emergency legislation that needs to be in place immediately.

What will this cost the state? Nothing. Utilities have enough in reserves (as shown by the bonus they paid to executives this past year, while approaching the PUC for rate increases) to continue the services of the disabled, who need those services most because of their disability. Mortgages can be placed on hold, while the disabled work through the Social Security system, extending the time of payment at the end of the loan period. Holders of firsts must be encouraged to consolidate lesser liens into their loan, and at the same time, dropping the interest rate. When Social Security is approved, disabled borrowers will be again in a position to make those payments.

For those who choose to sell their property, they must be assured that they will not be further demoralized by unscrupulous predatory lenders, or agents who's only thought is to victimize the disabled because of their inability to fight back effectively.

This is the very least we can do for our disabled citizens. Citizens who contributed all their life, and through no fault of their own, are forced to live a life of pain, lack of mobility, and uncertainty.

i urge you to please do more than pray for these citizens. Use the power that you were given by the citizens of this state, to do something positive to eliminate the void that destroys lives. Give the disabled a reason to once again hold their heads high, and not feel the state has abandoned them in their time of necessity.

There is no other choice. We must insure our disabled are legally protected, and eliminate this miserable void, that diminishes rather than cares for those who require it most.

Additionally, the PUC needs to address the group of low income citizens that have been targeted by Intermountain Gas and PacifiCorp in their recent application. With winter approaching and the utilities petitioning to have the moratorium canceled, should the PUC allow this to go through, the state will be looking at the death of many of her citizens. The PUC and the utilities are willing to accept the consequence of murdering those unable to fight for themselves? This is unconscionable.

In many cases, we are looking at young mothers with children or those without sufficient education to earn a decent income to both keep a warm roof over their children's heads, let alone feed them. The state has failed them miserably by not providing free child care and housing while this segment of the population is educated allowing them to earn a *livable* income.

In other cases, we are looking at a segment of the population that has unfairly lived their entire lives under the poverty level, simply because there were not the proper programs available to help them take a step up. It seems rather than providing the tools necessary for the time needed to pull themselves out of poverty, more steps are being taken to insure they never do.

Additionally, there is a segment of the population that education can not help. Many have very low IQs that preclude them from most jobs that require even a basic knowledge of math and english. Some, should be on medication to regulate brain function, but medications are out of their reach as well.

Common human decency requires that we insure those who are either unable by disability, or other circumstances are not murdered (yes, any death as a result of any utility being permitted to cancel services especially during winter months must be considered murder and subject to the same legal ramifications as any other causing an unnecessary, untimely death.) The utilities that have filed the above captioned application to amend the moratorium, must be prohibited from interfering or changing the moratorium. Additionally, the PUC must consider means to insure that necessary services for those covered under this response are not adversely affected.

stacey crosby
10356 Cory St.
Boise, Idaho 83704
(208) 378-0922

A handwritten signature in cursive script that reads "Stacey Crosby" followed by the initials "n/c/02".

Jean Jewell

*To A.V. for
Int. Parties
list.*

*✓ Jean Ack.
mailed 11/6/02*

From: Ed Howell
Sent: Sunday, November 03, 2002 12:17 AM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Sunday, November 03, 2002
12:16:32 AM

Case: GNR-U-02-1
Name: ALVIN DAY
Street Address: 3914 Bennington st.
City: CALDWELL
State: Id.
ZIP: 83605
Home Telephone:
E-Mail:

Company:

mailing_list_yes_no: yes

Comment_description: I was reading about the rule change concerning disconnecting customers who can't afford to pay there utility bill with children in the winter. I can't believe this would even be considered by the PUC especially when it concerns people with children. Has this world gotten so bad and greedy that the almighty dollar is put ahead of childrens welfare. If the utility companies think that the people don't know that the money they lose on this is either paid by the other customers or is written off on there taxes, either way they get there money so what are they complaining about they don't lose anything, just look at all the money they made on price gouging last year when are bills went sky high and were only getting back half of what was taken from us, I feel they have a bigger agenda in store for this rule change and it should be investigated thoroughly before anything is implemented.

Transaction ID: 113016.32
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 207.70.60.30
User Hostname: 207.70.60.30

x

*IT's A
for Int. Parties
list*

*Ed. Howell
sent 11/6/02*

Jean Jewell

From: Ed Howell
Sent: Wednesday, November 06, 2002 8:15 AM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Wednesday, November 06, 2002
8:14:50 AM

Case: GNR-U-02-1
Name: DAVE CUNNINGHAM
Street Address: 2119 RIDGEPOINT WAY
City: BOISE
State: ID
ZIP: 83712
Home Telephone: 208-343-0479
E-Mail: dcunnin733@aol.com
Company: INT GAS

mailing_list_yes_no: yes

Comment description: I READ THE ARTICLE IN THE STATESMAN ON 11-2-02 CONCERNING THE PROPOSAL THAT THE UTILITY COMPANIES HAVE SUPPORTED ABOUT CHANGING THE WINTER MORATORIUM AND I WOULD LIKE TO COMMENT. I AGREE WITH THE UTILITY COMPANIES. I AM ALL FOR HELPING NEEDY PEOPLE BUT WHEN A PROGRAM IS BEING ABUSED AS THIS ONE HAS CHANGES NEED TO BE MADE. IT SOUNDS TO ME LIKE THEIR PROPOSAL IS FAIR AND I WOULD LIKE TO SEE THE IPUC APPROVE IT. THANK YOU.

Transaction ID: 116814.50
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 12.65.126.150
User Hostname: 12.65.126.150

*✓ To 1/11/02
for Int. Parties
list
1/11/02 Ack
sent 11/6/02*

Jean Jewell

From: Ed Howell
Sent: Tuesday, November 05, 2002 4:01 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Tuesday, November 05, 2002
4:00:31 PM

Case: GNR-U-02-1
Name: Candise A. Ramsey
Street Address: 142 N. Allumbaugh St. #215
City: Boise
State: Idaho
ZIP: 83704
Home Telephone: 208-323-6189
E-Mail: jcramsey@surfbest.net
Company: Idaho Power
mailing_list_yes_no: yes
Comment_description: In regards to the proposed change in the "winter moratorium":

I believe that customers should be made to pay any amount possible, on their utilities' balance, during the "winter moratorium"; however, paying half of the level pay amount is too large, of an amount, for some families and individuals. It would be wonderful if all families and individuals had adequate supports, through family and friends, to help assist them in times of need, or during periods of unexpected hardship, but this is not the case in many families. It is important that people shoulder the responsibility for themselves, and allowing people to attempt to pay what they can on the balance, is more feasible for those individuals with 1) children under the age of 18 2) people over 62 and 3) "infirm" persons living in the household.

I do not believe that participation should be based on 150% of the poverty level, as these amounts are barely adequate, to meet the needs of the family sizes they represent. Working class families, those who do not qualify for assistance in child care, utilities, CHIPS, and other vital programs, can be faced with something as small as a car repair, which will limit their ability to pay 50% of their level pay between Dec. 1 and Feb. 28. Service protection should not be given to poor families alone.

One of the questions, I received from your website, for comment is: If a customer is not eligilbe, are the existing level-pay or other special payment options sufficient to address payment ocncerns during winter months? I am unaware, from this web page report, to determine what "other special payment options" refers to. I will say that the level pay option is not beneficial to low income or working class families and individuals. The level pay program creates a higher cost to individuals, during months they would usually save money and makes that burden consistent, ending in a pay off amount. This pay off amount is as burdensome, as the pay off amount you are refering to at the end of the moritorium. Level pay is not a viable option for families and individuals at risk (low-income, working class, the elderly, children).

My main concerns are that the proposed change creates 1) a guideline for qualification, which makes working class families and lower middle class families vulnerable 2) the program is being proposed at too late of a date, for families to prepare for the increased costs during winter 3) the requirement of 'some' of the level pay amount is too vague, 50% is to high 4) the finacial and time costs of seeking a medical excuse, which may be ignored anyway, creates a larger burden on the programs in process, which serve the needy (medicare, medicaid, loss of working hours etc) 5) Families, who have children, who may have a disconnected period from service, loose their children, to the Department of Health and Welfare's Child Protection Services, this is another phenominal cost increase to the state, the family, and other service providers.

The change in the "winter moratorium" is too costly to be efficent for the state, tax

payers, service providers, and families. Your report shows no proof that there is a problem with the current program. It provides no evidence that families are loose with the current plan. What it does show, is a concern for profit, which was not the intention when the "winter moratorium" was enacted in 1979.

Sincerely,

Candise A. Ramsey

142 N. Allumbaugh St 215
Boise, Idaho 83704
208-323-6189
jcramsey@surfbest.net

Transaction ID: 1151600.31
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 67.1.17.69
User Hostname: 67.1.17.69

Jean Jewell

✓ To A.V.
for Int. Parties
list

✓ Gen. Ariz
sent 11/6/02

X

From: Ed Howell
Sent: Tuesday, November 05, 2002 6:16 AM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Tuesday, November 05, 2002
6:15:41 AM

Case: GNR-U-02-1
Name: Linda Burch
Street Address: 5650 Sudley Lane
City: Boise
State: ID
ZIP: 83714
Home Telephone: 208 854-0987
E-Mail: burchlinda@hotmail.com
Company: Idaho Power and Intermountain Gas
mailing_list_yes no: yes

Comment_description: This will address the bulleted items listed in the 10/31/02 release:
1) Customers should be required to pay a minimum (say \$10) only if it is clearly defined and based on their income plus actual expenses required to sustain their lives without jeopardizing their health.

At moratorium end the utility bill should be forgiven as it only allows the companies to then shut off the utility requiring a lump sum payment to include a new deposit (usually \$100) so the persons then have no utilities to begin the cold winter. I am a social worker and have worked with many folks who have to choose between medications, food, or utilities...all necessary for survival. Once the power is shut off, the utility companies have policies that are not conducive to saving lives once the cold weather begins, the vulnerable become even more vulnerable. Considering the high profit and CEO earnings/bonuses by the parent companies of the utilities, the policy on moratoriums must be changed.

2) The policy should be based on need. A formula would have to be determined, but occasionally humanity may go into the assessment component for individuals allowing waivers in special situations. I work with patients and their families with brain injuries (either by stroke or accident such as motor vehicle) whose incomes can change drastically in a matter of moments. Have you considered what it may be like to go from \$4700 a month to \$800 for a family of five? From \$1500 a month for a retired couple with one suffering a stroke needing \$400 a month meds with no help because they worked all their lives and Medicaid does not pay for medications? Only basic rehab? I would be delighted to share my concerns in person with your commission.

3) Recommended pay amounts do not account for the situations across the board. It would be easy if everyone fit into the box. A policy must be set, but must have flexibility. Half the level pay is reasonable, but cannot be fixed for reasons mentioned in 1 and 2.

4) No. Just as I mentioned above, many situations do not fit into a box, such as the family impacted by brain insult. I hope that none of you have to live through something that impacts your entire existence financially, socially, and emotionally or if some of you have, please speak to the devastating effects with only one being a utility bill.

5. Too short, but make it a living breathing program. Inflexibility can cost lives in the decisions you are making regarding the project/program. It should be implemented as a program, subject to revision annually.

6. Both.

7. Changes are needed immediately. I know people who are cold without resources as the local resources are limited in scope and availability, winter temperatures are here.

Thank you for giving the public the opportunity to comment.
Linda M. Burch, MSW

X

✓ To AV.
for Int. Parties
list.

✓ Gen Help
sent 11/6/02

Jean Jewell

From: Ed Howell
Sent: Monday, November 04, 2002 10:09 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Monday, November 04, 2002
10:08:57 PM

Case: GNR-U-02-1
Name: Sandra Mendenhall
Street Address: 860 Sherwood St. #153
City: Boise
State: Idaho
ZIP: 83706
Home Telephone: 208-426-9581
E-Mail: skmen123@aol.com
Company: Idaho Power
mailing_list_yes_no: yes

Comment_description: I have lived on disability for several years. I am about to graduate from BSU with my Bachelor's degree and to get off disability. I would never have made it this far if it weren't for the help I got financially. Those who would be hurt the most by this new pilot program would be those with the least voice. We are all having trouble paying our power bills and heating bills. With the tremendous increases, gee, the least you could do is not let our citizens freeze to death during the winter. Try something else!

Transaction ID: 1142208.57
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 205.188.209.167
User Hostname: 205.188.209.167

X

✓ Gen. Ack sent 11/4/02

Jean Jewell

From: Ed Howell
Sent: Monday, November 04, 2002 8:32 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Monday, November 04, 2002
8:32:02 PM

Case: GNR-U-02-1
Name: Degolia M Johnson
Street Address: 1355 S Linda Vista Ave
City: Boise
State: ID
ZIP: 83709
Home Telephone:
E-Mail: degoliajohnson@earthlink.net
Company:

Comment_description: I do not agree with the change in the winter maoritorium. With all the state cut backs, this would be just another blow to those that need the extra help. Those that are not greedy are the ones that are successful. Albertson's is a classical example of a company that became greedy and look what is happening to them. Thank you for your time. Have a great and glorious day!!!!!!!!!!!!

Transaction ID: 1142032.2
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 63.187.169.119
User Hostname: 63.187.169.119

Jean Jewell

✓ No A.V. for Ins. Parties list
✓ Gen Hobs sent 11/4/02

+

From: Ed Howell
Sent: Monday, November 04, 2002 4:34 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Monday, November 04, 2002
4:34:07 PM

Case: gnr-u-02-1
Name: Timothy Hobs
Street Address: 211 Illinois Ave
City: Council
State: ID
ZIP: 83612
Home Telephone: 208-253-6961
E-Mail: record@ctcweb.net
Company: Idaho Power

Comment description: I can't believe Hansen was the only one to dissent on this. Read the IDL November report -37,600 in Idaho on unemployment in October. Here in Council Clearwater Research is pulling out in December, dropping 49 jobs. This May the Council hospital closed. The mill in Tamarack is rumored to be closing in January. This is not the time to be shutting off heat to the poor.
Leave the '79 moratorium completely unchanged.
Tim Hobs, editor The Adams County Record

Transaction ID: 1141634.7
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 12.30.214.74
User Hostname: 12.30.214.74

Jean Jewell

✓ To A.V.
for Int. Parkie
list

✓ Gen. Ack
sent 11/6/02

X

From: Ed Howell
Sent: Monday, November 04, 2002 3:02 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Monday, November 04, 2002
3:02:13 PM

Case: GNR-U-02-1
Name: Brinda Seidler
Street Address: 606 E. 10th Ave
City: Post Falls
State: ID
ZIP: 83854
Home Telephone: 208-704-5279
E-Mail: brindaseidler@hotmail.com
Company: Avista

mailing_list_yes_no: yes

Comment_description: I will be brief, I feel that taking away the "winter moritorium" will make it very hard for low income families. I am one of those who use this through the winter, my husbands hours are drastically cut in the winter months, but at least we have an income, unlike others in the area. We use our Earned Income Credit, from our income tax to catch our bill up at the end of February. The thing I can day about the proposed change is that if they want to make it so that as long as you are making a payment and meet income eligibilies, they wont turn you off it should be year round, low income families need power regardless of the time of year, just like every one else. If you would like to contact me, please do so at the phone number or address above. I know that my bill has never been written off, neither has anyone else I have spoken with. I volunteer work with other low income families at the Head Start. These are families that can be severely affected by the proposed change. Thank you for your time. Brinda Seidler

Transaction ID: 1141502.13
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 67.250.102.17
User Hostname: 67.250.102.17

X

To A.V.
for Int. Parties
List
system: e
sent 11/4/02

Jean Jewell

From: Ed Howell
Sent: Monday, November 04, 2002 12:01 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Monday, November 04, 2002
12:00:38 PM

Case: GNR-U-02-1
Name: Lynn Waite
Street Address: 7201 Rosewood Drive
City: Boise
State: Idaho
ZIP: 83709
Home Telephone: 208-385-5315
E-Mail: law@moffatt.com
Company: Intermtn Gas/Idaho Power
mailing_list_yes no: yes

Comment_description: I can understand the utility companies' concerns regarding the moratorium and then in March having people disconnected because of the large bill that hits them in March, BUT, what they don't understand is that during the winter months the utility bills are high and the threat of disconnection during those times when it's below freezing just scares me to death. Especially when I have two small children in my home. And as far as meeting the income requirements, I don't feel that is fair. My income is above the required levels because I have to work 2 jobs because I have a an unemployed husband due to the lack of work in construction during the winter months and I can barely meet my monthly debts. Now the threat of disconnection means we either freeze to death or pay the utilities and forego groceries, child support payments (which will lead my husband to jail or lose his driver's license)and car payment (which will lead to the lose of my vehicle. I make these comments not because my utility bills are average and I mismanage my money, no, I make them because it's usually in the winter when I receive \$300 to \$400 a month power bills!!!! When I investigated, they told me it was because I use my fireplace that my heating bill is so high! Doesn't make sense to me! Well, any way, if the changes are agreed upon, I would at least ask that they start next year and give people a chance to re-evaluate their budgets. Thank you

Transaction ID: 1141200.38
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 64.71.206.156
User Hostname: 64.71.206.156

Jean Jewell

*To: A.V. for
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From: Ed Howell
Sent: Sunday, November 03, 2002 10:16 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Sunday, November 03, 2002
10:15:32 PM

Case: GNR-U-02-1
Name: Jerald Heimbuch
Street Address: 6302 S. Cole Rd
City: Boise
State: ID
ZIP: 83709
Home Telephone: 208-362-4281
E-Mail: heimbuch@integrity.com
Company:

mailing_list_yes_no: yes

Comment_description: Read article in Statesman "Utility companies want rule change" and want to add my support of the utility companies request. Last year I had personal dealings with a family that 'knew all the ropes' and they abused all the systems meant to help those truly in need of help. They received several forms of public assistance and didn't use any of them as the programs intended. Then they just simply moved to Oregon to escape all debts in Idaho. Users of our utilities should have to pay a minimum amount, especially if they are receiving heating assistance. What they don't pay ultimately winds up in my bill and then I and the rest of us pay their debts.

I disagree with Commissioner Hansen position of putting this issue off for another year. Deal with it right now. If customers use a utility service they should expect to pay for it. They don't need a few more months to think about it. Set the revised program in place this winter

I have no holdings or interest in any of the utility companies. I'm just a private citizen who is getting tired of being ripped off by people who can simply say they don't want to pay for service received.

Transaction ID: 1132215.32
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 63.251.172.76
User Hostname: 63.251.172.76

Jean Jewell

*✓ To AV.
for Int. Parties
first* *✓ Ellen. Andrews
sent 11/6/02*

From: Nancy Harman
Sent: Monday, November 04, 2002 8:29 AM
To: Jean Jewell
Cc: Beverly Barker
Subject: FW: Complaint acknowledgement

Jean, I'm forwarding this to you. I believe it is comment on Case No. GNR-U-02-1, and not a complaint. Thanks, Nancy

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

From: Ellen Andrews
Sent: Monday, November 04, 2002 8:20 AM
To: Nancy Harman
Subject: FW: Complaint acknowledgement

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

From: Ed Howell
Sent: Friday, November 01, 2002 5:29 PM
To: Ellen Andrews; Beverly Barker; Ed Howell; Tonya Clark
Subject: Complaint acknowledgement

WWW Form Submission:

Friday, November 01, 2002
5:29:11 PM

Name: Rodney Pugh
Street Address: 2364 Fairview RD.
City: Am. Falls
State: Idaho
ZIP: 83211
Home Telephone: 208.226.1064
Work Telephone:
E-Mail: lorddragon@dcdi.net
Home Business: Home
Business Name:
Business Street Address:
Business Phone:

Complaint Company: Idaho Power
Contacted utility: No

Complaint description: I just heard on the news about different utilites wanting to be allowed to disconnect people during the winter months. I just wish to express my concern about this. I do not know if my utility is involved in this but I feel that I need to say something. During the winter months my power goes up any where from \$200 to \$400 as we have an all electric home with celing heat. Currently my wife is laid off and I am the soul support. I bring home a paycheck roughly \$300 every two weeks. As you can see this is a little on the tight side. I have never had my power disconnected and the few times that I had to use the moritorium my bill is always paid in full by the end of Febuary. If this action is allowed to go through it would be difficult if not impossible to provide heat for my three kids. We do have medical situations; however, some of the customer service represenatives do not care or understand. So you wind up talking to a supervisor to get help.

Again just please review this disssion for I am sure that there are other familys who are worse off then my family.

Transaction ID: 1111729.11
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/cons>
User Address: 208.14.172.42

Jean Jewell

Ed Howell sent 11/6/02

From: Ed Howell
Sent: Saturday, November 02, 2002 6:50 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Saturday, November 02, 2002
6:50:19 PM

Case: IPC-E-02-12
Name: Paul Flatt
Street Address: P.O. Box 15273
City: Boise
State: Idaho
ZIP: 83715

Home Telephone: 208-890-3637

E-Mail: pnplib@ao1.com

Company: Idaho Power

mailing_list_yes_no: no

Comment_description: We recently moved here from Tucson Arizona. In Tucson, the local electric company Tucson Electric Power has had time of use for several years. We had time of use with Tucson Electric Power for 2 of the last 8 years we lived there. I strongly urge the adoption of time of use for Idaho power. Why build more power plants to handle peak loads when a much cheaper method is to move customers to slack time thus lowering the peak demand. With a financial incentive many people will gladly move some of their electric demand to slack times. Tucson Electric Power estimates we saved over \$300 per year on our domestic power usage by moving to the time of use pricing.

I urge you to require time of use now so that the need for a new power plant can be delayed and possibly we will never need another plant if conservation measures can reduce the need for power at peak load times.

Thank you for your time.
Paul Flatt

Transaction ID: 1121850.19

Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>

User Address: 172.173.201.74

User Hostname: 172.173.201.74

Jean Jewell

✓ T. A.V. for Int. Parties list
✓ Allen. Acrc sent 11/4/02

From: Ed Howell
Sent: Saturday, November 02, 2002 3:31 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Saturday, November 02, 2002
3:31:00 PM

Case: GNR-U-02-1
Name: Michael and Judy Townsend
Street Address: 2678 S. Mayflower Way
City: Boise
State: Idaho
ZIP: 83709
Home Telephone: 208-378-7639
E-Mail: endoftownboise@worldnet.att.net

Company: Intermountain Gas
mailing_list_yes_no: yes

Comment description: Customers should first meet the energy assistance income guidelines before they are allowed to participate in the winter program. It is unbelievable that some people are allowed to abuse this worthwhile program designed specifically for financially struggling families and the elderly.

Also, we were previously involved in a program (out of state) where we could add one dollar to our monthly electric and gas bills. This highly successful program's additional money was utilized for paying families utility bills who needed financial assistance. Hope you will consider this worthwhile program to assist those families who are truly in need!!!!!! We believe the community would respond favorably!!!

Transaction ID: 1121531.0
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 12.81.169.14
User Hostname: 12.81.169.14

Jean Jewell

*✓ To A.V. for
Int. Parties
list*

*Allen Acke
sent 11/6/02*

From: Ed Howell
Sent: Saturday, November 02, 2002 9:35 AM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Saturday, November 02, 2002
9:35:11 AM

Case: grn-u-02-1
Name: Tony Bilbao
Street Address: 10873 W Blackhawk Dr
City: Boise
State: Id
ZIP: 83709

Home Telephone: (208)362-1483
E-Mail: Dbilbao@msn.com

Company: Idaho Power
mailing_list_yes_no: yes

Comment description: I believe the proposal set before the board is a step towards the right direction. But, To set limits on having children under the age of 18 or being over the age of 62 is a discriminative act. This proposal should be for everyone who is at or just above the poverty level (whatever the the income level is set for this injunction.) Also, if there nothing in place for help for these people, there should be a donation program set up for people who want to donate to help this program. The monies could be put into an interest bearing account and taken out as needed. And last but not least, everyone who volunteers can be put into a prepay program taken from the yearly household of their utility bills. This can also be put into an interest bearing account. Of course all the interest in both cases can be applied towards the help of the needy.

Thank you, Tony

Transaction ID: 112935.11
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 63.227.247.201
User Hostname: 63.227.247.201

Jean Jewell

1 Gen. Ack sent 11/6/02

From: Ed Howell
Sent: Friday, November 01, 2002 11:36 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Friday, November 01, 2002
11:35:43 PM

Case: GNR-U-02-1
Name: J. D. Cowan
Street Address: 720 N. Main St.
City: Meridian
State: Idaho
ZIP: 83642
Home Telephone: 208-888-0079
E-Mail: Cowanco@hotmail.com
Company: Id Power, Intermountain Gas
mailing_list_yes_no: no
Comment_description: Gentleman,

It actually comes as no suprise that "The utilities filing the application - Avista Utilities, Intermountain Gas and PacifiCorp - are proposing a two-year pilot program to begin Dec. 1. The program would require customers who say they are unable to pay their entire bill to pay at least a minimum amount, such as one-half of what they would pay under a level-pay plan."

Winter is the one time of the year that those companies are required to actually behave like other regular businesses in the world. Both Idaho Power and Intermountain Gas currently enjoy almost perfect monopolistic power over their respective clients. They raise rates without having to deal with what competitors rates are doing and they have no real problem extracting the money from their clients as they can quickly bring them to their knees by shutting the off the supply. Few companies are immune from having to compete and are insulated from market price considerations. Most corporations have to deal with pricing in a way to attract a customer base even to the extent that they made need to loose money in the short run or if they cannot be efficient in production, yet both Idaho utilities are nicely protected from these market conditions.

It is also important to note that if you need to make payment arrangements during those months when there is not a "winter moratorium" in effect their willingness to work with the client on payment is ZIP. During the summer or spring months if you are late and ask for some degree of forbearance on a current bill the answer is typically "no sir we will need the full balance by the shut off date" while during a moratorium they are more than happy to take what ever payment you can make! A rather significant attitude shift (not to mention a shift in power and control)! The most important thing here is that if you are late during the summer months they simple shut you off and force you to pay the full balance to have it reconnected and if you are unhappy with the service or feel like you are being treated unfairly then you can simply take your business elsewhere.....no wait you can't because they are the only supplier and if you want heat...it is simply "their-way or the highway!"

So here are some comments (like they will make to much difference)...
First of all, I can't believe that either the PUC or the utilities had the gumption to even say "Utilities expressed concern that customers who don't make any payments during the three-month moratorium usually face large bills on March 1." You have GOT to be kidding me! The utulities EXPRESSED CONCERN?!?! That is almost to laughable to even think about. The utilities are concerned about GETTING THEIR FREAKING MONEY! Not about the clients situation or income.

#1. Should customers generally pay what they can during the moratorium? For those who do not pay, are there other approaches to mitigate the large balances after the moratorium

ends?

It would seem that the moratorium is a small piece of protection for the consumer afforded during the winter months. VERY SELDOM if ever have these utilities actually had negative earnings from these past due accounts. Also, what about the children? What if because of this really nifty idea just one child shivers in the cold or worse becomes ill due to inadequate funds to pay? Then is it worth it?

#2.Should participation be based solely on income eligibility? If so, is the LIHEAP standard of 150 percent of federal poverty level appropriate? No! What about the individual that had been making adequate income and was suddenly faced with unemployment or disability. He may not qualify based on his pre-unemployment income but is still unable to meet current obligations. If the utilities have their way I guess it just "sucks to be that individual"! Not to mention completing those forms is both lengthy and humiliating!

#3.Is the recommended payment amount (50 percent of level pay) reasonable? Not really. I believe most people have had times in their lives where they would nearly sell their soul for \$25. Sometimes circumstances make it so you just don't have the money exactly when they want it!

#4.If a customer is not eligible, are the existing level-pay or other special payments options sufficient to address payment concerns during winter months? If the utilities were actually concerned with their subscribers I am sure they could come up with a number of inventive ways to REALLY help the customer repay the obligation.

#5.Is a two-year pilot program too long or too short? Neither, it is simply a poor proposal!

#6.Should the pilot project be restricted to either gas or electric utilities or should it apply to both? Again this is simply a poor proposal and both utilities have monopolistic control over the client base!

#7.Should implementation of the pilot program be postponed until next year instead of the Dec. 1 start date the utilities propose? Neither, it simply should not be enacted. What rights do the consumers have in all this? To vote with their feet? To seek a different provider? To choose the best quality lowest price producer of the good? Not here!

It appears that Mr. Hansen is the only one that has his head firmly on his shoulders.

I realize that the senior management at the utilities are quite far removed from their customer base. Most of them if they ever had any difficulty financially it was a very long time ago indeed and they likely do not recall the experience.

I am sure that the utilities will likely railroad this through like they have so many times on so many other issues. Do I smell an Enron? The ones that will pay will be the low income consumers, but I guess we have decided that's ok since they don't have resources they really aren't much of a concern. Perhaps for once you might take a genuine interest in the needs of those few and let the utilities experience some difficulty.

I guess Nancy Reagan said it best....."Just Say NO!"

Transaction ID: 1112335.43
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 67.250.133.28
User Hostname: 67.250.133.28

to A.V. for Int. Parties list *✓ Gen. Ack sent 11/6/02* +

Jean Jewell

From: Ed Howell
Sent: Wednesday, November 06, 2002 4:07 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Wednesday, November 06, 2002
4:07:14 PM

Case: GNR-U-02-1
Name: Sara Baker
Street Address: PO Box 4522
City: Boise
State: ID
ZIP: 83711
Home Telephone: 377-2416
E-Mail: sbaker7@msn.com

Company:

mailing_list_yes_no: yes

Comment description: I am the director of the St Mark's Crisis Action Center associated with St Mark's Catholic Community here in Boise. We have been receiving a lot of requests for help with utility bills which, unfortunately, we generally have to turn down. However, I would like to comment on the Intermountain Gas Co request to change the rules of the moratorium beginning December 1, 2002.

I believe that starting this in less than a month would have devastating effects on many low income residents of our community. This is simply not enough time to make people aware of the consequences of what is to occur. I do agree that people should be responsible for their actions and they should pay something no matter how minimal. But I think that this request is too precipitous. Something like this should be discussed and advertised well in advance of the implementation date, not at the last minute. This is particularly so in a declining economy, rising energy bills and major, mean spirited cutbacks in Health and Welfare.

I also feel that making the minimum payment 1/2 of a level pay is too onerous in all circumstances. Many of these people have little or no income. However, they should be held to a standard and should have to make arrangements and stick to those arrangements of payment. This should be done on an individual basis and not on a one size fits all because everyone's circumstances are different.

I think that having a means test is fine. Again, this should not be so onerous as to force those families with children to do without heat.

I would be happy to answer any questions you might have. Call me at 377-2416.

Transaction ID: 1161607.14
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 67.1.17.34
User Hostname: 67.1.17.34

✓ Gen. Ack
sent 11/7/02

X

Jean Jewell

From: Ed Howell
Sent: Wednesday, November 06, 2002 8:12 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Wednesday, November 06, 2002
8:12:02 PM

Case: GNR-U-02-1
Name: Nancy Daniels
Street Address: 413 N. Atlantic Street
City: Boise
State: Idaho
ZIP: 83706
Home Telephone: 342-7731
E-Mail: nldaniels@hotmail.com

Company:

Comment description: More time is required for the public to comment on this issue (utilities moratorium). After reading the overview, it appears to have little creativity and few options, presenting several win/lose scenarios.

I have found that people are willing to work collaboratively if given the opportunity to participate in the decision-making process. Please allow for moer public input, which may contain win/win solutions not yet presented or considered.

Transaction ID: 1162012.2
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 24.116.75.123
User Hostname: 24.116.75.123

Jean Jewell

*✓ To A.V. for
Int. Parties List
✓ Ken...
ans 11/7/02*

From: Ed Howell
Sent: Wednesday, November 06, 2002 8:51 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Wednesday, November 06, 2002
8:50:34 PM

Case: GNR-U-02
Name: Judy Last
Street Address: 9380 Glen Ellyn Lane
City: Boise
State: Idaho
ZIP: 83704
Home Telephone:
E-Mail: enlightenedjudy@aol.com

Company:
mailing_list_yes_no: yes

Comment_description: First, I agree with Commissioner Hansen that trying to change the existing program on December 1st of this year leaves too little time for public comment. I also agree with Commissioner Hansen that any change this year in the winter moratorium as it stands will cause unnecessary hardship to many Idaho families given the present economic conditions.

1. Should customers generally pay what they can during the moratorium? Perhaps, but two weeks is hardly enough time to put a system of eligibility requirements in place.
2. For those who do not pay, are there other approaches to mitigate the large balances after the moratorium ends? Of course, there are other approaches. Take the next year to allow brainstorming sessions to delineate what those alternatives are.
3. Should participation be based solely on income eligibility? My answer to this question is no. Income eligibility alone fails to take into account the ages and health of children or others in the home that may mitigate the family's ability to pay.
4. Is 150% of poverty level an appropriate income to determine eligibility? Given that 100% of poverty for a family of four is based on about 60% of the actual amount it takes, on average, to sustain a family of four, I would say that 150% still doesn't reach the average.
5. Is the recommended payment amount of 50% of level pay reasonable? I think the public utility companies would need to listen to all people, including those who will be most affected by any change in the winter moratorium, before the recommended payment could be appropriately determined.
6. Are the existing payment options sufficient to address payment concerns? For some of us, I'm sure it helps however, given the rate increases over the past year or so, energy costs are a challenge for more of us than before. This is especially true for those who are low income and on fixed incomes.
7. Is the two year pilot program too long or too short? That question is premature and would best be answered after considerable thought and impact focus groups.
8. Gas, electric or both? Premature question.
9. Should the proposed pilot program be postponed beyond the December 1, 2002 date? Absolutely it should be postponed.

Transaction ID: 1162050.34
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 198.81.26.238
User Hostname: 198.81.26.238

X

*Valen. Ack
sent 11/7/02*

Jean Jewell

From: Ed Howell
Sent: Wednesday, November 06, 2002 9:34 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Wednesday, November 06, 2002
9:34:12 PM

Case: GNR-U-02-1
Name: Connie Powers
Street Address: 1130 North 16 East
City: Mountain Home
State: Idaho
ZIP: 83647
Home Telephone: 208-587-3575
E-Mail:alconpowers@msn.com
Company:

Comment description: I am very concerned about the health and safety of children, sick, and elderly, if the moratorium was discontinued. There are many reasons why individuals are unable to pay their utility bills. Domestic violence, child abuse, loss of job, illness, etc. are all reasons why a household could fall behind in their monthly payments. If a single mother with young children was abandoned by her spouse she might not be able to pay any bills. This mother might seek support from public and private agencies but it might take more than a month to obtain assistance. The income guidelines may not be a fair way to determine need for assistance. There may be catastrophic situations that cause people to lose their income and resources. Someone on a fixed income may have to choose between purchasing medicine or paying the utility bill. Children, elderly, and the sick need to be protected by society. I would be willing to add a dollar to my bill each month to help keep someone who is in need from having their utilities disconnected. Why the big rush to cutoff the vulnerable citizens in our communities? Have a heart, take the time for public hearings on this matter.

Transaction ID: 1162134.11
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 67.1.14.81
User Hostname: 67.1.14.81

Jean Jewell

✓ To A.V. for Int. Parties List
✓ Gen. Ask sent 11/17/02

From: Ed Howell
Sent: Wednesday, November 06, 2002 11:51 PM
To: Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark
Subject: Comment acknowledgement

WWW Form Submission:

Wednesday, November 06, 2002
11:51:03 PM

Case: GNR-U-02-1
Name: Maggie Tallman
Street Address: 814 2nd St.
City: Coeur d'Alene
State: ID
ZIP: 83814
Home Telephone: 208 664 2788
E-Mail: tmaggiel@msn.com
Company: Avista

mailing_list_yes_no: yes

Comment_description: Please do not take away the heat from the poor in the winter months. Idaho's working poor are suffering and there is very little left of the safty net. Do not pull this out from under them by Dec 1

Transaction ID: 1162351.3
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>
User Address: 67.250.134.88
User Hostname: 67.250.134.88