



Idaho Public Utilities Commission

P.O. Box 83720, Boise, ID 83720-0074

Brad Little, Governor

Eric Anderson, President

John R. Hammond, Jr., Commissioner

Edward Lodge, Commissioner

Case No. CAP-W-24-01
Order No. 36281
Contact: Adam Rush
Office: (208) 334-0339
E-mail: adam.rush@puc.idaho.gov

NEWS RELEASE: Commission directs water corporation to follow approved rates when charging customers.

BOISE (Aug. 6, 2024) – The Idaho Public Utilities Commission has issued an interlocutory order directing the Capitol Water Corporation to ensure its customers are properly charged the rates set for in its approved tariff.

An interlocutory order was issued because Capitol Water has an open rate case before the commission. The order directs Capitol Water to follow the rates set forth in its tariff while the general rate case proceeds.

While examining Capitol Water’s financial records for the general rate case, commission staff discovered information that the company may have incorrectly billed metered customers who used more water than their monthly minimum allotment of water since 2022. Commission staff indicated the billing issue potentially affected up to approximately 277 customers in 2022, with some accounts being slightly underbilled or overbilled up to \$43 in a month depending on the size of the customer’s meter. The investigation of the billing issue is on-going.

Idaho law prohibits public utilities from charging rates different than those previously approved. Based on information gathered by commission staff, the commission has reason to believe Capitol Water is not billing metered customers according to the approved tariff when they consume more than their minimum allotted amount of water in a month.

Capitol Water serves customers in Boise.

Additional information is available at: puc.idaho.gov/case/Details/7279.