

## Barb Barrows

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**From:** greddencom@srv.net  
**Sent:** Friday, May 04, 2012 7:20 AM  
**To:** Jean Jewell; Beverly Barker; Gene Fadness  
**Subject:** PUC Comment Form

A Comment from George Redden follows:

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Case Number: CCH-W-12-01  
Name: George Redden  
Address: 2219 E Oakmont Dr  
City: Idaho Falls  
State: ID  
Zip: 83404  
Daytime Telephone: 208-526-0765  
Contact E-Mail: [greddencom@srv.net](mailto:greddencom@srv.net)  
Name of Utility Company: Country Club Hills Utilities  
Acknowledge: acknowledge

Please describe your comment briefly:

Re: case CCH-W-12-01

I am opposed to an increase in the water rates that would be levied by CCHU. In its current state the application provided no particular justification beyond stating how long it has been since the rates were last increased. By itself, this is not sufficient justification (maybe costs have gone down?). If validated facility upgrades are proposed, or contingency funds are required, for examples, rate increases could be justified. Also, if the business costs have increased, that might also be the basis for a rate increase although whether the business is being run well should also be inspected. There is no obvious justification in the application.

Furthermore, customer experiences with the owner have been less than positive over the years. Disagreements over who is responsible for repairing a water main leak when the main valve was covered by a driveway is one example. We also find that our water has high silt concentrations, and sometimes sand, which can potentially be associated with degraded water quality and can damage residential plumbing. If the rate increase can be justified in terms of providing better service and better response to customers, then it should be considered, but not in its current state.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 216.201.66.254  
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