

Jean Jewell

From: elkhorn83354@yahoo.com
Sent: Thursday, June 07, 2012 1:33 AM
To: Jean Jewell; Beverly Barker; Gene Fadness
Subject: PUC Comment Form

A Comment from Jeff Armstrong follows:

Case Number: CCH-W-12-01
Name: Jeff Armstrong
Address: 2155 E. Olympic Avenue
City: Idaho Falls
State: ID
Zip: 83404
Daytime Telephone: 208-522-7005
Contact E-Mail: elkhorn83354@yahoo.com
Name of Utility Company: Country Club Hills Utility
Acknowledge: acknowledge

Please describe your comment briefly:

1) It looks to me as if the residential/commercial rate increase is higher, for many of the customers, than the 32% stated in the release.

My calculations are as follows. Based on my last 2 years of water usage, my increase will be from 47% to as high as 90%. My greatest water usage was around 50,000 gallons per month in the last 2 years.

Gal/Mo	IFCC Old	IFCC New	Increase
15,000	\$17.00	\$25.00	47%
20,000	\$17.00	\$28.00	65%
30,000	\$17.00	\$34.50	103%
40,000	\$23.00	\$41.50	80%
75,000	\$44.00	\$66.00	50%
100,000	\$59.00	\$83.50	42%
200,000	\$119.00	\$153.50	29%
400,000		\$239.00 \$293.50	23%

From 0 to 15000 gallons a flat rate of \$25

A rate of \$0.6 for each 1000 gallons of usage in excess of 15,000 to 25,000 gallons

A rate of \$0.7 for each 1000 gallons of usage in excess of 25,000 gallons

Formula: $\$25 + (.6 * (1 \text{ to } 10))$ for water usage up to 25,000 gallons

Formula: $\$25 + 6 + (.7 * (1 \text{ to } 375))$ for water usage in excess from 25,000 to 400,000 gallons

The percentage increase in rate appears to favor the customers that use the greatest amount of water. In a state where conservation should be a priority, I think the rate change should be structured to encourage less water use and therefore the more water used the greater the incremental cost of water.

2) Some customers who live at the top of the Holiday Hills #5 subdivision (Greenbrier Dr, Oakmont Dr and Bellerive Dr) and County Club Hills subdivision (South County Club Dr) apparently have experienced low water pressure at times during the summer months of high

water irrigation for landscape. Some customers have been told by County Club Hills Utility that a computer system that allows the two wells to 'communicate' and be monitored from the office on Yellowstone, if installed, may help alleviate this problem. With the rate increase the time might be right to install this computer monitoring system.

3) On those rare occasion when the system goes down (usually due to pump failure) the utility needs to set up a phone contact system to alert customers of the problem. Most of the time a major system interruption occurs during high water use in the summer. Contacting customers in a timely manner and informing them to curtail landscape irrigation may allow the system to maintain its integrity for longer period of time. A possible solution to the manpower shortage would be to have the book keeper do the phone contacting. Also having an email address and/or a website might be helpful.

4) As per the IPUC website, the last rate increase for County Club Hill Utility was in 2005 not, as stated, in 1990.

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