

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Tuesday, August 2, 2022 9:00:06 AM

The following comment was submitted via PUCWeb:

Name: Richard Lane
Submission Time: Aug 2 2022 8:31AM
Email: rsl12345678901@gmail.com
Telephone: 208-659-2575
Address: 32324 N. Priest River Dr.
Spirit Lake, ID 83869

Name of Utility Company: Gem State Water

Case ID: GSW-W-22-01

Comment: "Re : CASE NO. GSW-W-22-01 (Gem State Water Rate increase) Dear Sirs and Madams. I am writing you to express my families concern/s over the water rate increase proposal by Gem State Water Co. We believe this proposed rate increase is too excessive over the course of just one year and it targets ALL water users not just the heavy users like it should. In our case (1 inch meter) \$25/month/8000 gal increasing to \$35/month/8000 gal and the above-min rates are like >2X increase. Not so Fun-Fact : As I see this, under this rate increase proposal, all homeowners that currently have a 1.5 inch meter are in grave trouble ; I cannot imagine paying \$70/month for 20,000 gal in the winter/fall months (as apposed to \$25.55/month for 8000 gal) when our household may only consume 4-5 thousand gallons during the Fall/Winter months. One would be paying for goods they never used for those Fall/Winter months. IMHO, this is ludicrous. Ironically, the other day, my wife and I were discussing ways to help conserve on both water usage and water above-min fees due to the extreme hot summers we have been experiencing within the past several summers. Dry-scape landscaping and water timers were just some of our proposals. At that very same point in time our USPS mail arrived and within minutes our good intentions were then quickly dashed when we opened the water rate proposal letter from GSW. The increase in the base will now look like a hot month above-min charge @ 12 months/year. In addition, the proposed extreme above-min rates that are double (from the current rate) are too much for my family to prosper where we all have been born and raised. Now, going forward, my family and my hand's are tied and no effort/s on our part can help now. It's a no-win, futile situation to manage to reduce our water usage costs under the proposed increase. Property tax increases, food costs, fuel costs and the list keeps going ; where does this all end? In today's drought crisis climate that is occurring throughout the West and South West I believe water companies should (now) design-in consumer incentives to reduce water usage and by exercising/educating more responsible use methods. In addition, up here in N. Idaho (this is not California, Arizona or the like) there is snow/ice on the ground for (sometimes) 6 months/year resulting in very low water consumption from homeowners and to charge summer type water rates during the Winter/Fall months is what I call fleecing or over-charging the consumers. In my humble opinion, I believe that GSW wants a GUARENTEE for increased revenue NOT by just increasing the above-min rates but the base rates as well ; this way, GSW targets ALL water users, including those (like my family) that are trying to conserve for the environment but also household costs. If GSW were to just simply increase the above-min rates (in an effort to

increase revenue) then users would conserve and reduce in a effort to stay below said above-min base rate resulting in no/low increase revenue for GSW. So, lets increase both the base rates as well a the above-min rates ; this way, ALL users are trapped. In closing. I respectfully request that the Idaho Public Utilities either deny GSW's rate increase or perhaps, modify the current proposal and put in place methods to address the heavy water users (only) and also install provisions for the winter/fall months. Respectfully, Richard S Lane (Spirit Lake East Lot 168) 208-659-2575"

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Tuesday, August 2, 2022 2:00:07 PM

The following comments were submitted via PUCWeb:

Name: Victoria Dickinson
Submission Time: Aug 2 2022 1:30PM
Email: grimalkin@roadrunner.com
Telephone: 208-561-1221
Address: 30260 N Silver Meadows Loop
Athol, ID 83801

Name of Utility Company: Gem State Water

Case ID: GSW-W-22-01

Comment: "An increase of 135% is outrageous and irresponsible. Please reconsider this request by Gem State Water for Bitterroot customers. With notifications of substandard water, such an increase seems over the top and inexcusable. Thank you."

Name: Konrad Weitzel
Submission Time: Aug 2 2022 1:05PM
Email: wla1ktw@gmail.com
Telephone: 916-955-9370
Address: 9969 W Coeur D Alene Dr
Spirit Lake, ID 83869

Name of Utility Company: Gem State Water

Case ID: GSW-W-22-01

Comment: "I just received the letter from Gem State Water. I do not support the approval of this rate increase for several reasons. 1. I do not need 20,000 gallons of water a month, I do not even use the 8000 gallons that I am allotted. I think I went over once during construction. 2. The letter stated that my current rate is \$41.86. It is not, my current rate is \$25.55 which would make the increase 200%. 3. If they need to increase revenues then they should target the people that are constantly using too much water. There is no need to just make a large increase for everyone that are doing there part trying to conserve water. Please do not approve this rate increase, it is unwarranted and is punishing the little guy"

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Monday, August 1, 2022 5:00:07 PM

The following comments were submitted via PUCWeb:

Name: David Olson
Submission Time: Aug 1 2022 4:39PM
Email: idahoolson@yahoo.com
Telephone: 208-217-0008
Address: 34270 N Hayden Dr
Spirit Lake, ID 83869

Name of Utility Company: Gem State Water

Case ID: GSW-W-22-01

Comment: "Dear Utilities Commission- I am writing in hopes that you will oppose Gem State's Water proposed increase. In my area, Spirit Lake East, they are trying to get a 62% increase in water fees. In my mind, this is a money grab. They are trying to play the inflation game and thereby using that as an excuse to increase fees. Inflation is currently at around 10%. If they had asked for a 20% increase based on that, I'd be upset, but would not be writing you a letter. 62% seems absurd. Furthermore, they are increasing our base usage from 8000 gallons to 20,000 gallons. I would guess that no one uses that much water monthly in this area. We NEVER have an overage 9 months out of the year. If they want to increase rates for overages, then that would be understandable. But by doing it their proposed way they're increasing their money intake at more than 6 times the rate of inflation. Please protect the consumers from this outrageous plan. Sincerely, David Olson "

Name: Jason Lundy
Submission Time: Aug 1 2022 4:34PM
Email: jasonwlundy@gmail.com
Telephone: 253-254-3096
Address: 254 East Chilco Road
Rathdrum, ID 83858

Name of Utility Company: Gem State Water

Case ID: GSW-W-22-01

Comment: "I received a letter stating that Gem State water is requesting rate increases. I would like to state that I have called dozens of times over the past 2 years and asked for our water pressure to be fixed as it is barely enough to even have a shower, let alone run any sort of appliance. Our service is sub par to say the least and there is absolutely no way we should be paying MORE money considering the water pressure we have now wouldn't even pass a home inspection. Please feel free to email me or call me with any questions or need for further detail. Again, this has been an ongoing constant issue that has not been remedied or even

addressed. "

Name: Tim Burke
Submission Time: Aug 1 2022 4:08PM
Email: ktb100@yahoo.com
Telephone: 925-890-6280
Address: 18496 N. Ramsey Rd
Rathdrum , ID 83858

Name of Utility Company: Gem State Water Company

Case ID: GSW-W-22-01

Comment: "I believe the rate increases asked for by Gem Water Company are excessive and overreaching especially during our current economic recession. Gem Water Company is a for profit organization who recently bought the water rights to this area, expanding their business interests and placing gross hardship on the backs of mostly retired persons by asking your commission for massive rate increases. Please review their filing carefully and reject or at the least reduce its demand. Sincerely, Tim Burke "

Name: David Wagner
Submission Time: Aug 1 2022 4:28PM
Email: wagy1985@yahoo.com
Telephone: 208-699-8117
Address: 4765 N Troy St.
Coeur D'Alene, ID 83815

Name of Utility Company: Gem State Water Co.

Case ID: GSW-W-22-01

Comment: "To whom it might concern on 7/29 I received a letter from Gem State Water Co. requesting a 68% rate increase. I'm not opposed to modest rate increases to cover the cost of operation and maintenance of equipment. However, last year when we had a power outage in our area, we were also left without running water. I called Gem State Water sometime after the outage to inquire what they had set up in the event of an emergency. I was told there were no measures in place and there were no plans for any. I was told it was up to me to have an emergency supply of water in storage. While I don't disagree, how much should I store? a gallon? a hundred gallons? How much does a family need to drink, cook with, bathe, to flush human waste down the toilet? The woman I talked to was rude, unempathetic, and condescending as I asked about the possibility of having a standby generator installed at the pump house, she assured me that was not going to happen. I would encourage the IPUC to deny the request of the rate increase Gem State is seeking until they can provide proof of a guaranteed and adequate supply of water in such an event as a power outage or other natural event that may affect our supply of water. Water is a basic human need for survival as well as sanitation and to prevent the spread of disease and illness. For a water company to deny their

customer base the assurance of a basic need such as water is an unconscionable act. And shouldn't be tolerated by any state governing agency. I would like to see it be a mandatory requirement that any company providing water to any municipality have a means to operate their equipment in the event of a power outage. either caused by a natural event or a planned outage. Regards, David Wagner "

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Tuesday, August 2, 2022 7:00:07 AM

The following comments were submitted via PUCWeb:

Name: Paul Skinner
Submission Time: Aug 1 2022 6:32PM
Email: slave2dawg@aol.com
Telephone: 661-433-6432
Address: 29257 N Silver Meadows Loop
Athol, ID 83801-8588

Name of Utility Company: Gem State Water

Case ID: GSW-W-22-01

Comment: "Good morning, I am requesting an open forum in Athol Idaho regarding the request of Gem State Water to raise our rates, I have been communicating with residents affected by this request and we are extremely unhappy. The issues concerning us per month rate change, gallons per month reduction from 15K to 10K, before new rate per gallon kicks in, the charges Gem State Water has outlined are in question, respectfully we need the commission to dig into this request and provide the open forum here in Athol. In our community, we only use June, July, August, September, (4) months for watering our lawns, flowers, trees. The request acts as though usage is a year around demand, the water company does not read meters during the off months (8) since they are snow covered, for this period they send a monthly bill at the base rate and when meters are first read usually in May, if there is any overage a bill is sent with those details. From my descriptions on operation this request is way out of line for the service provided. Thank you, Paul & Deborah Skinner"

Name: Don and Cindy Murphy
Submission Time: Aug 2 2022 12:20AM
Email: cindy@nightvisions.com
Telephone: 208-623-6479
Address: 9067 W Coeur dAlene Drive
Spirit lake, ID 83869

Name of Utility Company: Gem State Water

Case ID: GSW-W-22-01

Comment: "We wish to challenge the rate increase that Gem State wants. The rate of \$41.86 Gem State shows on the letter they sent us is not what we pay. We pay \$25.55 per mo for up to 8,000 gal. We very rarely pay more than \$25.55. Raising the rate to \$70.70 is totally unjustified. For us that would be a 277% increase. Many in SLE are on a fixed income. That much of an increase would be a real hardship. No way should they be granted that much of an increase. Thank you, Don and Cindy Murphy"

Name: Dominic Acia
Submission Time: Aug 1 2022 6:49PM
Email: tylerus@gmail.com
Telephone: 208-416-1014
Address: 5876 W Emmanual Ave
Rathdrum, ID 83858

Name of Utility Company: Gem State Water

Case ID: GSW-W-22-01

Comment: "Just received notice that they filed to raise our water rate by 82% while also reducing our allotment by nearly half. This is absurd. They have shown no commitment to their customers and have made to attempts to improve or update the system. They say "recover cost of operating and maintaining the water systems". There have been no attempts to improve the system. The system is STILL not backed by a generator, nor does it have a tower, and a power outage instantly results in a loss of water to all the homes. This is a money grab and nothing more. Inflation is 10-15%, not 82%. Tell them to take a hike, please. "

Name: Susan Niegel
Submission Time: Aug 1 2022 9:53PM
Email: sue@niegel.org
Telephone: 208-623-2392
Address: 34204 N Saint Joe Dr
Spirit Lake, ID 83869

Name of Utility Company: Gem State Water

Case ID: GSW-W-22-01

Comment: " Hello, My husband, Ernie, and I received a notice of the rate increase request from our water company Gem State Water. We live in Spirit Lake East. My only comment and concern is that it states our current rate as \$41.86 per month. This is incorrect. Our current rate is \$25.55 per month. If they are requesting a 69% increase as stated on their application to you, then our proposed rate should be \$43.18 not the proposed rate of \$70.70. I trust the PUC will adjust our rate accordingly when you review the application from Gem State Water. Thank you, Sue Niegel"
