

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Wednesday, August 10, 2022 9:00:06 AM

The following comment was submitted via PUCWeb:

Name: Kara Heikkila
Submission Time: Aug 10 2022 8:50AM
Email: klh@witherspoonkelley.com
Telephone: 208-954-4255
Address: 20589 N. Wandering Pines Road
Rathdrum, ID 83858

Name of Utility Company: Gem State Water

Case ID: GSW-W-22-01

Comment: "I object to the 28% increase proposed by Gem State Water to my water rate for Bar Circle "S." Gem State Water has to my knowledge, based on continued problems, made no "prudently incurrent system improvements" or "recent investments to replacing aging infrastructure." Water pressure is unacceptable, if not negligible, and I seriously question whether there would be sufficient pressure to contain a home fire in my neighborhood. Customers and structures are at risk. Unfortunately the Idaho Public Utility Commission punts water pressure concerns to the DEQ, who has done nothing to hold Gem State Water accountable for or to fix this chronic problem. Service is equally poor. The utility will take complaints only during business hours Monday-Thursday, and attempts to reach service technicians for outages during other hours are met with responses like "the technician is on vacation." A 28% increase is not justified, not even suggested, given their poor record of service and lack of quality. Unfortunately, the Utility Commission allowed an out-of-state company, Gem State, to purchase this system. You now fail to regulate critical water services. I cannot imagine you would now approve a 69.9% increase to their total revenue. This is shameful. I have no doubt I will be retaliated against if you share this comment with Gem State Water. Kara Heikkila"

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The following comment was submitted via PUCWeb:

Name: Doug Conboy
Submission Time: Aug 10 2022 9:38AM
Email: raisedbrow64@yahoo.com
Telephone: 208-755-5182
Address: 26744 N. Silver Meadows Loop
Athol, ID 83801

Name of Utility Company: Gem State Water

Case ID: GSW-W-22-01

Comment: "Hello and thank you for considering my opinion. As costs of everything around us rises, it becomes harder for long-time residences to maintain our households. A rise in our water rates is not unexpected. But a 135% rise in the rates (for Bitterroot members) is very hard to swallow. Please consider the impact this will have on long-time residents. Thank you."

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The following comments were submitted via PUCWeb:

Name: Melanie Wirth
Submission Time: Aug 10 2022 10:42AM
Email: Mwirth234@gmail.com
Telephone: 208-659-5575
Address: 26294 N Silver Meadows Loop
Athol, ID 83801

Name of Utility Company: Gem State

Case ID: GFW-W-22-01

Comment: "ID I would like to state that raising our water rates by 135% is an unreasonable ask. Not only raising the rate but lowering the usage amount seems extreme. Our neighborhood is showing the highest proposed increase. I would like to see a better cost breakdown for such an increase. Lowering us to 10,000 gallons would put us in overage even in the winter months. We barely even water our lawn in the summer and have already had bills over a \$100 a month. The start and stop on the pump would not be any different from 10,000-15,000 gallons. I would be inclined to a meeting to explain this massive increase. Thank you for your time. "

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The following comments were submitted via PUCWeb:

Name: Kim Inman
Submission Time: Aug 9 2022 7:36PM
Email: horsechick041@yahoo.com
Telephone: 208-704-1612
Address: 27786 n SilverMeadows Meadows Loop
Athol, ID 83801

Name of Utility Company: Gem state wster

Case ID: GFW-W-22-01

Comment: "Greetings In regards to Gem State Water seeking increase in rates should be denied. Increasing rates 135 percent above existing rate is outrageous. In addition we also only get a limited supply most of the time in the summer we go over with not even watering our lawn. We have surely added new customers with the building that's occurring around us so income should be increased. If they need to complete maintenance to allow more users then charge the builders whom are adding the homes and not the people who have lived here before the increase in homes. "

Name: Larry McGinnis
Submission Time: Aug 10 2022 4:54AM
Email: larrymcginnis51@gmail.com
Telephone: 208-964-6749
Address: 26077 silver Meadows Loop
Athol, ID 83801

Name of Utility Company: Gem State Water Compant

Case ID: GFW-W-22-01

Comment: "Please do not accept this rate hike of 135% from Gem state water company, Haven't we consumers been hit hard enough this year. I feel this is beyond a normal rate adjustment, please. look into it closely. Thank you . "

Name: Angelo Martinez
Submission Time: Aug 9 2022 5:16PM
Email: martinez.angelo@gmail.com
Telephone: 208-818-0775
Address: 33026 North Tahoe Drive
Spirit Lake, ID 83869

Name of Utility Company: Gem State Water

Case ID: GSW-W-22-01

Comment: "Gem State Water Company filed for a general rate increase. I strongly urge you to decline any increase in rate since the quality of service will not be improved nor will our infrastructure be improved. All this rate increase will do is encourage people that would otherwise practice water conservation to go ahead and install lawns and other wasteful water use structures. We are in a heavily wooded development that has been around since the mid 70s yet we still don't have water hydrants in our community for firefighting purposes. On their water rate increase proposal Gem State Water is saying that the current rate for Spirit Lake East is \$41.86. That is false. Our current rate is \$25.55 a month. Gem State Water is proposing a rate increase to \$70.70."
