

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Tuesday, September 6, 2022 1:00:07 PM

The following comment was submitted via PUCWeb:

Name: Diane and Steve Moran
Submission Time: Sep 6 2022 12:40PM
Email: dianemoran963@gmail.com
Telephone: 208-660-7268
Address: 4755 N. Troy St
Coeurd' Alene, ID 83815

Name of Utility Company: Gem State Water

Case ID: GSW-W-22-01

Comment: "Dear Sirs, This letter is in response to the rate increase requested by Gem State Water, case number GSW-W-22-01. As 25 year residents of this neighborhood, there are several items related to this request that we would like to bring attention to. 1. Although the letter provided by Gem State Water provides a case number and a link to the state's website for further information included in the rate increase request, the amount of accurate and perinate information included in the letter appears to mask the full scale of the increase. This condensed version of the request might lead some to believe this is a standard industry type increase unless one is to read the actual request posted on the website. 2. We are a little confused as to whether this request includes converting the billing cycle to monthly versus the current bi-monthly billing cycle. The result of the increase to \$35 for the base customer charge would essentially go from \$27.50 every two months to \$70.00 every two months. Not a show stopper in our minds, just a clarification that would help understand the entire increase request. Is it possible to clarify to affected consumers if this will convert to monthly billing? 3. The proposed minimum customer volumes section of the request states that the current minimum volume of 20K gallons would be decreased to 10K gallons. It appears that our current water bills show that the minimum volume is already at 10K gallons. Again, not a show stopper, but a concern about possible inaccurate information. 4. The current and proposed overage charges is the section of the increase request is the most concerning. In viewing our most recent Hoffman/Gem State water billings, we are using approximately 75,000 gallons of water in a two-month span during the heat of the summer. Obviously, this major usage is a result of watering lawns. The first 10K gallons in included in our \$27.50 base rate. The remaining 65K overage is billed at a rate of \$1.12 per 1000 gallons. This equation produces an overage cost of \$72.80 for a total utility billing of \$100.30 for two months at 75,000 gallons, or \$50.15 per month for 37,500 gallons of water usage. A. Applying the proposed rate increase to the above actual usage is as follows: Minimum rate increase from \$27.50 to \$35.00 \$ 35.00 Overage rate increase from \$1.12 to \$4.15 per 1000 gal \$269.75 Total utility billing per two-month period \$304.75 This is an increase of \$204.45 or 69% for a two-month period. If the billing is also moving to once monthly, at \$35 per month for the minimum rate and the overage split into two, our monthly invoice would be \$169.75 per month. This is an increase of over 70%. B. Our limited research related to overage charges for domestic water in our region appear to show \$2.00 per 1000 gallons as a more common average. The requested increase from \$1.12 to \$4.15 per 1000 gallons seems excessive. We ask that you consider this rate increase request

as excessive for a one-time increase. Phasing in rate increases over time to recover operational costs would be a more acceptable request. Purchasing a failing company and expecting to recover all your losses with a single large increase is not an option for the private sector. Unlike that industry, we don't have the option to simply shop elsewhere. We are trapped in a contract with whoever owns the other end of the water supply pipe. We ask your assistance in controlling the rate at which or water costs elevate as they grow to match other water districts. Thanks for your consideration, Steve and Diane Moran 4755 N. Troy Street Coeur d' Alene Idaho 83815 "
