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Name of Utility Company: Gem State Water

Case ID: GSW-W-22-01

Comment: "Commissioners, our community would appreciate you holding an in-person discussion specifically showing the users and Commissioners the data validating Gem States request for a rate increase. Gem State Water District has provided very poor service, our water pressure is abysmal while taking a shower the water pressure may start out normal and soon after drops to where you feel like the water is being turned off. In July we had a power outage and many of us called the Water District number where it went to a recording and eventually, we found the technician number who was on his way to start the backup generator, this generator was supposed to be automatic from a past rate increase. Unlike other areas the Commission needs to recognize our weather conditions, in October each year my in-ground sprinklers are blown out and turned back on beginning of May, so for six months the only demand on the water system is simple day to day water usage. My point here, little demand requires less maintenance, less electricity, less technician involvement, they do not send anyone to read meters during winter since they are buried under feet of snow. This is another cost savings for the water district since billing is simplified, they send a bill for the basic rate each month. 1. I do not believe they can justify going from \$21.00 per month too \$49.25 a 135% increase. 2. Reducing the current minimum gallons from 15,000 too 10,000 is a hardship, during the summer we depend on our water for gardening as well as lawn care. 3. Increasing the surcharge from \$1.73 too \$2.85 per thousand gallons is another uncalled-for hardship and one that needs to be explained. 4. Reviewing the Gem State calculations for rate base should really raise some eyebrows, the wells are already in place why are they showing over a million dollars for them, this is not a reoccurring charge, Generator, Office equipment, all onetime expenses and would have minimal charges after that. These expenditures need to be validated. We request the Commission to Please have an in-person review with the community of users here in Athol, Idaho. I know it's an imposition to travel, however You need to hear directly from this community. Thank You, Michael Mallory"
