

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Friday, January 6, 2023 2:00:07 PM

The following comment was submitted via PUCWeb:

Name: Jeanine Scholfield
Submission Time: Jan 6 2023 1:19PM
Email: tschol@frontier.com
Telephone: 208-683-9097
Address: 28538 N Silvermeadows Loop
Athol, ID 83801-8550

Name of Utility Company: Gem State Water Bitterroot Water

Case ID: GSW-W-22-01

Comment: "My husband and I attended the Public forum for this case and have the following remarks: Per the Gem State Water Cost list we question 1- the Current filing request for Payroll expenses as the company seems lacking in customer service. When called the company has only answering service and rarely do you get a call back, even concerning outages. 2-Concerning Payroll and Contract services--what is deemed contract services (Professional and Other) 3-Rental expenses and Depreciation expenses-if purchasing equipment what rentals are needed? The current filing for Operations and Maintenance is shown to have decreased. 4-Admin and General also show a significant increase but are not explained. Concerning rates: -We understand and agree that an increase in the water rate is due, however only an increase in the monthly rate OR the change to the number of gallons and charges for overages. NOT BOTH! The new proposal is extreme. -We would expect all new hook-ups to be the same for everyone."

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Sunday, January 8, 2023 5:00:08 PM

The following comment was submitted via PUCWeb:

Name: Rachel Karns
Submission Time: Jan 8 2023 4:48PM
Email: rachelkarns@gmail.com
Telephone: 208-818-0437
Address: 5000 N. Ezy Street
Coeur d Alene, ID 83815

Name of Utility Company: Troy Hoffman Water

Case ID: GSW-W-22-01

Comment: "I am very concerned with the proposed rate hike and water allowance being requested by Gem State Water for our home in Coeur d' Alene, Idaho. My husband and I are public teachers in Idaho and have to budge extensively to pay our bills. It has come to my attention that not only is Gem State proposing a monthly rate increase from \$27.50 to \$35.00, but they are also proposing decreasing our monthly usage from 20,000 to 10,000 gallons. In addition, the overage price is proposed at \$4.15/thousand gallons instead of the current \$1.12. It seems like this company is trying to double-dip. Please know that I understand that with time costs go up. But this seems a bit excessive in one proposal. Please understand that Idahoans are already stressed by the cost of living here versus our pay schedules. Thank you for considering the needs of an average Idahoan family, Rachel & Erik Karns"

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Friday, January 6, 2023 4:00:07 PM

The following comment was submitted via PUCWeb:

Name: Robert Delyea
Submission Time: Jan 6 2023 3:35PM
Email: cdabob49@gmail.com
Telephone: 208-818-0500
Address: 5025 N Anne St.
Coeur d'Alene, ID 83815

Name of Utility Company: Troy Hoffman Water Corp. Inc.

Case ID: GSW-W-22-01

Comment: "Table #1 Current charge is 13.75 per month, the bi monthly amount is 27.50 Table # 2 Current Volume is 10,000 gal. bi monthly. Schedule # 15, which has been lined out reflects the true current rates and gallons for Hoffman Water. Exhibit # 5 Rate Design. Information does not reflect monthly rate but does reflect bi monthly rate. Exhibit #6 The figures do not reflect bi monthly. Table # 7 Revenue increase proposes a 130% increase TRUE FIGURES WE CAN ALL UNDERSTAND 13.75 / mo. base rate increase to 35.00 / mo. = 154.55% 1.12 for excess over 10,000 / mo. to 4.15 = 270.54% 1st. No where in these figures and the 82 pages of summited information can I see anything but way over a 130% increase. 2nd. For 45 years my water needs have been serviced by Hoffman Water and have never been increase in the gross amounts as reflective in this application. Nor have any other utilities that I deal with. 3rd. I am not opposed to reasonable increases over time as that is necessary in business however I question this rate increase as proposed. "
