

**From:** [PUCWeb Notification](#)  
**To:** [Jan Noriyuki](#)  
**Subject:** Notice: A comment was submitted to PUCWeb  
**Date:** Thursday, January 12, 2023 1:00:06 PM

---

The following comment was submitted via PUCWeb:

Name: Michael Mallory  
Submission Time: Jan 12 2023 12:10PM  
Email: mlmlkm@outlook.com  
Telephone: 208-699-7410  
Address: 26645 North Bitterroot Court  
Athol, ID 83801

Name of Utility Company: Gem State Water

Case ID: GSW-W-22-01

Comment: "Commissioners, I appreciate your review of our comments concerning Gem State Water request for a rate hike, I have input several comments for the record in the past, I did not remember if I had made the point relative to Lack of Water Pressure. Reading several comments by others in the district it seems to be a consistent theme. Each day I take a shower the water pressure is very low, then it comes up a little and then back down almost making you feel like you need to jump around to get wet, I am sure as you read this a smile will appear on your face imagining this image, however living with this is no laughing matter. During the growing season trying to water our yard using our inground sprinklers is less than efficient with the lack of water pressure. One solution would be to build a water tower providing sufficient pressure or increase the pump size and horsepower. Thank You again for Your focus on this matter. Michael Mallory "

-----

---

**From:** [PUCWeb Notification](#)  
**To:** [Jan Noriyuki](#)  
**Subject:** Notice: A comment was submitted to PUCWeb  
**Date:** Thursday, January 12, 2023 7:00:08 AM

---

The following comment was submitted via PUCWeb:

Name: Kim Heistuman  
Submission Time: Jan 11 2023 5:13PM  
Email: kim@wdwerks.com  
Telephone: 208-641-3866  
Address: 5098 N Anne St  
Coeur d'Alene, ID 83815

Name of Utility Company: TroyHoffman Water

Case ID: GSW-W-22-01

Comment: "ID Dear Commission, as a resident of a small community of the existing TroyHoffman water well, I would like to appeal the current proposal of an extraordinary increase in our water costs. I understand as technology ages and equipment needs upgrading, but I don't believe that this should be at the sole cost of the users. As any business owner understands, there are up front costs the are inevitable to bring equipment up to modern standards for safety and efficiency. But to transfer these astronomical costs forward in one full swoop to the community is irrational and will be a financial burden to many of us on a single income, social security, along with current inflation rates/property taxes as they are. An increase by 27.3% is one thing. However, decreasing the volume of water by HALF at that cost increase is actually more than doubling our cost with an increase of 54.6! This doesn't even address the cost per gallon increase, which was most difficult to discern in their rather vague and almost misleading letter of intent that was sent to us residents. This is not right, nor fair to the long time residents of this wonderful, aged, and stable community. Would you please consider either a spreading out of these costs over a longer duration of time- 5-10 years, or keeping the minimum monthly allowance of water use at 20K gallons per month for the proposed \$35 and not decrease the monthly use? To do both raise the cost and lower amount covered is plain greedy. Thank you for your time and thoughtful consideration on this matter."

-----

---