

**From:** [PUC Consumer Comments](#)  
**To:** [Jan Noriyuki](#)  
**Subject:** Notice: A comment was submitted to PUCWeb  
**Date:** Tuesday, November 3, 2020 7:00:04 AM

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The following comments were submitted via PUCWeb:

Name: Brent Wilde  
Submission Time: Nov 2 2020 6:05PM  
Email: [wildejb2@gmail.com](mailto:wildejb2@gmail.com)  
Telephone: 208-870-1357  
Address: 3953 North Samson Place  
Boise, ID 83704

Name of Utility Company: SUEZ

Case ID: SUZ-W-20-02

Comment: "I must voice my opposition to the proposed 22.3% rate increase. There must be better ways to manage the system and cut needless costs in order to make a reasonable return. Key word there is "reasonable"! We've done everything we can think of to conserve, however, without access to non-potable irrigation water we are stuck having to water our lawn with water from Suez. I wonder if it could benefit both customers like us and Suez, if the Company would help people get irrigation water thereby freeing capacity on their existing system."

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Name: Betty Kirby  
Submission Time: Nov 2 2020 9:18PM  
Email: [babkirby@juno.com](mailto:babkirby@juno.com)  
Telephone: 909-233-0357  
Address: 6240 S Latigo Dr  
Boise, ID 83709

Name of Utility Company: Suez

Case ID: SUZ-W-20-02

Comment: "The Suez water company does not need a rate increase of any kind. The water rate is too high now. Also customer charge is double that of the gas and electric company. They can take some of that money to off set the cost of infrastructure costs. They have the worst customer service. They did not notify me in advance when they where going to fix a pipe in the street and turn of my water for the day. They did not let me know when they had trouble with the repair and they where out front till 10pm. They left a trench and a hole around the main in my yard for over a week before they came back and filled it in. They never told me they would resod. I replanted grass and they showed up weeks later and laid sod over my planting. They will not take in person payments at their office at all now. Prior to that change you could not pay by credit card at the office. Prior to my wireless meter they would estimate my bill quite often instead of reading the meter when the meter was not blocked by anything. The estimates are wildly high its a good thing I do not live pay check to pay check. One time

my two month meter reading was 0 for two people living in the house. I had to bring that to their attention as well. And once again I got an estimate not a reread. I do not think of all the times I have ask for a reread of the meter they have actually done it they just estimate. They did not notify me of the upgrade of my meter to wireless I had to call to see why they where here. My bills have been better now, however I believe I was the only one on my street to get one (I think because I was calling so often) as the Suez worker left the block and did not go to the next house on the block. In fact I not only think the rate increase should be denied, they should be forced to speed up the installation of wireless meter for all their customers. Case number SUZ-W-20-02"

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**Subject:** Notice: A comment was submitted to PUCWeb  
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The following comment was submitted via PUCWeb:

Name: Yvonne Ward  
Submission Time: Nov 3 2020 8:40AM  
Email: [ketchumyvonne@gmail.com](mailto:ketchumyvonne@gmail.com)  
Telephone: 208-695-1334  
Address: 10844 W Dason Dr  
Boise, ID 83713

Name of Utility Company: Suez Water

Case ID: SWS-W-20-02

Comment: "Please consider reducing or denying the request for an increase of 22.3% to Suez Water rates. I understand that the company has made improvements, but this is too large of an increase for the public to absorb. They should manage their budget to CPI or another cost of living increase. These types of increases will be a hardship to homeowners and others who are not seeing their salaries increase at the same level. Suez should do a better job of managing their costs. Thank you for the opportunity to comment. "

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**From:** [Marj Petrich <petrich112@hotmail.com>](mailto:petrich112@hotmail.com)  
**To:** [Jan Noriyuki](#); [Adam Rush](#)  
**Subject:** SUEZ increase  
**Date:** Tuesday, November 3, 2020 10:15:17 AM

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Dear Commissioners:

Regarding the proposed 22.3% increase requested by SUEZ. I am appalled this would even be considered. The Treasure Valley is slowly but surely running many of the senior residents out. The influx of people moving to the area has raised our taxes to the extent that seniors are struggling and the income level to qualify for tax relief is so low many seniors with any type of retirement plan don't qualify for relief. Now a 22.3% increase?? Our social security is scheduled for an increase of 1.3% and that is usually offset by the increase in medicare costs. More of the costs of expanding utilities, new schools, roads and emergency services should be placed on the developers. Yes, that would increase the cost of new housing and perhaps slow the influx of people moving into the valley but the residents that have lived here for years should have the peace of mind that they won't be driven out by new development and rising costs. Please do NOT approve this increase. Thank you for your time. Marjorie Petrich

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**From:** PUC Consumer Complaints <Do.Not.Reply@puc.idaho.gov>  
**Sent:** Tuesday, October 27, 2020 7:00 AM  
**To:** ConsumerComplaintsWeb <ConsumerComplaintsWeb@puc.idaho.gov>  
**Subject:** Notice: A complaint was submitted to PUCWeb

The following complaint was submitted via PUCWeb:

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Name: Camille Beck  
Submission Time: Oct 26 2020 10:54PM  
Email: [mslashelle@msn.com](mailto:mslashelle@msn.com)  
Telephone: 760-415-3099  
Address: 4394 W Pine Meadows Court  
Eagle, ID 83616

Name of Utility Company: SUEZ

Contacted Utility: No

Comment: "Re:proposed increase in water rates Please consider number of persons in household & usage before increasing rates. I am a widow, just struggling to stay in my home & maintain it. I've resided here 10 years. Please consider an exemption clause for those over 75 years in age. Thank you, Camille Beck"

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**From:** PUC Consumer Complaints <[Do.Not.Reply@puc.idaho.gov](mailto:Do.Not.Reply@puc.idaho.gov)>  
**Sent:** Tuesday, November 3, 2020 12:00 PM  
**To:** ConsumerComplaintsWeb <[ConsumerComplaintsWeb@puc.idaho.gov](mailto:ConsumerComplaintsWeb@puc.idaho.gov)>  
**Subject:** Notice: A complaint was submitted to PUCWeb

The following complaint was submitted via PUCWeb:

Name: Gary Merritt  
Submission Time: Nov 3 2020 11:35AM  
Email: [garymerritt@cableone.net](mailto:garymerritt@cableone.net)  
Telephone: 425-445-3888  
Address: 1374 E Rivers End Dr  
Eagle, ID 83616

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Name of Utility Company: Suez

Contacted Utility: No

Comment: "I read recently that Suez water is asking for a 22.3% increase in their water rates. This is absurd! In case they have not noticed, people are hurting financially from the current pandemic. They state that they need a 7.5% rate of return; currently we are getting less than 1% for our money at the bank! Additionally, developers should be paying for infrastructure upgrades to handle the growth that they create. It also astounds me that a foreign company is allowed to own a company that controls a strategic resource in this country. Please do your job and look out for the citizens of Idaho. "

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