

From: [PUC Consumer Comments](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Friday, April 16, 2021 11:00:05 AM

The following comment was submitted via PUCWeb:

Name: Jennifer Quinno-Miller
Submission Time: Apr 16 2021 10:29AM
Email: jenquinno02@hotmail.com
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Address: 5921 W Randolph Dr
Boise, ID 83709

Name of Utility Company: SUEZ

Case ID: SUZ-W-20-02

Comment: "Hello, I am writing in regards to the proposed rate increase for Suez Water. We are adamantly against this, as we have had nothing but trouble with our water. If it isn't brown and unusable, it is so heavily treated that it literally smells like chlorine coming out of the faucets and don't want to use it. We hate taking baths and showers in it, and have purchased a water purification system to be able to feel comfortable drinking the water. The biggest issue is that it is brown, and not just a little off-color, but BROWN quite often and is disgusting and a hassle. We have to let our faucets run, some times for over an hour to get to clear water which is not only wasteful, but extremely frustrating when we are trying to give our child a bath and cannot. Suez has been quite passive about this issue until recently and for years just brushed it off saying "we are flushing pipes, run your water until it clears" as if it were standard. There is no way pipes were being flushed that often and it feels like it took them forever to acknowledge an actual problem that needed fixed instead of trying to ignore the issue hoping it goes away. This hasn't just been happening for a little while. It has been happening for the better portion of a decade, at least, as we had the same issue when we lived at 1723 S Merrill, 83705 many years ago. A rate increase would be a slap in the face to the users of Suez and plus that, it feels like the opposite should be happening where we should be getting refunds and discounted rates for all the wasted water THAT WE HAD TO PAY FOR and the continuous hassle. The timing for a rate increase could not feel any worse and we are asking that you do not support or approve this. Thank you!"
