

SWS-W-23-02

-----Original Message-----

From: PUCWeb Notification <[Do.Not.Reply@puc.idaho.gov](mailto:Do.Not.Reply@puc.idaho.gov)>

Sent: Thursday, February 1, 2024 4:00 PM

To: ConsumerComplaintsWeb

Subject: Notice: A complaint was submitted to PUCWeb

The following complaint was submitted via PUCWeb:

Name: NANCY RICHARDS

Submission Time: Feb 1 2024 3:08PM

Email: [Nancy-Richards@Outlook.com](mailto:Nancy-Richards@Outlook.com)

Telephone: 206-954-6089

Address: 300 Hanaford Road

Blanchard, ID 83804

Name of Utility Company: Stone Ridge Utilities

Contacted Utility: Yes

Comment: "January 29, 2024

IPUC

Re: Proposed Rate Increase CDS StoneRidge Utilities and Proposed Increase to New Connection Hook up fees

Please consider my plea with you.

First, an 11% increase to the base monthly rate is an extremely high percentage increase. I could support a 3% increase, however this request is beyond palatable. As our rate protector, I look to you to set boundaries that are well within acceptable ranges. We rely on you to protect us, the citizens within Idaho. Please do not allow such a high rate increase.

The proposed increase for new connection hook up fees is beyond belief. First, the utility should provide the specifications so that the land owner should have the right to source their own construction / trenching company rather than only have the utilities – a privately owned monopoly – provide those services. Some level of competition is healthy.

The unheard of request to triple the costs for new hook up service is insulting to you, your staff and most importantly to the captive customers who have no choice.

As you know, we currently do not have a rate monitor within the State of Idaho, who can oversee sewer rates. We are desperately at the mercy of the State to help our citizens who are captive to a private – monopoly utility provider, and especially sewer rate management.

I will state that my fear is that if this water utility base rate and new hook up fee is approved – it will set a precedent for the same level of pure greed for sewer hookup and base rate increases. For this reason and so many more – I implore you to reject this rate increase for water utilities.

Nancy Richards  
Resident, Stone Ridge community  
300 Hanaford Road  
Blanchard, ID 83804