

**From:** [PUCWeb Notification](#)  
**To:** [Jan Noriyuki](#)  
**Subject:** Notice: A comment was submitted to PUCWeb  
**Date:** Monday, October 31, 2022 4:00:07 PM

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The following comment was submitted via PUCWeb:

Name: Mark Nielsen  
Submission Time: Oct 31 2022 3:46PM  
Email: email.mark.n@gmail.com  
Telephone: 208-841-0112  
Address: 11302 W HICKORY HILL CT  
BOISE, ID 83713-2467

Name of Utility Company: Veolia

Case ID: VEO-W-22-02

Comment: "24.1% is over and above a reasonable amount to increase a public utility like this. There is no reason the public should foot the risk and expense while this multinational corporation collects the profits. If they want to collect profits they should also be required to take the financial risk and responsibility of maintaining and upgrading their equipment."

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**From:** [PUCWeb Notification](#)  
**To:** [Jan Noriyuki](#)  
**Subject:** Notice: A comment was submitted to PUCWeb  
**Date:** Tuesday, November 1, 2022 7:00:07 AM

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The following comment was submitted via PUCWeb:

Name: Charles Smith  
Submission Time: Nov 1 2022 6:16AM  
Email: [GeorgerinNH@hotmail.com](mailto:GeorgerinNH@hotmail.com)  
Telephone: 603-913-4674  
Address: 1725 S. Helen St  
Boise, ID 83705

Name of Utility Company: Veolia

Case ID: VEO-W-22-02

Comment: "Hello, I ask that the PUC reject this request. A single year increase of over 24% seems excessive. As an engineer, I understand that infrastructure improvements are required to keep clean, safe water flowing, however customers should not be on the hook for what is clearly some kind of mismanagement (be it former operators United Water, Suez, or the current operator, Veolia) that has occurred in the past that requires this kind of single year rate hike. I find it odd that this massive rate increase comes immediately after Veolia, which is a massive, publicly traded company with nearly 200,000 employees, takes over from the old operator (Suez). Based on the timing, one can only wonder if this is just another huge corporation (an offshore one at that), which as the only provider of water in my area is essentially a monopoly, that is taking advantage of consumers. I also find it curious that although Veolia notified customers about this rate hike via post card and listed the URL for the PUC website, Veolia did not list the PUC Case Number, which makes it significantly more difficult for consumers to find, and comment on, the case. In addition, this request is for \$12.1 million per year, but no specific projects or improvements are listed nor easy to find within the hundreds of pages of legal documents that were submitted with the request. Again, I request that the PUC reject Veolia's request for a rate hike and suggest a more reasonable increase that coincides with the local pay scale and encourage Veolia to be more transparent with their next request. Sincerely, Charlie Smith "

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**From:** [PUCWeb Notification](#)  
**To:** [Jan Noriyuki](#)  
**Subject:** Notice: A comment was submitted to PUCWeb  
**Date:** Tuesday, November 1, 2022 9:00:09 AM

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The following comment was submitted via PUCWeb:

Name: Ruby Smith  
Submission Time: Nov 1 2022 8:48AM  
Email: rubysmith2008@gmail.com  
Telephone: 208-377-3065  
Address: 8019 W. Camas St.  
Boise, ID 83709

Name of Utility Company: Veolia

Case ID: VEO-W-22-02

Comment: "Veolia Rate Increase: I have lived in my home for 44 years and have seen the rates skyrocket. Our neighborhood is known for its rusty water and nothing has been done. Older neighborhoods are paying for new developments and we are being ignored. We are paying way more than our share, meanwhile Eagle thinks they are getting a sweetheart deal but it is going to come back and bite them. Veolia is becoming a bigger monopoly which isn't even local so why should they care."

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