

**From:** [PUCWeb Notification](#)  
**To:** [Jan Noriyuki](#)  
**Subject:** Notice: A comment was submitted to PUCWeb  
**Date:** Tuesday, February 14, 2023 7:00:09 AM

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The following comment was submitted via PUCWeb:

Name: Brett Smith  
Submission Time: Feb 13 2023 6:52PM  
Email: [ecabrett@gmail.com](mailto:ecabrett@gmail.com)  
Telephone: 208-501-9984  
Address: 1148 N Watson Way  
Eagle, ID 83616

Name of Utility Company: Veolia Water Company

Case ID: VEO-W-22-02

Comment: "Dear IPUC, Veolia Water Company recently requested IPUC's approval to generate a 23.4% revenue increase that is anticipated to generate revenues of \$12.1 million. As a 10-year customer of the former Eagle Water Company (EWC), whom Veolia (fka Suez) purchased, I wish to inform the IPUC of the following FACTS: 1 - My monthly bill has **ALREADY INCREASED** a **MINIMUM** of 50 percent (from an average of \$10/mo to an average of \$15/mo) and it initially increased 250 percent during the initial days immediately following Veolia's takeover of the EWC drinking water system and customer base. 2 - The higher chlorine levels in my once-pristine "bottled water quality" drinking water have negatively altered the taste quality of my water. 3 - Veolia has been asking their Eagle customers to personally fund (via "infrastructure insurance") the repair costs associated with any future damage or replacement of water piping from the curb to the house, apparently because they anticipate considerably higher (than usual) water pressure pulses associated with "needed" improvements to the water delivery system. 4 - From 2012 to 2022, I **NEVER** experienced problems with my curb-to-house piping and also never suffered any maladies that are typically associated with drinking under-treated (ie, under-chlorinated) drinking water! 5 - I strongly suspect that Veolia is in cahoots with the current Mayor and his rubber-stamping City Council, regarding the Avimor Development that is currently requesting annexation into the City of Eagle. I strongly suspect that Veolia will need **SIGNIFICANT** working capital (ie, **CASH**), to build the **ADDITIONAL** and **MASSIVE** water-delivery infrastructure that **DOUBLING** the size of Eagle will require, in the event Avimor is annexed into the City of Eagle. If Veolia wishes to make large profits, they can do it by **PROVIDING** tangible benefits to their customers. To date, Eagle water customers are **ALREADY PAYING** 50 percent and **GREATER** rate increases for degraded water quality and the possibility of expensive future piping repairs! I respectfully ask the IPUC to **REJECT** Veolia Water Company's request to impose an **ADDITIONAL** rate increase upon their already-burdened customers in Eagle, Idaho! "

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