

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Wednesday, February 22, 2023 7:00:08 AM

The following comments were submitted via PUCWeb:

Name: Valerie Meiners
Submission Time: Feb 21 2023 5:17PM
Email: valeriejeanmeiners@gmail.com
Telephone: 208-473-1155
Address: 4118 N Mountain View Rim Ln
Boise , ID 83704

Name of Utility Company: Veolia

Case ID: VEO-W-22-02

Comment: "I oppose the application due to Veolia's constant mismanagement and mistreatment of its customers along with their lack of transparency. During one billing cycle, Veolia charged me for over 100,000 gallons of water used for a single family, residential home. They "estimated" that my household used that much water in a 2 month period and they doubled down during the next billing cycle at over 100,000 gallons of water used. They stated that it was an actual measure of water used that time. I made them come out and check for a leak. There was none, as I anticipated, because that is an Olympic sized pool worth of water. I would have noticed flooding or a lack of water pressure. They would not fix my bill due to their error. I had to ask the Boise Utility Commission to fight to lower my bill on my behalf. They barely reduced it. This last billing cycle by bill was \$40 when during those billing cycles it was \$250 or more. The Attorney General has done nothing about this either and I keep seeing people social media running into the same issues. They're being charged for hundreds of thousands of gallons of water that they're not using. Veolia has a responsibility to inspect water overages as soon as their system is aware of it. Either they're not investigating because they're lazy or they're not investigating because it's a scam. I'm inclined to think it's a scam due to the fact that they started out billing me for 60,000 gallons of water prior to those to 100,000 gallons of water billing periods. They do it during the summer and the holiday season when people are unlikely to notice due to sprinkler usage or being busy with the holidays. Veolia is a predatory company. They do not care about the citizen of Idaho and no one is stopping their greed. As they are a utility company, and a monopoly, we have no choice but to use them. This isn't in the spirit of a free market and these shady leeches do not deserve any more money until they do the job they're already supposed to be doing. If you approve their application, you're saying you do not care about the residents of Idaho."

Name: Nathan Lehrman
Submission Time: Feb 21 2023 6:15PM
Email: nathanjlehrman@gmail.com
Telephone: 509-949-0353
Address: 1134 N Ethridge Place
Boise, ID 83704

Name of Utility Company: Veolia

Case ID: VEO-W-22-02

Comment: "In reviewing the justification for Veolia's requested 25% rate hike, it seemed like they authorized typical projects for a water company, but are now using these projects to justify a permanent rate hike. Disclaimer, if the rate isn't permanent, then the information on this rate hike wasn't clear. As a house that would be impacted by the hike, I find that Veolia's rates are already too high compared to other water companies in the Boise area. Secondly, it's frustrating to read that one of their justifications for increasing the rates was because of the acquisition of another water company (Eagle Water), further cementing Veolia's monopoly in the area. I strongly recommend that the commission looks critically at this request and understands the negative impacts it will have on the consumers. We can't pick our water companies when you move to a house, so we rely on the commission to protect the consumers. "

Name: Kinsey Canova
Submission Time: Feb 21 2023 7:03PM
Email: kcanova.4@gmail.com
Telephone: 478-283-9000
Address: 834 W Melrose St
Boise, ID 83706

Name of Utility Company: Veolia Water

Case ID: VEO-W-22-02

Comment: "The improvements done to the water supply in the last two years only qualify as appropriate maintenance of the water facilities, and this is not an acceptable motivation to raise costs to the customer. Some of the investments have the express purpose of increasing capacity for more customers - again, this will be paid for by increasing the number of customers, not by increasing the cost every customer pays. "

Name: Melissa McRae-Skinner
Submission Time: Feb 21 2023 7:18PM
Email: wordnerd23@gmail.com
Telephone: 208-585-7755
Address: 3309 S North Church Pl
Boise, ID 83706

Name of Utility Company: Veolia

Case ID: VEO-W-22-02

Comment: "With inflation running rampant, rent and mortgages rates sky high, and wages incomparably low it is nothing but greedy for Violaia to ask for this increase. This is going to

hurt every citizen, small business, and landlord in the valley and is absolutely egregious. People in Idaho are suffering and if Viola, who is new to Idaho, wants to be a good citizen and make a decent impression they will walk back their request for rate increases."

From: [PUCWeb Notification](#)
To: [Jan Noriyuki](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Wednesday, February 22, 2023 11:00:10 AM

The following comment was submitted via PUCWeb:

Name: Katie Berry
Submission Time: Feb 22 2023 10:34AM
Email: kasnyaberry@gmail.com
Telephone: 208-993-0794
Address: 2411 E Riverside Dr L101
Eagle , ID 83616

Name of Utility Company: Veolia

Case ID: VEO-W-22-02

Comment: "I am absolutely not ok with or in favor of this greedy grab by a foreign company to significantly raise our cost for water. Why is it ok, in the first place, for a foreign owned company to take over a major public utility as necessary to human survival as water??? Second, I'm guessing they are wanting to raise rates simply because they can. Because the excuse right now is 'inflation', but what's the breaking point for Idahoans??? We have had NO subsequent raises in wages. In fact, some sectors of the Idaho economy are already in recession like real estate. The average working Idahoan CANNOT even afford to buy a home right now, and yet we are paying more for our gas bill, car gas bill, electricity, garbage and rents.....and along comes Veolia to join the greedy grab. What exactly is their justification for the price increase? What improvements justifying the higher rates have they done? This is outrageous. My husband Brent and I totally disagree with a rate increase in our city of Eagle by Veolia. "
