

**From:** PUCWeb Notification <[Do.Not.Reply@puc.idaho.gov](mailto:Do.Not.Reply@puc.idaho.gov)>  
**Sent:** Wednesday, March 29, 2023 9:00 AM  
**To:** ConsumerComplaintsWeb  
**Subject:** Notice: A complaint was submitted to PUCWeb - Aaron Reese

The following complaint was submitted via PUCWeb:

Name: Aaron Reese  
Submission Time: Mar 29 2023 8:41AM  
Email: [aaronreese69@gmail.com](mailto:aaronreese69@gmail.com)  
Telephone: 208-473-1766  
Address: 3119 N NETWORK LN  
BOISE, ID 83704-6043

Name of Utility Company: Veolia **VEO-W-22-02**

Contacted Utility: Yes

Comment: "I am running due to the 24% increase proposed by Viola water. They do not deserve the 24% increase the water quality is not very good compared to the prior water company. They are overpriced as it is for water and I do not believe they should be entitled to a 24% increase on our rates. We need to keep Idaho, Idaho and not let it fall to the surrounding states or California."

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**From:** PUCWeb Notification <[Do.Not.Reply@puc.idaho.gov](mailto:Do.Not.Reply@puc.idaho.gov)>  
**Sent:** Wednesday, March 29, 2023 4:00 PM  
**To:** Jan Noriyuki  
**Subject:** Notice: A comment was submitted to PUCWeb

The following comment was submitted via PUCWeb:

Name: Daisy Lewis  
Submission Time: Mar 29 2023 3:12PM  
Email: [daisyanna.dl@gmail.com](mailto:daisyanna.dl@gmail.com)  
Telephone: 208-389-8211  
Address: 2971 South Quercus Avenue  
Boise, ID 83709

Name of Utility Company: Veolia

Case ID: VEO-W-22-02

Comment: "I would like to comment about the 24.1% proposed rate hike Veolia has requested. I live in a portion of the county where irrigation services are not available. We live on a third of an acre and try to

grow as much of our own food as we can. This results in \$200 water bills in the summer. To suggest that we'll only see an increase equal to a cup of coffee a month is way out of touch with reality. Our neighborhood is full of homeowners on fixed income. They are already dealing with huge increases in property tax, groceries, fuel; this is a lot to hit them with."

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

**Sent:** Thursday, March 30, 2023 7:01 AM

**To:** Jan Noriyuki

**Subject:** Notice: A comment was submitted to PUCWeb

The following comment was submitted via PUCWeb:

Name: Jill Trimble

Submission Time: Mar 29 2023 9:57PM

Email: [jilltrmb1@yahoo.com](mailto:jilltrmb1@yahoo.com)

Telephone: 909-374-0275

Address: 5750 W Dalcross Drive

Boise, ID 83714

Name of Utility Company: Veola

Case ID: VEO-W-22-02

Comment: "I am writing in opposition to the proposed 24% increase to our water rates. How can you justify this?"

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

**Sent:** Thursday, March 30, 2023 10:00 AM

**To:** Jan Noriyuki

**Subject:** Notice: A comment was submitted to PUCWeb

The following comment was submitted via PUCWeb:

Name: Kathy Dzuck

Submission Time: Mar 30 2023 9:03AM

Email: [katdzuck@msn.com](mailto:katdzuck@msn.com)

Telephone: 208-345-1496

Address: 1569 Independence St.

Boise, ID 83706

Name of Utility Company: Veolia Water

Case ID: VEO-W-22-02

Comment: "As a widowed Sr. citizen struggling to get by, I plead with you to say no to Veolia's request for the huge rate hike. I have cut way back on my usage, launder only large loads and even changed the way I bathe...and still my latest level pay bill has almost doubled. I can't do anything more to cut back. It looks like we have lots of snow which is promising for our water year. Thankful I'm on canal water. Most of us are struggling right now...please help curb greedy rate hikes. Thank you. Kathy Dzuck"

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

**Sent:** Thursday, March 30, 2023 1:00 PM

**To:** Jan Noriyuki

**Subject:** Notice: A comment was submitted to PUCWeb

The following comment was submitted via PUCWeb:

Name: Sharon Wulbrecht

Submission Time: Mar 30 2023 12:48PM

Email: [Sharon.Wulbrecht@gmail.com](mailto:Sharon.Wulbrecht@gmail.com)

Telephone: 909-225-6523

Address: 18442 N Burnt Car Pl

Boise, ID 83714

Name of Utility Company: Veolia

Case ID: VEO-W-22-02

Comment: "I am opposed to this rate hike. I am on a FIXED income!! This is a ridiculously high percentage to do to people."

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March 27, 2023

Testimony of Scott McDougall  
4455 N Mackenzie Lane  
Boise, ID 83703

RECEIVED

2023 MAR 30 AM 9:37

IDAHO PUBLIC  
UTILITIES COMMISSION

Re: Case No. VEO-W-22-02, Veolia rate increase

First, it is stated in Veolia's September 30, 2023 application to the Idaho PUC, that "...a copy of the (Veolia's) Application and Applicant's present and proposed rate schedules are available for public inspection at its office at 8248 West Victory Road, Boise, Idaho at any time during office hours." I would like to note that Veolia has no office hours available to the public at that address. The sign on the door says as much, and advises to make an appointment by phone. Further, 8248 West Victory is the address provided on Veolia's website to which the public is invited to send mail. I did so, and the mail was returned (attached). When I inquired as to why my mail was returned, when it was sent to the address provided both on the rate increase application and on the website, the reply was "Your guess is as good as mine".

Secondly, regarding the online bill: to see anything other than an amount due and lots of buttons to click to "Pay Now", or "Sign up for auto pay", or "Sign up for Paperless billing", you have to sign into your account. The catch-22 is that you have to know your account number, which is not immediately available unless you've saved a mailed paper bill. After you go to your account, it shows how much is due and how much water was used. To get a better picture, you have to click "View Details". That shows the base charge, consumption charge, and tax. And it shows a "Bill Amount" that may be different than the "Due Amount". You have to go back to the first screen to see the "Previous Balance" from a prior bill, which is not really the "previous" balance, but rather the 'current' balance, aka the 'balance due' from a prior bill. Very confusing. And then you can select the "View Statement" button, which you can't actually view on a PC without first saving it to "downloads" and then opening. There you get what your mail statement would have looked like, with your account number, and nowhere does it show the same number as the "Bill Amount" shown online. Very user non-

friendly, and very difficult to piece together a continuous accounting. Both for the customer and apparently, by evidence of experience, Veolia as well.

But those are outward-facing, customer service issues. If Veolia had requested a small rate increase to improve their customer interfaces and usage/accounting transparency, I would strongly recommend approval. But the requested rate increase is not for anything useful for customers.

From the Idaho Statesman, March 25, 2023: “Madeline Wyatt, a spokesperson for Veolia, told the Idaho Statesman by phone: “The 24% sounds like a huge amount of money..”. Yes, it does. And it is.

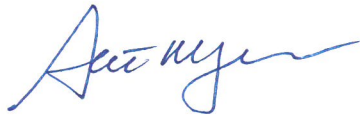
The article goes on to note that: “Veolia acquired Suez, ... in a \$15.4 billion merger in early 2022”, and that Veolia spent roughly \$70 million on improvements which it hopes to recoup via this rate increase at the rate of about \$12 million per year over the next 6 or so years.

Consider that. They spent \$70 million on improvements in just one year. So, in just twelve months they sent out their engineers to look at the entire system, identified all the improvements that were needed, budgeted the work, bid the work, negotiated final terms of the projects, obtained the permits, scheduled the work, and completed the work. In twelve months, from scratch. That is highly, highly unlikely. Much more likely is that at the time of the purchase Veolia knew about the improvements that were “needed” (and I put ‘needed’ in quotes. Suez apparently didn’t think they were needed. If the improvements were simply to create greater efficiencies, let those efficiencies pay for the improvements over time). So, that expense would have been part of the due diligence Veolia did prior to the purchase, and it would have been part of the negotiations. It would have been factored into, and reduced, the purchase price. So, to grant the requested rate increase would be to compensate Veolia twice: first when they reduced the offer price by the cost of improvements needed, and again with a rate increase for those same improvements.

In the unlikely case that Veolia did not conduct thorough due diligence and was in fact surprised to find that they needed to spend the \$70 million on improvements, that is entirely on them. If they did a poor job of evaluating Suez

operations in Idaho, that is on them. It is not for the ratepayers to pay for their mistake.

Thank you.

A handwritten signature in blue ink, appearing to read "Scott McDougall", with a stylized, flowing script.

Scott McDougall  
Former Chair, Idaho Chapter  
American Society for Quality

attachments



**THE FOLLOWING ATTACHMENTS ARE CONFIDENTIAL**