

Jean Jewell

From: Roy and Lynn [royandlynn@frontier.com]
Sent: Wednesday, July 06, 2011 8:27 AM
To: Jean Jewell
Cc: gary@spokesman.com
Subject: Fw: Avista Rate Increase Filing in Idaho

AVU-E-11-01/AVU-G-11-01

Hi Jean,

I recently sent the following email to the Washington Commission. These comments are applicable to the Avista rate increase request in Idaho. Based on my years of experience as a manager for GTE, I know that what I observed reflected poor utilization of personnel and equipment and is probable that this waste was not just a one time incident, but reflective of a company that has not waken up to the fact that it cannot continue to operate in the "utility" mode wasting customers money. They cannot expect to earn their allowed rate of return by padding their expenses, but must operate "lean and mean" like the private sector has to.

Roy Tiefisher
4278 N. Alderbrook Dr.
Coeur d'Alene, Idaho 83815
208 664 4272

From: Roy and Lynn
Sent: Sunday, July 03, 2011 8:24 AM
To: comments@utc.wa.gov
Cc: garyg@spokesman.com

Washington Utilities and Transportation Commission:
Avista rate increase application.

Although I am a Idaho resident, I believe my comments are pertinent to the Washington Avista rate application. Approximately 4 weeks ago, I observed Avista employees working at the corner of Alderbrook Dr. and Magnolia in Coeur d'Alene. There were 5 employees and two trucks. They were there for approximately 30 minutes. They were working on a underground cabinet. During this time, only one employee was working in the cabinet, the other 4 were just standing there joking and laughing. After they left that location they all drove a block to the corner of Deerfield and Magnolia and repeated the same scenario, one employee working and 4 standing around just joking around.

As disgusting as this is to a ratepayer, there also was the issue of the trucks. One was a approximately a 3 ton truck, the other was a large man lift about as big as they come. Why in the world is a large, expensive aerial truck like that, being wasted on some small underground activity?

While observing this waste of time and money, I called Avista in Spokane and told a customer representative what I was observing. The person I talked with said that they would contact the Coeur d'Alene office and find out what was going on.

I am very familiar with utility activity as I was both a District Manager and a Operations Manager for GTE in Idaho for many years. I also was a Building and Fleet Manager covering 5 States for GTE, responsible for all purchasing and maintenance of all vehicles. Proper need and utilization of vehicles was a prime responsibility I had.

I am aware, that singular incidents like I have described, happened occasionally in earlier times, but in these current times, no utility company, especially those under the jurisdiction of the Utility Commission not to mention the rate payers who are faced with tough times and ever increasing rate increases by Avista should occur. It shows poor management and gives the Commission reason to question the need for rate increases when improved utilization of personnel and equipment should be the first order of business.

Thanks for your review of this.

Roy Tiefisher
4278 N. Alderbrook Dr.
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208 664 4272

Jean Jewell

From: H2odropping@yahoo.com
Sent: Wednesday, July 06, 2011 1:11 AM
To: Jean Jewell; Beverly Barker; Gene Fadness
Subject: PUC Comment Form

A Comment from Sarah Noble follows:

Case Number: *AVU-E-11-01/AVU-G-11-01*
Name: Sarah Noble
Address:
City: Oldtown
State: Idaho
Zip:
Daytime Telephone:
Contact E-Mail: H2odropping@yahoo.com
Name of Utility Company: Avista
Acknowledge: acknowledge

Please describe your comment briefly:

I have heard that Avista is requesting a rate increase on electricity and gas. As one of their customers, I ask you to deny their request. We pay the highest utility rates in this area, and not by a small amount! Ask any Avista customer if they would choose to use an different power company if given the choice and I am sure they would say yes. Avista has a monopoly over us and we are being victimized by it. With the state of the economy as it is right now, I'm asking you to please not let this company further burden its customers un-necessarily!

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>
IP address is 75.244.81.51
