

## Jean Jewell

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**From:** cdamitch1@frontier.com  
**Sent:** Wednesday, November 24, 2010 5:27 AM  
**To:** Jean Jewell; Beverly Barker; Gene Fadness  
**Subject:** PUC Comment Form

A Comment from Cindy Mitchell follows:

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Case Number: TRH-W400-01  
Name: Cindy Mitchell  
Address: 905 Day Road  
City: Coeur d'Alene  
State: ID  
Zip: 83815  
Daytime Telephone: 208-660-6701  
Contact E-Mail: [cdamitch1@frontier.com](mailto:cdamitch1@frontier.com)  
Name of Utility Company: Troy Hoffman Water  
Acknowledge: acknowledge

Please describe your comment briefly:

It is absurd for a utility company to ask for a 142% increase on a small water system with a small customer base, especially when there has been a poor attempt to inform its customers. When James Magnuson bought Hoffman Water, he was hoping to hook his development, Bentwood Park, located across the street of Hoffman Water boundaries, onto our water system. Coeur d'Alene City denied it, and just recently we find out our system was sold to Dalton Square LLC for \$65,000 when the system was valued at \$16,000. Apparently, the pump and/or other maintenance has been performed either before or after the new owner took possession, who happens to be the water master when Magnuson owned it. It's interesting now that the increase being asked by the new owner, Dalton Square, appears to be the difference of the selling price minus the value of the system. There seems to be some discrepancy on when the actual sale was and when the new owner was declared to the Commission. Regardless of how the business transaction occurred, the purchase price of \$65,000 cannot be included in customer rates, and this rate increase appears to be just that.

A small article in the Coeur d'Alene Press about a workshop with the Commission to discuss any issues and provide public comment is ridiculous. Not everyone gets the Press. Not everyone knew about any meetings or anything being available via the internet. Nor is there a Hoffman Water office available. Dalton Square consists of rental warehouse buildings. There is only a drop box for customer payments. There is no one physically available during business hours.

I understand there are costs associated with maintaining a water system and are passed onto customers. However, increases should not be blatantly higher than the City of Coeur d'Alene water customers.

I am probably too late to submit comment. My husband attended the workshop on Nov 9th to a group of 9 people, 2 of which were not even on the system and were from Bentwood Park. He did place calls to the Commission with questions and comments. I see the Commission has posted their comments to their audit as of Nov. 23rd. I have not read them thoroughly.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 68.238.139.88

**Jean Jewell**

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**From:** jhowell@snowpeakforest.com  
**Sent:** Tuesday, November 23, 2010 8:41 AM  
**To:** Jean Jewell; Beverly Barker; Gene Fadness  
**Subject:** PUC Comment Form

A Comment from Jon Howell follows:

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Case Number: TRH-W-10-01  
Name: Jon Howell  
Address: 5105 N. Ezy St  
City: Coeur d Alene  
State: ID  
Zip: 83815  
Daytime Telephone: 208-667-6228  
Contact E-Mail: [jhowell@snowpeakforest.com](mailto:jhowell@snowpeakforest.com) Name of Utility Company: Troy Hoffman Water Corp  
Acknowledge: acknowledge

Please describe your comment briefly:

We bought our home in 1986 partially due to the water rates being so attractive & the fact of being on a community well . We realize that our rates have been very stable for quite some time now & that at some point we would be faced with an increase but 142% ... all at once seems rather drastic... ? I understand that the new owners have the right to have their rates reviewed by the commission and ask for a hike. But at this point if approved as is proposed our rates will be elevated to a point where it will bring some hardships on some of the users. It would appear to me that some sort of a gradual increase in rate would be more appropriate and therefore allow the users to gradually accept the higher rate. Especially during these economic times. Am I correct in assuming that even with a rate hike that the system will still have no emergency back up power supply to prevent the users from experiencing the entire system going down during power outages ? As was the case during the 1996 Ice Storm when all of us users went without any domestic water for several days . No toilets, no water at all. I'd like to think that if the rate gets elevated to where it is proposed and would make it about as high as the city of CDA then we should be getting the same dependability of supply as the cities users receive. As it stands I do not believe that is the case however. I appreciate you taking the time to review these comments.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 74.87.143.219

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