

Jean Jewell

From: jshowell2@frontier.com
Sent: Thursday, December 12, 2013 5:47 PM
To: Beverly Barker; Jean Jewell; Gene Fadness
Cc: jshowell2@frontier.com
Subject: Case Comment Form: Jon & Susan Howell

Name: Jon & Susan Howell
Case Number: TRH-W-13-01
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Address: 5105 N. Ezy St
Coeur d'Alene ID, 83815

Name of Utility Company: Troy Hoffman Water Corp Acknowledge public record: True

Comment: We have resided at this address for the last 27 years. The water rates have always been lower than the city rates and that was a draw for us to this area. A couple of years prior to the sale of Hoffman Water the homeowners were offered and a meeting was held at which time the majority of homeowners decided not to attempt to purchase it. It appears that the current owners may have either fallen short in their due diligence or have miscalculated their revenue flows. Either of which I do not see as being the water users responsibility to resolve this issue with constant rate hikes every 3 years even though I understand they have the right to ask for it. Realizing that major capital improvements (like the pump that was replaced) I thought those expenses would be recovered and amortized over several years. Additionally to my knowledge this system has never (nor does today) have an emergency back up power supply to provide us with domestic water during power outages. Does this mean if that were to ever occur that the users will be looking at yet another application for rate hike ?
I do not know if the PUC has limits on rates of return that utility providers are able to make however I certainly hope that is the case.
In closing all I can say is that all users on this system are captive, so whatever decision the Commission makes on this issue we the users will have to live with for the next 3 years. It's not like we can go elsewhere for our water needs.
Some sort of increase I can understand but not another 34% just 3 years after they were just given a substantial rate hike.
Thank you for your time & consideration

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