

*✓ Gen Ack  
sent 11/7/02*

*x  
x*

**Jean Jewell**

---

**From:** Ed Howell  
**Sent:** Thursday, November 07, 2002 3:42 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 07, 2002  
3:42:28 PM

Case: GNR-U-02-1  
Name: Jennifer Hearne  
Street\_Address: 9693 Ptarmigan Drive  
City: Hayden  
State: ID  
ZIP: 83835  
Home\_Telephone: 208-772-1766  
E-Mail: jennihearne@hotmail.com  
Company: Avista Utilities, Intermountain Gas and PacifiCorp  
mailing\_list\_yes\_no: no

Comment\_description: I am concerned that this is a measure taken to punish the poor of Idaho. So many people have lost jobs this year, with no sign of imminent economic recovery or jobs paying above the poverty line, that this is truly a cruel policy in action. Please do not institute this new policy.

Transaction ID: 1171542.28  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 216.64.138.30  
User Hostname: 216.64.138.30

*✓ Gen Ack  
sent 11/7/02*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Thursday, November 07, 2002 3:22 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 07, 2002  
3:22:20 PM

Case: GNR-U-02-1  
Name: Rod Hendricks  
Street\_Address: 692 A W. Hwy 39  
City: Blackfoot  
State: ID  
ZIP: 83221  
Home\_Telephone:  
E-Mail: epspumps@msn.com

Company:

mailing\_list\_yes\_no: no

Comment\_description: I am against altering the 1979 protocol in any form or fashion. This law is meant to protect those most in need. I do not trust the utility numbers published in the brief for this case. Changing the law to hit less than 1% of the population is needless and unfair. The utilities plan for and write off much more than what we are talking about here. DO NOT CHANGE THE LAW OR GIVE THE UTILITIES ANY MORE RELIEF.

Transaction ID: 1171522.20  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 67.250.112.159  
User Hostname: 67.250.112.159

*✓ To Av. for Int. Parties List*  
*✓ Ben Ack sent 11/7/02*

## Jean Jewell

---

**From:** Ed Howell  
**Sent:** Thursday, November 07, 2002 10:18 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 07, 2002  
10:17:30 AM

Case: GNR-U-02-1  
Name: Ginger Walcker  
Street Address: 620 Gary St.  
City: Pocatello  
State: ID  
ZIP: 83201  
Home Telephone: (208) 238-8444  
E-Mail: gwalcker@if.rmci.net  
Company: Intermountain Gas

mailing\_list\_yes\_no: yes

Comment\_description: I agree with the proposal to alter the "winter moratorium" rules. I believe that customers unable to pay their entire bill should be required to meet income eligibility requirements. Only those with lower incomes should be allowed to pay less. Maybe in some cases (ie. a person with extreme medical bills or large expenses due to an emergency), exceptions could be made as well. I also agree that customers should be required to pay at least a minimum amount of their bill. If many say that paying half the bill is too much, then determine another minimum amount. This will help customers develop the pattern of making consistent payments and may prevent larger bills and service disconnection later. I believe this proposal would reduce bad debt and collection expenses, thus reducing utility costs for all customers. As Mike Huntington commented, ". . . paying nothing should not be an option." The moratorium has been abused and misused too much!

Transaction ID: 1171017.30  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 208.14.172.50  
User Hostname: 208.14.172.50

✓ Gen Ack  
sent 11/7/02

X

**Jean Jewell**

---

**From:** Ed Howell  
**Sent:** Thursday, November 07, 2002 4:06 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 07, 2002  
4:05:58 PM

Case: GNR-U-02-1  
Name: Ronald K. Johnson  
Street Address: 312 S. Coho Rd.  
City: Post Falls  
State: Idaho  
ZIP: 83854  
Home Telephone: 208 777-1588  
E-Mail: rriverrat@earthlink.net  
Company: Avista

mailing\_list\_yes\_no: no  
Comment\_description: Commissioner Dennis Hansen dissented from the majority, saying the proposed Dec. 1 start date of the moratorium is too soon to allow sufficient public comment. "In addition, I believe that given the current economic conditions in Idaho, where many have lost their employment to layoffs or company closures, now is not the appropriate time to change a long-established program that is intended to protect the public health and safety," Hansen said. It would be better to take comment on how to structure the program through workshops and hearings, he said. "Rushing to implement this program will cause a lot of people to suffer this winter."  
I agree with Commissioner Hansen!

Transaction ID: 1171605.58  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 65.176.65.22  
User Hostname: 65.176.65.22

*To AV. for  
Int. Parties List  
✓ Ken Ack  
sent 11/8/02*

*X  
X*

**Jean Jewell**

---

**From:** Ed Howell  
**Sent:** Thursday, November 07, 2002 9:33 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 07, 2002  
9:33:25 PM

Case: GNR-U-02=1, Order No. 29145  
Name: Molly Struckman  
Street\_Address:  
City:  
State:  
ZIP:  
Home\_Telephone:  
E-Mail: mstruckman@focaf.org  
Company: Intermountain Gas, Avista, PacifiCorp  
mailing\_list\_yes\_no: yes

Comment\_description: \* Participation should be based on income using a standard of 400% of federal poverty levels.  
\* Customers should pay what they can. Half of level pay is not reasonable.  
\* Two year pilot program is too long.  
\* The proposed pilot program should not be implemented.  
\* Households with young children (under the age of 12), disabled persons, and senior citizens should not be disconnected during the winter months.

Transaction ID: 1172133.25  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 67.250.159.169  
User Hostname: 67.250.159.169

*✓ To AV. for  
Int. Parkies list  
✓ Ken. Hoke  
sent 11/8/02*

X  
X

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Friday, November 08, 2002 10:46 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Friday, November 08, 2002  
10:45:29 AM

Case: GNR-U-02-1  
Name: Wendy Taylor  
Street Address: 1421 W. Blaine Ave  
City: Nampa  
State: ID  
ZIP: 83651  
Home Telephone: 208-467-7607  
E-Mail: veejvjt@aol.com  
Company: Avista, Intermountain, PacifiCorp

mailing\_list\_yes\_no: yes  
Comment\_description: 1. There is an underlying notion to this proposal that people encountering hardship may not be honest about what they can pay.

2. 150% above poverty line is not appropriate. I think this plan greatly disregards the working poor and the rising unemployment rate we are encountering and obviously are going to continue to encounter for the next little while. I hear everyday more layoffs that are going to occur within the Treasure Valley.
3. It has been my experience in my work with people who are requesting a moratorium on their monthly payment that they absolutely need it. I also think that this puts for profit companies in a position to be welfare workers without the training to really understand they dynamics of poverty and the working poor.
4. I think that the moratorium has been very impressive for showing how a company can extend some compassion to those in the community who are having difficulty - a nice partnership between business and public utilities. As someone who does pay their bills without fail, I have been impressed by this.
5. December 1st is too soon.

Transaction ID: 1181045.29  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 198.81.26.238  
User Hostname: 198.81.26.238

✓ To Adv. for  
Int. Public List  
✓ Adv. Ack sent  
11/7/02

# FAX TRANSMISSION

SICOG/AREA V AGENCY ON AGING  
P.O. Box 6079  
Pocatello, Idaho 83205-6079  
208-233-4032 ext. 40  
Fax: 208-233-5332

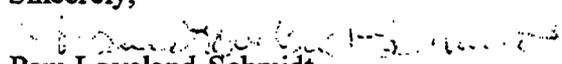
**To:** Idaho Public Utilities Commission **Date:** November 7, 2002  
**Fax #:** 208-334-3762 **Pages:** 1  
**From:** Pam Loveland-Schmidt  
Case Management Supervisor  
**Subject:** Utilities ~~para~~ pilot winter moratorium program

Dear Mr. Gene Fadness:

This is to inform you that I work with homebound elderly in Bannock, Bear Lake, Bingham, Caribou, Franklin, Power, Onieda counties arranging services to keep the elderly in their homes. The proposal to remove the moratorium during the winter months will be devastating to the elderly and the result may be hypothermia or worse death due to our very low temperatures in the winter months. You need to understand that we work with those elderly that have worked their whole life and now may be having difficulty surviving on their social security or they may have memory problems that prevent them from remembering to pay their utility bills. We get phone calls on a daily basis during the winter months from concerned citizens that an elderly person's heat has been turned off or going to be turned off and we do go out and assist in getting funds through different agencies to pay for utilities, but this takes several days if not weeks and in the meantime the elderly person will be without utilities. Please reconsider not removing the moratorium in the winter months, it will be very damaging to the elderly.

Thank you for your time and consideration!

Sincerely,

  
Pam Loveland-Schmidt  
Case Management Supervisor

*✓ To Adv. for Int. Parties list*  
*✓ Gen Ask sent 11/8/02*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Friday, November 08, 2002 11:26 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Friday, November 08, 2002  
11:25:58 AM

Case:

Name: Wendi L. Michalk  
Street Address: 2102 Shoshone  
City: Boise  
State: Id.  
ZIP: 83705

Home Telephone: (208)424-6950

E-Mail: weart@msn.com

Company: Intermountain gas

mailing\_list\_yes\_no: yes

Comment\_description: This is in reference to the moratorium issue. I DO NOT think company's should be allowed to control moratorium because all they care about is the almighty dollar they do not care about their customers in the least. My husband and I were on moratorium this last winter, he was laid off and things got pretty bad. We were renting a house and the landlord decided to sell it in Feburary. When we moved I was informed by Intermountain Gas that unless I paid my bill in full they would not hook us up. I was told they could care less if our three year old son froze that was our problem not theirs. They wanted the bill paid in full and they refused to work out payments, they wanted it all or we got no heat. I was treated like a bum and a dead beat even though I have always paid my bills. This company does not have the right to say who needs help and who doesn't. If they are given this right alot of childern and elderly people will suffer.

Sincerely  
Wendi L. Michalk

Transaction ID: 1181125.58

Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>

User Address: 67.1.22.17

User Hostname: 67.1.22.17

✓ To A.V. for  
Int. Parties List  
✓ Gen Ack sent  
11/15/02

X  
X

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Saturday, November 09, 2002 7:08 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Saturday, November 09, 2002  
7:07:52 PM

Case: GNR-0-02-1  
Name: Henry and Donna Corless  
Street\_Address: 5075 Wildrye Drive  
City: Boise  
State: Idaho  
ZIP: 83703  
Home\_Telephone: (208) 389-9168  
E-Mail: corless@cableone.net  
Company: AvistaCorp;Intermountain Gas;Pacifico  
mailing\_list\_yes\_no: yes

Comment\_description: The request of these utilities to change the winter moratorium rule is disgusting. Why should the elderly, the infirm and children be subject to a cut off of utilities in the dead of winter unless they can pay half of their bill? If they could pay half of their bill they most likely would, to prevent their utiities from being cut-off in March. These utilities rake in enormous profits and can delay cutting off heat and light to the most vulnerable in our communities until March 1st without any ill effects on their profit margins.

Transaction ID: 1191907.52  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 24.117.23.175  
User Hostname: 24.117.23.175

*✓ To Adv. for Int. Parties List*  
*✓ Gen Ack sent 11/15/02*

*+*  
*x*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Monday, November 11, 2002 10:40 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Monday, November 11, 2002  
10:39:53 AM

Case: GNR-U-02-1  
Name: KAREN COTTON  
Street Address: 2617 S SILVER BEACH ROAD  
City: COEUR D ALENE  
State: IDAHO  
ZIP: 83814  
Home Telephone: 667-3875  
E-Mail: kcotton@kmcmail.kmc.org  
Company: Avista

mailing\_list\_yes\_no: yes

Comment\_description: 1) Do not change the "winter moritorium" on gas/electric shut-offs. Our weather in North Idaho is too severe to risk the lives of children, elderly and disabled. Even the example of \$75.00 (1/2 of a level pay) is not worth risking their health or life.

2) Even if the large bill is due in March and their services are disconnected, consider these two things: the weather is warming so they can get by in the crisis, and often they are going back to work in the spring which means they can start paying their bill.

3) Through my work with the Covering Kids and Families in Idaho Health Initiative of the RWJF, I come in contact with families who are low income and whose income level falls around the 150% of poverty. That amount is too low to consider for the "Winter Protection Plan"--a family with 3 kids with two parents working would be able to earn only up to \$7.00 each an hour to qualify.

4) December is too soon to start this program.

5) Run a trial in select counties next winter.

6) The minimum payment should be 10% of their level pay, not half.

7) Use the services through Community Action Agencies that provide financial support/start these in a time other than winter.

Transaction ID: 11111039.53

Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>

User Address: 208.252.101.2

User Hostname: 208.252.101.2

*J. Gen. Accts  
sent 11/15/02*

*+*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Monday, November 11, 2002 11:18 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Monday, November 11, 2002  
11:17:55 AM

Case:

Name: Irene Kimber  
Street Address: 480 Willard  
City: Pocatello  
State: Id  
ZIP: 83201  
Home Telephone: 208 232 3582  
E-Mail: kimbrobe@isu.edu  
Company: Idaho Power

Comment\_description: please leave the moritorium on for people that can't pay their power bill in the winter months. The moritorium should apply to summer months when the temperature is over 85%.

Irene Kimber

Transaction ID: 11111117.55  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 207.225.39.124  
User Hostname: 207.225.39.124

*✓ To A.V. for Int. Parking list*  
*✓ Jim. Acker sent 11/15/02*

**Jean Jewell**

---

**From:** Ed Howell  
**Sent:** Monday, November 11, 2002 11:05 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Monday, November 11, 2002  
11:04:42 PM

Case: GNR-U-02-1  
Name: Susan K. Smith  
Street Address: 715 Lakeside Avenue  
City: Coeur d'Alene  
State: Idaho  
ZIP: 83814  
Home Telephone: 208-667-3842  
E-Mail: hbsmith@sisna.com  
Company: AVISTA

mailing\_list\_yes\_no: yes

Comment\_description: Regarding consideration to allow utility companies to avoid the "winter moratorium" which allows the most vulnerable in our society NOT to have their power cut off during the three most severe winter months if they are unable to pay their bills at that time -- I would hope that you will NOT allow these companies to resume turning off the power to the few who cannot pay. The administrators of these companies cannot make a case that they are in such terrible financial trouble that they MUST deny heat and light to children and handicapped and frail elderly citizens. I think the names and addresses of the men (and/or women) who propose and support this despicable request should be published in every newspaper and on the internet. Let's hope our "compassionate" leadership will reject this for its total lack of humanitarianism. Thank you for your consideration. Susan K. Smith

Transaction ID: 11112304.42  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 4.18.226.154  
User Hostname: 4.18.226.154

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Tuesday, November 12, 2002 12:19 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 12, 2002  
12:19:01 PM

Case:  
Name:  
Street\_Address:  
City:  
State:  
ZIP:  
Home\_Telephone:  
E-Mail:  
Company:

Comment\_description: \* customers should pay what they can during the moratorium - with funds appropriated privately to help cover large balances after the moratorium ends  
\* participation should be based on a combination of income and payables. A good number of the infirm have large medical bills and must choose between medicine, warmth & food. The LIHEAP standard is good if the income eligibility is used.  
\*The payment of 50% could be reasonable for some and not others. It would be best handled on an individual basis because there can be extenuating circumstances  
\* I do not have inforamtion that would allow me to say that the existing level-pay or special options are sufficient during winter months  
\*A two-year pilot should be appropriate  
the project should not be restricted, but open for both gas & electric usages  
\*Implementation of the pilot should be postponed until next year instead of Dec. 1 because there is not enough time to present information to the general public

Transaction ID: 11121219.1  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 205.158.139.45  
User Hostname: 205.158.139.45

Jean Jewell

*✓ To A.V. for  
Int. Parties list  
✓ Gen. Hek sent  
11/15/02*

*X  
X*

**From:** Ed Howell  
**Sent:** Tuesday, November 12, 2002 12:30 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 12, 2002  
12:29:35 PM

Case: gnr-u-02-1  
Name: Dolan and Elisabeth Keeney  
Street\_Address: 4130 e.chinden  
City: eagle  
State: ID  
ZIP: 83616  
Home\_Telephone: 208-939-8558  
E-Mail: keeney11@msn.com  
Company: Intermountain Gas Co.  
mailing\_list\_yes\_no: yes

Comment\_description: We are in full support of revising this "moratorium" during the winter months. We own quite a bit of rental propety, and witness alot of abuse by our tenants of the current system. Plus, as regular payors of our bills, we resent subsidizing this "service", which, I'm sure, increases our cost of service.

Transaction ID: 11121229.35  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 67.232.82.157  
User Hostname: 67.232.82.157

*✓ To A.V. for Int. Parties list ✓ Gen Heke sent 11/15/02*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Tuesday, November 12, 2002 12:31 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 12, 2002  
12:30:38 PM

Case: GNR-U-02-1  
Name: Gilbert Dayley  
Street\_Address: 264 N. 4000 E.  
City: Rigby  
State: Idaho  
ZIP: 83442  
Home\_Telephone: (208) 745-6059  
E-Mail: gil@idahosupreme.com  
Company: PacifiCorp (Utah Power)  
mailing\_list\_yes\_no: yes

Comment\_description: I object to any changes to the "winter moratorium" enacted in 1979.

This "winter moratorium" was enacted to protect the life and health of very vulnerable people; the poor, the sick, the elderly.

Why would you now want to harm these innocent people by allowing a heartless greedy utility to turn thier utilities of in the cold of winter?

clean air regulation prohibit people from using other source of fuel for heat, cooking and lights. Why not require the utilities to reduce thier rates during the critical winter months so people can afford to pay thier bills, then there would be no need to shut off the electricity or gas.

Yes, I believe the customer should pay what they can during the moratotium.

No, participation should not be based soley on income eligibility. Thier are to many questions that need be answered on each case. did the utility increase rates? Is the household on a fixed income? Have thier been tragedies that have cause the inability to pay? Has there been extreme weather that has caused increased usage? Etc?

No, the recommended payment amount of 50% of level pay is not reasoable. Again it depends on the individual circumstances.

No, a two year pilot program is niether to long or to short. this proposal should not even be considered at this time. A study by person not affiliated with the utilities should be made first, this could take two to five years.

Implementation should not even be considered untill a study has been made by a committee not controled by the utilities.

Please protect the poor, the needy, and the elderly by saying NO to the greedy utilities.

Thank you for your help on this critical issue.

Transaction ID: 11121230.38  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 206.207.97.150  
User Hostname: 206.207.97.150

✓ Edn Hoke  
sent 11/15/02

+

## Jean Jewell

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**From:** Ed Howell  
**Sent:** Tuesday, November 12, 2002 3:09 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 12, 2002  
3:09:11 PM

Case: GNR-U-02-1  
Name: Carrie Kinnaird  
Street Address: 1111 S. Orchard Ste. 180  
City: Boise  
State: ID  
ZIP: 83705

Home Telephone: Work: 424-0447  
E-Mail: ckinnaird@focaf.org  
Company: Idaho Power/Intermountain Gas  
mailing\_list\_yes\_no: no

Comment\_description: I believe it would be best to wait a year. Do some more research and gather more information before making the decision to shut people's utilities down that cannot afford it. The program can be then be more successful. Also this way the people involved could be more prepared. The notice now is too short. While I understand having them pay something would keep the bill from becoming so unmanageable, I'd hate to see children and the elderly without heat if they couldn't afford it.

Transaction ID: 11121509.11  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 64.146.92.158  
User Hostname: 64.146.92.158

*✓ Ed How  
sent 11/15/02*

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**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Tuesday, November 12, 2002 3:29 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 12, 2002  
3:29:23 PM

Case: GNR-U-02-1  
Name: Mark Olsen  
Street Address: 1008 S Elder st  
City: Nampa  
State: Idaho  
ZIP: 83686  
Home Telephone: (208) 463-1730  
E-Mail: Phaedrus31@msn.com  
Company: Intermountain Gas  
mailing\_list\_yes\_no: no

Comment\_description: I just recieved your circular on the above numbered case and I have one concern. I have personally known individuals that abused the Winter period when payment can be defered. What worries me is I have also personally known more than a few who, when the adults in the household had systematically rendered themselves unable to aquire utilities because of non-payment, used the adolecent SSN and name to aquire services. I know babies as well as adolecents with power, phone or gas account parents have put into their names. I also know juveniles with astronomical past due amounts owed acrued long before they were old enough to comprehend (thats assuming that they were told) what was happening. We need to make the effort to assure that the adults bear the responsibility not the inocent.

Transaction ID: 11121529.23  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 67.41.32.108  
User Hostname: 67.41.32.108

*1/13/02  
sent 11/13/02*

*77*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Wednesday, November 13, 2002 9:06 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 13, 2002  
9:05:47 PM

Case: GNR-U-02-1  
Name: Jeff & Suzanne Stout  
Street Address: 506 Randolph Ave.  
City: Pocatello  
State: Idaho  
ZIP: 83201  
Home Telephone: 208-478-8748  
E-Mail: jeffnsuz@hotmail.com  
Company: Intermountain Gas Co.

mailing\_list\_yes\_no: no

Comment description: Dear PUC & Intermountain Gas Co.,

We're just writing today to express our complete agreement and support for your current pilot program involving minimal payment during the winter months. As far as we're concerned, we see no reason that families and individuals shouldn't at LEAST continue paying the rate that they pay during the rest of they year! It only makes sense. I think that some enforced minimum would help alleviate this problem. Also, for those who habitually do this, year after year, maybe an imposed level-pay situation may be in order. Thanks for hearing us out!

~ Jeff & Suzanne Stout

Transaction ID: 11132105.47  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 134.50.232.61  
User Hostname: 134.50.232.61

*✓ To A.V.  
for Int. Parties  
list*      *✓ Gen Ack  
sent 11/15/02*      ✕  
✕

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**Jean Jewell**

**From:** Ed Howell  
**Sent:** Wednesday, November 13, 2002 7:42 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 13, 2002  
7:41:48 PM

Case: GNR-U-02-1  
Name: Robert Hempel  
Street Address: 3350 W. Kirkam Lane  
City: Meridian  
State: Idaho  
ZIP: 83642  
Home Telephone: 895-8094  
E-Mail: robertdhempel@cs.com  
Company: Intermountain Gas Company  
mailing\_list\_yes no: yes  
Comment\_description: I am heartily infavor of assistance for those genuinely needing it, but I resent those who "take advantage of the system." I do believe better screening is very much in order.

Transaction ID: 11131941.48  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 205.188.209.167  
User Hostname: 205.188.209.167

*✓ To A.V. for Int. Park n list*  
*✓ Gen Ack sent 11/15/02*  
x  
x

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Wednesday, November 13, 2002 7:28 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 13, 2002  
7:27:46 PM

Case: GNR-U-02-1  
Name: Keith Austin  
Street Address: 3485 Rich Lane  
City: Ammon  
State: Idaho  
ZIP: 83406  
Home Telephone: 208-522-2210  
E-Mail: kzaustin@juno.com  
Company: INTERMOUNTAIN GAS COMPANY  
mailing\_list\_yes\_no: yes

Comment description: WHY IS IT THAT WEW ARE ASKED MANY MANY TIMES TO GIVE A LITTLE TO HELP OTHERS OUT, WHEN OURSELVES ARE SO POOR THAT IT IS ALL THAT WE CAN DO JUST TO BE ABLE TO PAY OUR OUN BILL, JET AT TIMES WE HAVE TO GO TO OUR bISHOP FOR HELP. we do not see any help from any utility company. They are all unwilling to give an inch to the very poor. We know of many who just have to turn the gas or power off and live indoors in very cold weather. They complain but the person on the line are VERY unforgiving and mean. They say YOU PAY OR ELSE. The EISSP people will not let us get signed up til it's almost too late . By the time the bills are paid by them or whoever they represent it is time for warmer weather and winter is almost over with. WHY

Transaction ID: 11131927.46  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 67.250.112.175  
User Hostname: 67.250.112.175

**Jean Jewell**

*✓ To A.V. for  
Int. Parties List*

*✓ Gen Ask  
sent 11/15/02*

*x  
x*

**From:** Ed Howell  
**Sent:** Wednesday, November 13, 2002 5:44 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 13, 2002  
5:43:55 PM

Case: GNR-U-02-1 order # 29145  
Name: Lorrie Breshears  
Street Address:  
City: Nampa  
State:  
ZIP:  
Home Telephone:  
E-Mail: lbreshears@direcway.com  
Company:

mailing\_list\_yes\_no: yes

Comment\_description: I am concerned about addressing this issue by December 1st of this year, as it does not seem an adequate amount of time to explore the reason's why the moratorium has been needed, or explore workable alternatives for the population affected by the loss of the moratorium.

In a time when many social service programs are being cut while in a economic slump, many families, elderly, and disabled people are less able to afford high energy bills. Including the people who use the moratorium in focus groups about why people need the moratorium and how they feel about other solutions seems imperative to understanding the issue, which can lead to better solutions. Social service agencies that work with these populations are also likely to have valuable input into this issue and its solutions. I also feel it would be pertinent to examine how other states address this issue. Are there federal or private grants available to offset the costs that impoverished people can't pay? What programs are energy companies willing to put into place to work with impoverished families and individuals?

I am concerned about the eligibility for the moratorium being based on income, people generally being expected to pay 50% of level pay, and the 150% poverty limit. Some low income families may not meet the income eligibility, but experience an emergency such as costly car repair that eat away at their ability to pay high energy bills in the winter. For some, even paying 50% of the level pay amount may be impossible due to a financial emergency. Finally, given that 100% of poverty is based on 60% of what it takes to raise a family of four, the 150% may still not reach the average.

It is likely, regardless of the length of the recession, that energy companies will be dealing with impoverished populations. Are energy companies willing to look for grants? Are energy companies willing to hire personnel to process applications for moratoriums, reduced level pay, or??? Policy that is not based on the understanding of the need cannot find a workable solution.

Transaction ID: 11131743.55  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 66.82.112.1  
User Hostname: 66.82.112.1

Jean Jewell

✓ To A.V.  
for Int. Parties  
list

✓ Ken Hoke  
sent 11/15/02

x  
+

**From:** Ed Howell  
**Sent:** Wednesday, November 13, 2002 5:38 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 13, 2002  
5:38:01 PM

Case: gnr-u-02-1  
Name: Randy Rice  
Street Address: 524 Norvin Ave  
City: Idaho Falls  
State: Idaho  
ZIP: 83401  
Home Telephone: 208-529-5050  
E-Mail: aroni01@earthlink.net  
Company: Intermountain Gas  
mailing\_list\_yes\_no: yes

Comment\_description: First Bullett- I believe customers should pay what they can during the moratorium. I think if they show a history of paying their bills during non-moratorium months a then consistently not paying during moratorium months, the utilities should shut off their service a day before the moratorium begins. I also think that if the customer doesn't pay the bills during the moratorium, the utilities should have the recourse to have the customers wages garnished.

Third Bullett- I think 50% of the level pay amount is very reasonable.

Fourth Bullett- I think the existing level-pay option is suffieicent to address payment during the winter months.

Fifth Bullett- I think three years or more would be a better timeframe for the pilot program. It may take some people a while to become informed of the program and the success and data generated from the program would be better statistically if the program were longer.

Sixth Bullett- The program should apply to both gas and electric utilities.

Seventh Bullett- I think the program should be implemented this year. The utilities can't afford to lose \$1.5 million again this winter and it's not fair for the rest of us as customers to have to absorb these losses through increased fees.

Transaction ID: 11131738.1  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 63.187.169.212  
User Hostname: 63.187.169.212

**Jean Jewell**

*✓ To A.V.  
for Int Parker  
list*

*✓ when back  
sent 11/15/02*

*↑  
↑*

**From:** Ed Howell  
**Sent:** Wednesday, November 13, 2002 3:28 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 13, 2002  
3:27:59 PM

Case: GNR-U-02-1  
Name: Leonard NESS BRADEN  
Street Address: 3061 South Tagish Way  
City: Meridian  
State: ID  
ZIP: 83642-9157  
Home Telephone: 208 855-0214  
E-Mail: LWMNB@velocitus.net  
Company: Intermountain Gas  
mailing\_list\_yes\_no: yes

Comment\_description: Am definitely in favor of the pilot trial. Does not appear to be an undue hardship on those folks needing to take advantage of assistance efforts. As described, would place additional responsibility on intended recipients of program while protecting the rights of non-recipient, bill-paying clients. Thank you for opportunity to offer input.

Transaction ID: 11131527.59  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 216.222.109.174  
User Hostname: 216.222.109.174

*✓ Gen Ack  
sent 11/15/02*

*x  
x*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Wednesday, November 13, 2002 3:24 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 13, 2002  
3:24:19 PM

Case: GNR-U-02-1  
Name: Helene Higgins  
Street Address: ISU Box 8129  
City: Pocatello  
State: ID  
ZIP: 83209  
Home Telephone: 208-233-0880  
E-Mail: higghele@isu.edu  
Company:

Comment\_description: I strongly DISAGREE with the Idaho Public Utilities Commission wish to end the "winter moratorium" In a time when our world is planning to go to war and suffering from violence at all levels of society you, as a Commission, have an opportunity to live what the elder George Bush called "a kinder gentler America" Please do not hurt the poor and increase your own profits. Helene Higgins

Transaction ID: 11131524.19  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 134.50.232.68  
User Hostname: 134.50.232.68

*✓ Agnes. Ack  
sent 11/13/02*

*x  
x*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Wednesday, November 13, 2002 3:18 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 13, 2002  
3:18:04 PM

Case: GNR-U-02-1  
Name: Agnes M. Miller  
Street Address: 309 Howe Street  
City: Boise  
State: Idaho  
ZIP: 83706-3929  
Home Telephone: 208-343-6234  
E-Mail: agnesm2@mindspring.com  
Company: Idaho Power Company

Comment\_description: The directive as written will prove to be a hardship for those who are most vulnerable, the young, the aged and the sick. The time frame for implementing is not adequate to address the serious issues involved. At the very least the comment and consideration period should be extended.

Transaction ID: 11131518.4  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 65.178.105.4  
User Hostname: 65.178.105.4

RECEIVED  
FILED

✓ To AV. for  
Int. Parties list  
✓ Men help  
sent 11/15/02

GNR-U-02-01

2002 NOV 15 AM 9:20

Nov. 13, 2002

IDAHO PUBLIC  
UTILITIES COMMISSION  
*Searlier*

I received your notice in  
fine print. I have tried to  
read it. I don't read fine print.  
I need my assistance.  
I am alone 86 yrs of age.  
I have a large payment for long  
term care every six months  
that I will need some day.  
I don't know how good that  
will be until I try it.  
I am thankful for my help.  
My level pay is \$11. I hope it  
stays at that.

Thank you

Jurene Jones

Prestevick apt 4.  
Jerome Idaho

Jurene Jones  
1285 S Lincoln Ave Apt 4  
Jerome, ID 83338

TWIN FALLS ID 833  
PM  
14 NOV  
2002



Idaho Public Utility Co.  
P.O. Box 83720



✓ To AV. for  
Int. Parties list  
✓ Ken Ark sent  
11/15/02

-2760  
X  
X

RECEIVED  
FILED



# IDAHO LEGAL AID SERVICES

Idaho Falls Office  
www.idaholegalaid.org

2002 NOV 2 PM 4:11

IDAHO PUBLIC  
UTILITIES COMMISSION

482 Constitution Way  
Suite 101  
Idaho Falls, ID 83402-3565  
208 / 524 / 3660  
Fax 208 / 524 / 4983

November 4, 2002

Public Utilities Commission  
P.O. Box 83720  
Boise, ID 83720-0074

**RE: Public Comment Case # GNR-U-02-1**

Dear Public Utilities Commission:

I do not believe that there is sufficient time to adequately review the proposed major changes to the winter moratorium rules. Participation in the pilot project should not be limited to LIHEAP eligibility because many affected customers may not apply for LIHEAP due to the way the program is administered by the Department of Health and Welfare and the Community Action Agencies. LIHEAP applications are not even available in most parts of the state until November 1, and most applications are done by appointment only with verification required. If families cannot get to the application site or have trouble getting the verification, there may not be LIHEAP determination made prior to December 1. The Commission needs time to study the economic impact to the consumers as well as to the affected utilities prior to implementing this program. The program, if implemented after appropriate study, should apply to both gas and electric. I agree with Commissioner Hansen that such drastic changes should not be implemented on short notice during uncertain economic times. This major change should be thoroughly studied and public hearings conducted throughout the state.

Sincerely,

IDAHO LEGAL AID SERVICES, INC.

Michael H. Hinman  
Attorney at Law

MHH/at

Administrative Office  
P.O. Box 913  
Boise, ID 83701  
208 / 336 / 8980



*1 Gen. Ask  
sent 11/15/02*

X  
X

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Tuesday, November 12, 2002 3:35 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 12, 2002  
3:35:16 PM

Case: GNR-U-02-1  
Name: Jim Cain  
Street Address: 630 W. 3rd Street  
City: Meridain  
State: Idaho  
ZIP: 83642  
Home Telephone: unlisted  
E-Mail: jcain21@hotmail.com  
Company: Intermountain Gas Company  
mailing\_list\_yes\_no: no  
Comment\_description: Dear IPUC:

As a long-time customer in good standing, I FULLY SUPPORT the proposed pilot program ("Winter Protection Program").

The 11,000 written-off accounts and bad debt of \$1.5 million are unacceptable for us other creditworthy (and responsible) customers.

In addition to the income guideline and \$25 monthly payment requirement under the new pilot program, I would add one more stipulation: "Customer must give 10 hours of work during each month on some Intermountain property, doing basic landscape clean-up or janitorial duties, unless the customer is a widowed female over age 30 -- the ONLY exception to this work requirement, which applies to all other customers who receive gas."

For the record, I have NO connection with Intermountain Gas Company at all whatsoever; not even through relatives.

Sincerely,  
Jim Cain  
Meridian

Transaction ID: 11121535.16  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 172.135.58.83  
User Hostname: 172.135.58.83

X  
X

*1/Gen Ack  
sent 11/15/02*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Tuesday, November 12, 2002 4:35 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 12, 2002  
4:34:59 PM

Case:  
Name: Cara Snyder  
Street Address: 1824 17th Avenue  
City: Lewiston  
State: Idaho  
ZIP: 83501  
Home Telephone:  
E-Mail: c.snyder@communityactionpartnership.org  
Company: Avista

Comment description: These comments are in reference to the proposed changes..the moratorium.

As a Case Manager for person 60 and over every day I see these people who are on very limited income make choices between food, medicine and energy. In the summer it usually isn't hot for a very long period of time so they are okay being cold for a month or two will cause them death or severe illness there is not choice. Many can not afford \$75 as a 1/2 payment this is a sad and difficult situation. The power companies encouraged people to go with sole source electric heat and now the cost has gotten very high for them. It seems that in most cases income eligibility would be the right way but then there are always exceptions.

I think that it would depend on the legitimate expenses that the people had incurred say medical expenses.

Two years is sufficient.

The piolet project should apply to both electric and gas heat but it seems that electric heat always has the highest cost.

I do believe that the pilot program should be postponed until next year not begin on Dec. 1st of this year.

No one with small children, disabled people or elders hshould ever be disconnected and left without heat or the ability to run a fan on a an extremely hot day. What about food if their electricity is cut off how can they prepare food as well as keep warm.

Please understand that many people are not squandering the small income that they receive there is not just not enough to go around.

I certainly hop that I never have to choose between eating, medicine, a roof over my head or electricity.

Thank you.

Transaction ID: 11121634.59  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 205.158.139.45  
User Hostname: 205.158.139.45

*✓ To A.V. for Int. Parties List ✓ Min Ack sent 11/15/02*

*X*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Tuesday, November 12, 2002 4:56 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 12, 2002  
4:55:58 PM

Case: GNR-U-02-01  
Name: Robert M. Adams  
Street Address: 1129 Sunset Avenue  
City: Blackfoot  
State: Idaho  
ZIP: 83221  
Home Telephone: 208-785-8654  
E-Mail: adamssunset@cableone.net  
Company: Intermountain Gas Company  
mailing\_list\_yes\_no: yes

Comment\_description: I agree that something must be done to eliminate the "dead beats" who are taking unfair advantage of the current regulations and getting free gas in the winter. When I can't afford it, I turn down my thermostat and sit in the cold, or cut back on groceries, etc, to make sure I can pay my bill. Why, after doing that should I be required to help pay someone else's bill because they do not want to sacrifice a little. Let the gas company collect from those who use gas and cut off those those who do not. They can get help locally, if needed. The 11,000 accounts are not all needy. It is nice to try and help others, but lets do it with our own money not someone else's. Bob adams

Transaction ID: 11121655.58  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 24.116.238.239  
User Hostname: 24.116.238.239

X  
X

No email -  
Don Beck marked  
11/15/02

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Tuesday, November 12, 2002 8:09 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 12, 2002  
8:08:37 PM

Case: gnr-u-02-1  
Name: candie hall  
Street\_Address: 2006 terrace drive  
City: caldwell  
State: idaho  
ZIP: 83605  
Home Telephone: 454-9571  
E-Mail:

Company: intermountain gas company  
mailing\_list\_yes\_no: no

Comment\_description: I am a single person who works works as a teacher's aide at a local high school. Therefore I know all about how hard it is to make ends meet on a low income. I realize there are people who really are in need of help, and I believe assistance programs are needed. However, I feel there are too many people milking these programs. I applaude Intermountain Gas for their efforts to narrow down the qualification guidelines, keeping the cost down where the rest of us can afford to heat our homes.

Transaction ID: 11122008.37  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 208.186.114.33  
User Hostname: 208.186.114.33

✓ To AN.  
for Int. Parties  
List

✓ Gen Ack  
sent 11/15/02

x  
x

## Jean Jewell

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**From:** Ed Howell  
**Sent:** Wednesday, November 13, 2002 8:04 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 13, 2002  
8:04:07 AM

Case: GNR-U-02-1  
Name: Barry Broom  
Street Address: 2242 E. Poppy Hills  
City: Eagle  
State: Id.  
ZIP: 83616  
Home Telephone: 939-3848  
E-Mail: barry.broom@hp.com  
Company: Intermountain Gas Co.

mailing\_list\_yes\_no: yes

Comment\_description: I believe the PUC should allow Intermountain Gas to run its pilot program to help them recover some of the money owed to them by others not paying their bills. The ones that get the break should be the ones who qualify for energy assistance. We the public who pay our bills should not have to take up the slack from the ones who are working the system to their advantage. Intermountain Gas is doing the correct action to curb this problem.

Thank you,  
Barry Broom

Transaction ID: 1113804.7  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 156.153.254.2  
User Hostname: 156.153.254.2

*✓ To A.V.  
for Int. Parties  
list*

*✓ Gen. Ack sent  
11/15/02*

*X  
X*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Wednesday, November 13, 2002 12:36 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 13, 2002  
12:35:51 PM

Case: GNR-U-02-1  
Name: Janet Moore  
Street Address: 539 Bryden Ave  
City: Lewiston  
State: Idaho  
ZIP: 83501  
Home Telephone: (208) 746-1458  
E-Mail: moorej@idhw.state.id.us  
Company: Avista

mailing\_list\_yes\_no: yes

Comment\_description: I believe it is the responsibility of a benevolent and compassionate society to take care of those citizens less fortunate. I feel that people should be asked to pay what they can during the moratorium, the three month period during winter, but if they cannot, then they should not be penalized for not doing so. I feel that people should be required to pay their utility bills but not have the service cut off during the winter if they meet the established criteria, age, income, and infirmity, not just income. Fifty percent of level pay is still too much for some people to pay during the winter. I feel like in the summer months, it's okay to pay fifty percent of level pay or have the utilities cut off. If due to a person's health or age there are medical reasons why utilities shouldn't be cut off, this would be okay if they had medical documentation. If a person doesn't meet the eligibility criteria for the 3 month moratorium, then they should be required to pay the level pay amount or lose their electricity. Pilot should be two to three years and both gas and electric. Pilot should be postponed a year and public input more aggressively sought. I don't think people are aware this is being proposed and the public needs to be made aware of this so they have a chance to comment.

Transaction ID: 11131235.51  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 164.165.225.4  
User Hostname: 164.165.225.4

*✓ To A.V.  
for Int. Parties  
list*      *✓ Gen. Ack  
sent 11/15/02*      *X*

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**Jean Jewell**

**From:** Ed Howell  
**Sent:** Wednesday, November 13, 2002 12:48 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 13, 2002  
12:48:08 PM

Case: GNR-U-02-1  
Name: Christine Sandoval  
Street Address: 4564 Yorgason Way  
City: Boise  
State: ID  
ZIP: 83703

Home Telephone: 853-1081  
E-Mail: TULIP@mailbug.com

Company: all of them  
mailing\_list\_yes\_no: yes

Comment\_description: I am against shutting off utilities for nonpayment during the cold winter months or the hot summer months. Some nonprofit agencies go through lean times, but recover in a couple months. In hard times charities suffer. We need to protect the elderly and/or the children of parents who run into monetary problems. Do this without requiring a lot of degrading and time consuming government paperwork. Deferring payment is good. I would rather make a voluntary contribution to an emergency or indigent fund than know that an agency or some person out there is thirsty or freezing or cooking to death. Those who have been given much need to take care of those who (sometimes temporarily) do not have enough. I trust you to be caring and compassionate in this decision. Please keep me informed regarding this matter. Thank you. Christine Sandoval

Transaction ID: 11131248.8  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 164.165.152.189  
User Hostname: 164.165.152.189

✓ To A.V. for  
Int. Parties  
List

✓ Gen. Ack  
sent 11/15/02

X  
X

## Jean Jewell

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**From:** Ed Howell  
**Sent:** Wednesday, November 13, 2002 1:02 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 13, 2002  
1:02:26 PM

Case: GNR-U-02-1  
Name: Jackie Strain  
Street Address: 310 Craig Street  
City: Troy  
State: Idaho  
ZIP: 83871  
Home Telephone:  
E-Mail: strainj@idhw.state.id.us  
Company: Avista  
mailing\_list\_yes\_no: yes  
Comment\_description: Monatorium Program-

I believe the new pilot program is a good idea. However, I do not believe the new pilot program should be based solely on income eligibility. The LIHEAP standard of 150 percent would not be appropriate, it would leave a lot of struggling families in the dark. I am a single mother of three children and I have, at times could only pay half of my utility bill throughout the winter months. With the current moratorium I was able to keep my power on at my home. However, with your new proposed pilot project my utility company could have turned my power off last year because my household income is over the 150 percent of the federal poverty level. I do not like having my power on level pay, because I like not having high power bills during the summer months. I think the propose pilot project should not be income bases, it should be available to ALL individuals who have children, the elderly, ect.

Thank you,

Jackie Strain

Transaction ID: 11131302.26  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 164.165.225.4  
User Hostname: 164.165.225.4

X  
X

*✓ Jean Howell sent 11/13/02*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Wednesday, November 13, 2002 1:31 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 13, 2002  
1:31:19 PM

Case: GNR-U-02-1  
Name: Michael Vaughn  
Street Address: 3619 Knowles  
City: Pocatello  
State: Idaho  
ZIP: 83201  
Home Telephone: 208-237-2450  
E-Mail: mevaughn@ida.net  
Company: Intermountain Gas Co.

mailing\_list\_yes\_no: no  
Comment\_description: I would like the IPUC to adopt the new pilot program for energy assistance. I feel those in real need should benefit from the energy assistance program and should not have their heat and utilities disconnected during the winter months, however, those who can afford to pay and are taking advantage of the program should be disconnected from the utility regardless of what time of year it is.

Transaction ID: 11131331.19  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 208.141.177.45  
User Hostname: 208.141.177.45

To AV.  
for Int. Parties  
List  
✓ Ken Bask  
sent 11/15/02

X  
X

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Wednesday, November 13, 2002 2:05 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 13, 2002  
2:05:29 PM

Case: GNR-U-02-1  
Name: William Hyde  
Street Address: 1685 Whitney  
City: Idaho Falls  
State: ID  
ZIP: 83402  
Home Telephone: (208)525-5256  
E-Mail: William\_Hyde@msn.com  
Company: Intermountain Gas  
mailing\_list\_yes\_no: yes

Comment\_description: I'm in favor of Intermountain 's Gas, mean testing customers ability to pay utility bills before its shoved onto paying customers. Bonneville county commisioners had the same problem of people not being able to pay utility,medical and other bills and wanted the county to pay them. After they investigated they found that the reason the vast majority couldn't pay was because they were paying for new cars and exspensive items on credit cards.If you don't means test people they will shove the bills they don't want to pay over onto someone else and drive away in their new car, wearing their new diamonds and expensive clothes.

Transaction ID: 11131405.29  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 65.101.73.247  
User Hostname: 65.101.73.247

*✓ To AV.  
for Int. Parties  
list*

*✓ Gen. Refe  
sent 11/15/02*

+  
+

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Wednesday, November 13, 2002 2:16 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 13, 2002  
2:16:01 PM

Case: GNR-U-02-1  
Name: Bonnie Leavitt  
Street Address: 1445 Wilson LN  
City: Nyssa  
State: OR  
ZIP: 97913  
Home Telephone: 5413-72-3588  
E-Mail: bleavitt@sde.state.id.us  
Company: Idaho Power  
mailing\_list\_yes\_no: yes

Comment description: I believe that I am very sympathetic to those who find it necessary to be given leeway on their power bills. I was a single Mom with five children, three who I received no child support. I worked two, sometimes three or four, jobs to support my children. I was not on public assistance or food stamps. I do not believe that anyone should be allowed not to pay anything on their power bill or it will be impossible for them ever to catch up. For almost all instances, level pay will allow families to keep afloat during winter months. There are still occasions when alternative solutions may be needed as with lay-offs, etc. Be sympathetic to customers needs and willing to compromise, but do not let the customer take advantage of you. I do not believe that you should have to fill out an application. Everyone needs help occasionally and it should not be based on income. I also do not think that help should only be extended December through February. In many instances, the cost of all the additional paperwork is not cost effective. In conclusion, be a sympathetic, understanding business willing to work with your customers (work with, not let them take advantage) and you will reap the rewards. The hard-nosed unfeeling businesses neither elicit customers respect or commitment to pay their bills. I can remember back when I was raising my children, Idaho Power was an understanding, sympathetic business willing to compromise with their customers and they had their customers goodwill and respect. I do not believe that you have these today!  
Sincerely yours,  
Bonnie Steiner-Leavitt

Transaction ID: 11131416.1  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 164.165.153.72  
User Hostname: 164.165.153.72

*Gene Fadd  
sent 11/15/02*

*X  
X*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Wednesday, November 13, 2002 2:49 PM  
**To:** Jean Jewell; Ed Howell; Gene Faddness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 13, 2002  
2:48:49 PM

Case: GNR-U-02-1  
Name: Br. Selby Coffman, O.S.B.  
Street Address: 541 E 100 South  
City: Jerome  
State: ID  
ZIP: 83338  
Home Telephone: 208-324-2377  
E-Mail: selby@idahomonks.org  
Company: Idaho Power Company  
mailing\_list\_yes\_no: no  
Comment\_description: Dear friends,

About the proposal pilot program to end commission's rules regarding the winter moratorium, the three-month period during which utilities are forbidden to disconnect customers who fail to make payments:

It is crucial to the health of our most vulnerable people to retain this program, not to eliminate it. Please keep this moratorium in place!

Yours truly,

Br. Selby Coffman, OSB

Transaction ID: 11131448.49  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 208.132.28.23  
User Hostname: 208.132.28.23

*✓ To A.V. for Int. Parties list*  
*✓ Gen. Beck sent 11/15/02*

*+*  
*+*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Friday, November 15, 2002 10:30 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Friday, November 15, 2002  
10:30:06 AM

Case: GNR-U-02-1  
Name: Francis McDonnell  
Street Address: 5645 Hallmark Ct.  
City: Boise  
State: Idaho  
ZIP: 83703  
Home Telephone: 208-344-3302  
E-Mail: mcdonnell@rmci.net  
Company: Intermountain Gas  
mailing\_list\_yes\_no: yes  
Comment description: 5645 Hallmark Ct.  
Boise Idaho  
83703  
November 15, 2002

IPUC Commissioners:  
Subject: GNR-U-02-1

I urge you, under no circumstance, to change the current rule of keeping people's heat on from Dec 1st until Feb 28th. Just think what the public will say should someone's heat get turned off and they die because of it. What if a senior citizen living on Social Security and trying to pay for medication were to die because of lack of heat? What if it is a small child from the family of a single mom with 3 kids, that receives no child support, were to die because of a lack of heat? The public will be up in arms and they will not be nice to the utility companies nor the IPUC.

In regard to the recent request by the utility companies to have the poor pay a small amount during the heating season. I can understand the reasoning behind this request. It is justifiable to expect that some amount is paid on the bill. This request is certainly reasonable. BUT it is too bad that all those high paid lawyers and executives could not come up with an idea to help the less fortunate. They figured out how to get them to pay but added no programs to help them pay, such as Project Share. I think it is sad that Intermountain Gas Company can not find a way to collect money for Project Share. They know how to read meters without getting out of the truck but can not figure how to ask people to donate on their bill to help the poor.

It would be better if we could offer them a carrot instead of a stick. Lets say if they will pay a small amount the utility company will not turn off their heat from Nov. 1st until March 31. Also then the gas company will work to help them meet their obligation. If their level pay is over \$75 per month, it would suggest that there is something wrong with the living conditions and it should be looked into. Things like a home inspection program, some education on how to lower their usage, and maybe even some kind of winterization program. All the utility companies need to find a way to make conservation an important part of their programs.

As for the idea that there should be a energy assistance income guide line, I agree that would not be a bad idea. I do not believe there will be a lot of saving with this program. It should not be used as another hurdle for poor people to jump through.

Again the idea of getting payments during winter months is just, but not very kind. What if they put as much effort and talent into trying to solve the problem as they did to saving the company money? I know an equitable solution is possible.

Sincerely:

Francis McDonnell

*To AV. for  
Int. Parties list  
/ Gen. Ack  
sent 11/15/02*

X  
X

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Friday, November 15, 2002 10:15 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Friday, November 15, 2002  
10:14:43 AM

Case: GNR-U-02-1  
Name: Jane Zornik  
Street Address: 4003 Glendale St  
City: Boise  
State: ID  
ZIP: 83703  
Home Telephone: 208/381-0350  
E-Mail: janez1@mindspring.com  
Company: Intermountain Gas Company  
mailing\_list\_yes\_no: yes

Comment description: I am writing in support of the proposed two-year pilot Winter Protection program. I believe that too many people who could pay their energy bills in the winter are abusing the current program. That abuse makes the rest of the citizens pay more to cover the losses.

I urge approval of of case number GNR-U-02-1.

Thank you.

Jane Zornik

Transaction ID: 11151014.43  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 63.187.0.115  
User Hostname: 63.187.0.115

*No address*

X  
X

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Friday, November 15, 2002 9:01 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Friday, November 15, 2002  
9:01:10 AM

Case: GNR-U-02-1

Name:

Street\_Address:

City:

State:

ZIP:

Home Telephone:

E-Mail:

Company:

Comment\_description: Regarding the customer notice just received discussing the pilot program to reduce bad debts. There appear to be issues you have forgotten.

1. Idaho economy is in a bad way. Many people who are laid off from a job are willing to work but cannot find work. I routinely hear of people who could not get back in the work place for over a year.
2. People out of work who cannot afford heating bills during the winter certainly cannot afford a large bill in March.
3. Consider the following; instead of creating discontent among customers by ruthlessly cutting service. You can make money on the interest just like credit card companies do by working with the customer. Instead of the unreasonable expectation of distressed customers paying a large utility bill March 1, offer a gradual paydown. You can then earn interest income on the unpaid balance. Offer a minimum amount due on each bill beginning with March 1. The minimum could be calculated to have the Dec - Feb amounts fully paid by mid summer, say July for example. Customers caught in the poor economic conditions of Boise then have a chance to get on their feet. I'll bet the March 1 pay or cut service situation contributes to your losses. I can see where a desperate person would or could not pay the bill, move, and set up service again under another name and set the cycle in motion again.
4. Customer Service at Intermountain Gas is the worst I have ever seen. It needs to be improved. When the employee in the reception area (who has a job) smarts off to people who are out of work and struggling to find a job or even food, contempt for the company is the result. When a customer is trying to survive until they can land a new job, it is not helpful for Intermountain Gas to deliberately treat them as a deadbeat.
4. Working with the customer on a case by case basis would be helpful. If the company has lost \$1.5 million, it can certainly afford to hire a couple of credit specialists to work with the customers. I personally know of a case where the customer was new to the area and did not know about the March deadline for making up back payments for the winter. Every time a bill arrived the customer called the company to ask for an extention because the customer had not yet been able to find a job. The customer was told not to worry "we will be happy to work with you". The customer found a job and called the company to make payment arrangements. The arrangements offered by the customer were to pay 25% of the outstanding balance in five days when the first paycheck arrived and then pay the remaining old balance a week later when the second paycheck was received. Intermountain Gas rudely turned down this payment arrangement with the smart ass comment "well if you don't pay this bill in full in three days your service will be terminated" end of discussion. I feel the customer offered a reasonable solution and the hard nose response by the company was unnecessary. Instead of getting the bill paid, earning a little interest income and earning the respect of the customer, Intermountain Gas is totally hated by many of its customers. The customer mentioned above felt the company had lied

during their previous conversations.

5. Also overlooked was problem Boise has in the social services area. The Customer Notice I received sounded a bit snooty indicating there were agencies out there to help those who "truly" needed help. This is not the case. There are thousands of people who cannot get help when they find themselves out of work. These people are over 40 and under 62, their children are over 18, and these people want to work (not infirm). These middle age workers find themselves on the streets in Idaho because there are no emergency funds for them. The Notice also seemed to indicate the agencies are able to help everyone who applies. This is not the case. These agencies ran out of funds last year when the recession was at it worst.

6. The pilot program seems to make an attempt to protect the customer from disconnection, but I do not know the LIHEAP guidelines. If this program does not respond to the needs of the people outline in #5 above. The minimum monthly payment appears to be reasonable IF the household can obtain somekind of financial assistance. The people in #5 cannot obtain any kind of financial, medical, survival assistance from the State or City. How does this pilot program help unemployed middle aged customers.

7. I acknowledge there are some people who do not want to pay for anything and your company needs to protect itself from true deadbeats. The credit councilors I recommended in #4 could screen customers who as for help, direct them to appropriate agencies, and work to weed out the true deadbeat. I like the idea of getting the welfare agencies on board to manage their case load and review the cases to confirm the benefit receipient is paying the bills the financial assistant is designed to pay.

Transaction ID: 1115901.10

Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>

User Address: 156.153.254.10

User Hostname: 156.153.254.10

*✓ Jean. Hoke  
sent 11/15/02*

*X*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Friday, November 15, 2002 8:19 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Friday, November 15, 2002  
8:18:53 AM

Case: GNR-U-02-1  
Name: TERRY D. ALDRICH  
Street\_Address: 1407 NEWPORT ST.  
City: BOISE  
State: ID  
ZIP: 83709-2142  
Home\_Telephone:  
E-Mail: IVERB@FIBERPIPE.NET  
Company: INTERMOUNTAIN GAS CO.  
mailing\_list\_yes\_no: no  
Comment\_description: I pay my bills, and pay them on time. Please get out of the way of Intermountain Gas Co. Allow them to supply energy. Don't make them a welfare agency.

Transaction ID: 1115818.53  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 209.161.8.78  
User Hostname: 209.161.8.78

*✓ To A.V.  
for Int. Parkers  
list ✓ Ken Hoke  
sent 11/15/02*

*X  
X*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Thursday, November 14, 2002 6:24 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 14, 2002  
6:23:53 PM

Case: GNR-U-02-1  
Name: Darl Bennett  
Street\_Address: 3837 Blue Grouse  
City: Pocatello  
State: ID  
ZIP: 83201  
Home\_Telephone: 208-238-0692  
E-Mail: benndarl@netscape.net  
Company:

mailing\_list\_yes\_no: yes

Comment\_description: Having worked as a religious leader with many families in difficult financial situations, I feel strongly that it would NOT be in the best interest of the residents of the State of Idaho to allow alterations to the "winter moratorium" rules.

Transaction ID: 11141823.53  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 134.50.40.129  
User Hostname: 134.50.40.129

*✓ Jim Hark sent 11/15/02*

*X  
X*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Thursday, November 14, 2002 5:05 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 14, 2002  
5:04:45 PM

Case: GNR-U-02-1  
Name: Bill McDowell  
Street Address: 2121 Satterfield Dr.  
City: Pocatello  
State: ID  
ZIP: 83201  
Home Telephone:  
E-Mail: bmcowell@alakids.com

Company: Intermountain Gas & Idaho Power  
Comment description: I have lived in states that maximize their donations to the needy for Utilities. They have what is called a matching donation, whereby the Utility Company matches any gifts given to helping those who can't pay their utility bills. This kind of program tells those who give that they are getting the maximum "bang" for their "buck". I am one person that looks for those kind of companies so that the dollars that I give have the maximum impact. I don't see why the Idaho utilities can't have a similiar program. I know if they did...I would sure contribute!!

Transaction ID: 11141704.45  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 63.230.113.153  
User Hostname: 63.230.113.153

*✓ Men. Ack  
sent 11/15/02*

*X  
X*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Thursday, November 14, 2002 4:46 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 14, 2002  
4:45:38 PM

Case: GNR-U-01  
Name: John Meagher  
Street Address: 210 S. Straughan  
City: Boise  
State: ID  
ZIP: 83712  
Home Telephone: 343-1882  
E-Mail: jmeagher@spro.net  
Company: Intermtn Gas  
Comment\_description: This plan described in the mailer I rec'd in the mail from Intermtn Gas, sounds and appears reasonable and fair to all. The deadbeats (95% of the 11,000) should not be allowed to burden the Company and the other rate payers through non payment activities.

The truly needy deserve the consideration shown to them in the Plan.

Transaction ID: 11141645.38  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 209.19.164.85  
User Hostname: 209.19.164.85

**Jean Jewell**

*✓ To A.V.  
for Int. Parties  
list*

*✓ Len. Ack  
sent 11/15/02*

X  
X

**From:** Ed Howell  
**Sent:** Thursday, November 14, 2002 2:50 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 14, 2002  
2:49:42 PM

Case: GNR-U-02-1  
Name: Peggy A. Snyder  
Street Address: 1527 Powers Ave.  
City: Lewiston  
State: ID  
ZIP: 83501

Home Telephone: 208-743-8138  
E-Mail: snyderp@idhw.state.id.us  
Company: Avista

mailing\_list\_yes\_no: yes

Comment\_description: I first want to comment that I don't believe there has been enough time or publicity to sollicit public comment. If the pilot is run, I feel it should be postponed until there has been more input. And I believe that that input should really come from those folks whom it will impact directly.

In these difficult economic times I would be against turning off the power in households with the qualifing populations during the winter months for any reason. This would put the poor, disabled and elderly at severe risk. I agree that it could be beneficial if those that qualify for the moritorium could pay a smaller monthly rate to offset the lumpsum at the end of the three months. However, if they fail to do so, power should not be shut off. This is inhumane. Fifty percent of the level pay may be too high for a recommended payment. Personal example: my husband and I live in a two-story 3,000 square foot home. My husband's mother lives in a small, older trailer home. Her total income is \$400 a month. In the winter months, the power bill for her small trailer is higher than ours. We cover her power bills for her year round as there is no way she is able to pay even a portion. Many of the low income and elderly live in older, less cost effective housing.

Are there not some other means for the rest of society to assist those less fortunate? Remember Project Share? Could something like this be done year round?

I wish to reiterate that I feel that a pilot should be postponed until there has been more advertisement and time for public input.

Transaction ID: 11141449.42  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 164.165.225.4  
User Hostname: 164.165.225.4

✓ To AV:  
for Int. Review  
List

✓ Gen. Ack.  
sent 11/15/02

X  
X

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Thursday, November 14, 2002 1:54 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 14, 2002  
1:54:23 PM

Case: GNR U 02 1  
Name: Yolanda de Leon  
Street\_Address: 317 Happy Day Blvd.  
City: Caldwell  
State: ID  
ZIP: 83605  
Home\_Telephone: 459 1064  
E-Mail: yodeleon@aol.com  
Company: Intermountain Gas Co.

mailing\_list\_yes\_no: yes

Comment\_description: I work with Salud y Provecho, an agency that helps people who earn minimum wage. I see families struggle daily with bills they need to pay but simply can't. Intermountain Gas should be commended for understanding the struggles people with limited incomes have paying the gas bill during the winter. Thank you, on behalf of our agency, a department of the Idaho Migrant Council, for your compassion and caring.

Transaction ID: 11141354.23  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 206.206.38.5  
User Hostname: 206.206.38.5

**Jean Jewell**

✓ To A.V.  
for Int-Parties  
list

No email  
address  
provided.

✓ Gen-Bate  
mailed 11/15/02

+

**From:** Ed Howell  
**Sent:** Thursday, November 14, 2002 1:43 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 14, 2002  
1:43:19 PM

Case: GNR-U-02-1  
Name: Nancy Chastain  
Street\_Address: P O BOX 1037  
City: Lewiston  
State: ID  
ZIP: 83501  
Home\_Telephone: 208-799-4447  
E-Mail:

Company: any  
mailing\_list\_yes\_no: yes

Comment\_description: I am submitting a request that you not be allowed to disconnect peoples utilities lines because of non-payment during the winter months. I personally know how hard it is to pay these high utility bills. Sometimes I can only pay a portion of my bill. And for you to be allowed to disconnect heat from the homes of people who are far, far worse off than you or I in regards to being able to pay or not is criminal. The elderly, sick and those homes with children need to be cared for not threatened with someone turning off their heat if they don't pay their utility bill. Nancy

Transaction ID: 11141343.19  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 164.165.225.4  
User Hostname: 164.165.225.4

+

*✓ Gen. Hoke sent 11/15/02*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Thursday, November 14, 2002 1:27 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 14, 2002  
1:27:26 PM

Case: GNR-U02-1  
Name: Robert E. Sabino  
Street Address: 2254 Independence Dr  
City: Boise  
State: ID.  
ZIP: 83706  
Home Telephone: 381-0939  
E-Mail: sabino2@mindspring.com  
Company: Intermountain Gas  
mailing\_list\_yes\_no: no  
Comment\_description: Well done on the Winter Protection Program. It is right to help those who can't pay and not be taken by those who can pay but rather take advantage of a deal. Keep up the realistic approach you are on. BOB!

Transaction ID: 11141327.26  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 209.151.54.89  
User Hostname: 209.151.54.89

**Jean Jewell**

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*No e-mail  
address. Gen. Ack  
mailed 11/15/02*

X  
X

**From:** Ed Howell  
**Sent:** Thursday, November 14, 2002 1:02 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 14, 2002  
1:01:42 PM

Case:  
Name: Pat Wright  
Street Address: 360 Troy Ave  
City: Idaho Falls  
State: Idaho  
ZIP: 83402  
Home Telephone:  
E-Mail:

Company: Intermountain Gas Co.  
Comment description: I support the pilot program "Winter Protection Program". I am in favor of not terminating service for customers unable to pay in the winter months HOWEVER, it is a very good idea to have a minimum payment--\$25 seems extremely reasonable. Thank you.

Transaction ID: 11141301.42  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 198.60.104.202  
User Hostname: 198.60.104.202

+

✓ To A.V.  
for Int. Parties  
list

✓ Mem. Acft  
sent 11/15/02

Jean Jewell

**From:** Ed Howell  
**Sent:** Thursday, November 14, 2002 12:08 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 14, 2002  
12:08:16 PM

Case: gnr-u-02-1  
Name: Ellwood Crowell  
Street Address: 102 N. Elmore  
City: Glenns Ferry  
State: Id  
ZIP: 83623

Home Telephone: 208-366-7197  
E-Mail: redirection1@aol.com

Company: intermountain gas  
mailing\_list\_yes\_no: yes

Comment\_description: I am in full support of an organization used to "weed out" offenders of this obviously important ordinance. Please contact me regarding any help that might be needed in Elmore County.

Thank you  
Woody Crowell

Transaction ID: 11141208.16  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 172.173.118.145  
User Hostname: 172.173.118.145

*No email  
Jan. Ack  
mailed 11/15/02*

*X  
X*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Thursday, November 14, 2002 9:26 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 14, 2002  
9:25:58 AM

Case: GNR-U-02-I  
Name: Juanita Hatke  
Street Address: 1429 Idaho  
City: Lewiston  
State: ID  
ZIP: 83501  
Home Telephone: 208 746 9352  
E-Mail:  
Company: Avista Utilities

mailing\_list\_yes\_no: no  
Comment\_description: I am currently aware of a number of people who have difficulties paying their bill as it is. I believe that it would be fair to have them pay 1/2 of the level pay. However, I also beleive that this is too short of a notice to have this go into effect immediately as there are numerous people out there that this could effect. I believe that they should be given a longer notice time period say 3 to six month. I could see this going into effect next year with notice going on the monthly statement beginning in June or July.

Transaction ID: 1114925.58  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 164.165.225.4  
User Hostname: 164.165.225.4

*Eden Ack  
sent 11/15/02*

*X  
A*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Thursday, November 14, 2002 8:12 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 14, 2002  
8:12:23 AM

Case: GNR-U-02-1  
Name: Steve Garner  
Street\_Address: 5211 Daisy Lane  
City: Pocatello  
State: Idaho  
ZIP: 83204  
Home\_Telephone: 478-4289  
E-Mail: ssgarner@cableone.net  
Company: Intermountain Gas  
mailing\_list\_yes\_no: no

Comment\_description: All too often, unfortunate incidents happen to which our society seems to over-react. I believe this to be the case with winter utility disconnects. Those less fortunate than others should receive assistance, however there are too many deadbeats that take advantage of the system for their own selfish reasons. This pilot program appears, on the surface at least, to address this issue nicely. Everyone should be held to the responsibility of meeting obligations whenever possible; there should be no free ride. Carry on!

Transaction ID: 1114812.23  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 63.228.182.232  
User Hostname: 63.228.182.232

Jean Jewell

*vt to AV.  
for Int. Parties  
list*

*✓ Gen Ack.  
sent 11/15/02*

*+*

**From:** Ed Howell  
**Sent:** Thursday, November 14, 2002 7:46 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 14, 2002  
7:46:05 AM

Case: GNR-U-02-1  
Name: Jonelle Krakau  
Street Address: 3910 Sumter  
City: Boise  
State: Idaho  
ZIP: 83709

Home Telephone: 208-362-9864  
E-Mail: jone67@aol.com  
Company: Intermountain Gas

mailing\_list\_yes\_no: yes  
Comment\_description: Should customers generally pay what they can during the moratorium?  
YES

For those who do not pay, are there other approaches to mitigate the large balances after the moratorium ends?

Is the recommended payment amount (50 percent of level pay) reasonable? For example, a customer with a monthly level-pay bill of \$150 would have to pay \$75. I think this is fair.

Is a two-year pilot program too long or too short? If this works and does not hurt too many people, keep it going.

Should the pilot project be restricted to either gas or electric utilities or should it apply to both? Probably should apply to both.

Should implementation of the pilot program be postponed until next year instead of the Dec. 1 start date the utilities propose? I think it should be postponed for a year.

Transaction ID: 1114746.5  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 204.99.199.9  
User Hostname: 204.99.199.9