

✓ Gen Adv sent 11/14/02 ✓ To AV

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ENR-U-02-01

SIR

2002 NOV 18 AM 9:43

NOV 14 2002

IDAHO PUBLIC  
UTILITIES COMMISSION

ON the Pilot Program on Gas Heat, I do NOT WANT anyone going Cold BUT what Cause their Problems Should Be Checked Thoroughly.

1. What did they do all their life, SIT around OR did they spend on Vacation, Boats, New cars, Beer, Smoking. People who are Smoking and DRINKING do NOT deserve assist.
2. Why NO Savings OR Retirement, where are their kids, how much do their kids make.
3. Did they work before Retirement OR have they always took advantage of welfare. I do NOT feel sorry for lazy people who would NOT work, ITS TOO EASY sometimes to take advantage of welfare
4. People should make a minimum Payment OR else be drop in inspections at any time to see if they are abusing the system, How many live in the house, are any in the house who can at least wash pots OR

Some kind of work. Why have Mexican  
illigals working and our own CITIZENS  
SITTING ON THEIR BUTTS,

last IF They still Plead Poverty what else  
Can we do as GOVERNMENT let white  
collor workers Steal all our money  
OR Lose our PENSIONS. ITS always BEEN  
The Rich go FREE POOR go To Jail  
also we give millions to other governments  
where The Head Peopke Keep IT,

THANKS  
Charles L Pickering

Mr. Charles Pickering  
7104 Brookover Dr.  
Boise, ID 83709-1930

Idaho Public Utility  
Pilot Program INTM  
P.O. Box 83720  
Boise Idaho 83720

83720+0074

## CUSTOMER NOTICE

Intermountain Gas Company ("Intermountain") has filed a joint application with other utilities to conduct a two-year pilot Winter Protection Program. A working group of representatives from the Idaho Public Utilities Commission ("IPUC") staff, Department of Health and Welfare, the Community Action Agencies, and the utilities have been meeting since January 2002 to address the problems associated with winter heating bills.

Through this cooperative effort, a balance was sought and reached on several issues:

- Increase assistance efforts for customers who are truly in need of help in meeting their energy bills.
- Help Community Action Agencies help their low-income clients take responsibility for their debts and develop good payment habits.
- Significantly reduce utility bad debt and collection expenses that all other customers must pay.

The current IPUC Utility Customer Relations Rules state that service may not be terminated during the months of December, January and February for residential customers who declare they are unable to pay their bill and whose households include (1) children under 18, (2) elderly over 62 or (3) "infirm" persons. Customers claiming this protection are encouraged but not required to make any payment during December 1<sup>st</sup> – February 28<sup>th</sup>. Customers who do not make payments during this period face large bills on March 1<sup>st</sup> that are hard to manage. At that point, disconnection requires payment in full to restore service.

Over 11,000 accounts were written off for non-payment by Intermountain in Fiscal 2002. Of those 11,000 accounts, only 5% qualified for energy assistance. The company has a responsibility to help insure that this bad debt cost of \$1.5 million is minimized so that other customers who pay their bills are not burdened unfairly by this abuse of a well-intentioned service plan. We think this proposed plan that local welfare agencies helped craft and support does provide the necessary balance.

The pilot program proposes that:

- To receive protection from disconnection, the customer declare that they are unable to pay for utility service during December, January, and February, and the household qualifies for energy assistance (LIHEAP) from a local Community Action Agency based on federal income guidelines of 150% of poverty level.
- Make a minimum monthly payment equal to one-half of their level pay amount, which would be approximately \$25 each month for the average Intermountain customer who uses gas for space and water heating.

Customers wanting to submit comments regarding this proposed pilot program must do so by no later than November 21<sup>st</sup>. Comments can be submitted by accessing the IPUC homepage at [www.puc.state.id.us](http://www.puc.state.id.us) under the heading, "Contact Us." Then select, "E-mail question or comment regarding a formal utility case," fill in the case number, GNR-U-02-1, and enter your comments. Comments can also be mailed to the Idaho Public Utility Commission, P.O. Box 83720, Boise, ID 83720-0074 or faxed to (208) 334-3762. You can also view the order on the IPUC Web site.

*✓ Gen. Ack  
sent 11/19/02  
✓ To A.V.*

GNR-U-02-01

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2002 NOV 19 AM 8:36

IDAHO PUBLIC  
UTILITIES COMMISSION

Nov 16, 2002

Fred Alleman  
3293 E Boulder Hts Dr.  
Boise ID 83712

Idaho Public Utilities Comm.  
PO Box 83720  
Boise ID 83720-0074

Dear Person's

I would like to say I fully concur with the enclosed Intermountain Gas Customer Notice.

No one should be allowed to forgo payment of their gas bills at anytime of year unless they qualify for energy assistance. A minimum of \$25.00 is not too much for anyone to pay even during the winter months even if they qualify for energy assistance.

Most of the people claiming hardship are just abusing the system. As a regular customer I should not have to pay for their abuse and irresponsibility.

Sincerely,

*Fred Alleman*

✓ Hon. Ark  
sent 11/19/02

✓ To Adv.  
7106.13.2002

Idaho Public Utility Commission  
Boise, Idaho

I do not have a computer, therefore  
I'm writing you to let you know that  
I do not approve of your proposed  
pilot program.

I am an 81-yr. old widow who lives  
alone. Until two years ago I did my  
own mowing, and watering of my lawn.

Two years ago I had to have my  
knee replaced, and the operation was  
not as successful as it could have been.  
Therefore I had to have a sprinkling  
system put in, and have had to  
hire my lawn mowed.

During the summer it costs me <sup>of</sup> 100.00  
each month for mowing and my city  
water expense is higher because of the  
sprinkling system. Not having to pay  
a heating bill in the summer, makes it  
possible to ~~pay~~ for me to pay for my  
lawn expenses.

(over)

That is why I do not want to change  
my way of paying for my heat. It  
would be a burden for me in the summer.

Sincerely  
Grace Hunt

701 Albion Ave.  
Burley, Idaho 83318

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2002 NOV 18 PM 3:59  
IDAHO PUBLIC  
UTILITIES COMMISSION

Grace L. Hunt  
701 Albion Ave.  
Burley, ID 83318-1315



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2002 NOV 18 PM 3:59

Idaho Public Utility Commission  
A.O. Box 3728 UTILITIES COMMISSION

Boise, Idaho 83720-0074



*✓ Gen Ack sent 11/19/02 ✓ To A.V.*

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2002 NOV 18 AM 9:42

**CHARLES SHEROKE**  
Attorney at Law  
P. O. Box 580  
Coeur d'Alene, ID 83816-0580

IDAHO PUBLIC  
UTILITIES COMMISSION

208-667-2483

IN THE MATTER OF THE APPLICATION BY )	CASE NO. GNR-U-02-1
AVISTA UTILITIES, INTERMOUNTAIN GAS )	
AND PACIFICORP TO IMPLEMENT A TWO- )	COMMENTS RE:
YEAR PILOT WINTER PROTECTION )	CASE NO. GNR-U-02-1
PROGRAM THAT ESTABLISHES MINIMUM )	NOTICE OF MODIFIED
MONTHLY PAYMENTS DURING THE )	PROCEDURE
WINTER MORATORIUM, AND A WAIVER OF )	
WINTER MORATORIUM RULE 306, IDAPA )	
<u>31.21.01.306.</u> )	

The dissenting opinion of Commissioner Hanson raises several pertinent issues. Of particular concern is the lack of time provided to assess the impacts of this proposal. This, I believe, was the intent of the applicants and if granted would reward the applicants for their dilatory filings and penalize affected utility customers by denying them the necessary time to fully address the pending application. If the Commission proceeds as contemplated in its Order No. 29145 it would constitute a blatant denial of due process, a fundamental element of fair and impartial proceedings.

It would behoove the Commission to delay or decline to take action until workshops and hearings can be held throughout the State. In this way public sentiment and a meaningful assessment of the true impacts of the proposed changes can be ascertained.

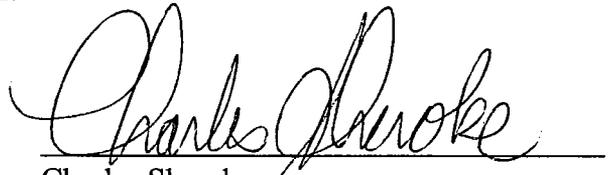
I can envision numerous dire consequences to children, the elderly or the infirm should this draconian policy presented by the applicants be hastily implemented. Although the

COMMENTS RE: CASE NO. GNR-U-02-1  
NOTICE OF MODIFIED PROCEDURE

Commission's Order elicits responses from the public at page 6 it does not raise the most pressing question: What happens to those families (and its members) whose utility service is terminated during the winter months? Moreover, should participation in a conservation/weatherization program targeting low income households (paid for by the applicants) be a mandatory requirement before low income households can be terminated; or should a block of power be provided to eligible households at a dramatically reduced rate during the winter moratorium period thereby eliminating most post-moratorium terminations.

Any decision at this time to fast track this proceeding would constitute an abuse of the modified procedures contemplated under Rules 201 through 204.

DATED this 13<sup>th</sup> day of November 2002.

  
\_\_\_\_\_  
Charles Sheroke  
Attorney at Law

✓ Men. Ack  
sent 11/19/02  
✓ To AV

GNR-U-02-01  
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2002 NOV 19 AM 8:36  
IDAHO PUBLIC  
UTILITIES COMMISSION

Nov 16, 2002

Darlene Stattner  
2525 Hillcrest Ln.  
Caldwell ID 83605

Idaho Public Utilities Comm.  
PO Box 83720  
Boise ID 83720-0074

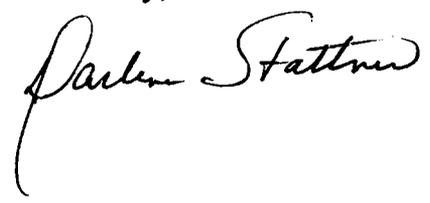
Dear Person's

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No one should be allowed to forgo payment of their gas bills at anytime of year unless they qualify for energy assistance. A minimum of \$25.00 per month is not too much for anyone to pay even during the winter months even if they qualify for energy assistance.

Most of the people claiming hardship are just abusing the system. As a regular customer I should not have to pay for their abuse and irresponsibility.

Sincerely,



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2002 NOV 19 AM 8:34

IDAHO  
UTILITIES COMMISSION

✓ Ak...tek  
sent 11/19/02  
✓ To AV. for  
Int. Public List

GNR-U-02-01

Nov. 17

Dear Sir,

These comments are in regard  
to case number GNR-U-02-1.

I do believe that requiring,  
folks who qualify for the moratorium,  
to pay something on their bill during  
that time is necessary as well as  
using income guidelines to qualify.

My problem is who and when is it  
decided when to shut them off. Who wants  
it on their conscience when an old  
person or child freezes to death?

I also do believe that energy  
conservation should be stressed and  
encouraged by the utility companies to  
their customers and the rest of us encouraged  
to contribute more to Project Share.

Lastly, this late date of trying to  
change everything is it good. More time  
and more publicity should have  
preceded any change.

Joan McDonnell  
5645 Hallmark Ct  
Bose, Id 83703  
(208) 344-3302

✓ Hen Back  
sent 11/19/02  
✓ to A.V.

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2002 NOV 18 PM 4:01 P 2

IDAHO PUBLIC  
UTILITIES COMMISSION

RE: GNR-4-02-1

Dear Commissioners:

I am a 51 year old Blue Collar Worker. Father of four. Lifelong Idaho Resident. Not in the habit of speaking out.

The Winter Protection Program is an obvious misnomer.

The Utilities have won huge increases from the public in the recent past.

Presently there are more gas wells capped on the Overthrust Belt than you can count.

The current Rule in place to protect the old, young, and infirm is justified at our latitude and elevation.

Please uphold it.

Dale M Carson  
316 So. 9<sup>th</sup> Ave.  
Pocatello, ID.  
83201



*1/19/02 sent 11/19/02 ✓ to AV*  
**Thomas A. Kennelly**

269 Nez Perce Avenue  
Rexburg, Idaho 83440  
Tel. (208) 656-0811  
Fax (208) 656-9032

FAX # 208-334-3762

November 17, 2002

Idaho Public Utility Commission  
Boise, Idaho  
(CC: Intermountain Gas)

RE: INTERMOUNTAIN GAS COMPANY  
11,000 account write-offs

Gentlemen:

Having read the "customer notice" just mailed out by Intermountain Gas Company, perhaps the solution to the problem may be more simple than made out to be.

It goes without saying that anyone who can get a "free ride" will take it---this goes for both the rich and the poor. I for one, give a large amount to charity each year, but I want it to be the charity of my choice not one imposed upon me because some one figured a way out of paying his gas bill.

I would suggest that any person indicating that they cannot afford to pay their December, January and February bills be required to sign a written affidavit, stating their annual income and it's source, and that they agree from this point on that their bills will be "annualized". The annualization process should include any deficits which occur during the three month period. I suggest that the affidavit be signed in an office of Intermountain Gas, IPUC or the Department of Health and Welfare or the Community Action Agency.

It certainly helps our honesty when we are confronted with sworn affidavits that we must sign. This might help separate the truly needy from those who would take advantage of their fellow man, and there are some truly needy.

Sincerely,

✓ Jim Bule  
sent 11/19/02  
✓ To A.V.

From: Paul Barney  
5877 W. Farm-Market Rd.  
Boise, ID 83714  
To: Idaho Public Utility Commission (IPUC)  
By Fax to: (208) 334-3762  
RE: Opinion regarding The Proposed Pilot  
Program

Dear Sir/Ms,

I fully support the "Winter Protection Program" proposed by Intermountain Gas Company jointly with other utilities.

I strongly believe it is well thought out, will protect the needy while not allowing a system which encourages unfair use of the system.

Sincerely  
Paul Barney

*Gen. Ault sent 11/19/02 ✓ To A.V.*

LOCATED IN THE HEART OF BEAUTIFUL BOISE VALLEY

# CITY OF KUNA

P.O. BOX 13 • KUNA, IDAHO 83634

PHONE (208) 922-5546

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2002 NOV 15 AM 11:23

IDAHO PUBLIC  
UTILITIES COMMISSION

November 15, 2002

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

Dear Commissioners:

I have reviewed Case No. GNR-U-02-1 regarding a pilot winter moratorium program and feel that the current 25 year old program has served the citizens of Idaho well and does not need to be revamped. In addition I feel that current economic conditions existing in our state have resulted in numerous families being out of work and that this is therefore not the right time to put such families at further risk. The October 31, 2002 proposal has not been widely disseminated nor has the general public become aware of this proposed change, and it concerns me that at the last minute the three utilities ask the PUC to implement a new program when winter is already upon us.

I agree whole heartedly with Commissioner Hansen's observation that rushing to implement this program will cause a lot of people to suffer this winter and I feel it would be better to keep the current program in place and require this proposal to have much more extensive public review, comments, and hearings. Perhaps if we were convinced it was needed and in the public's interest, it could be enacted next year, although I view the proposal as mean spirited, bureaucratic and unnecessary. My understanding of the current program is that the utilities do recoup expenditures and that profit margins allowed by the PUC are still quite generous, so there is really no need for this pilot program. The utility representation that proposing this pilot as a means of helping the consumer avoid large bills at the end of a 3 month moratorium by making them pay 50 % of the level pay amount per month, certainly should not be characterized as a helpful gesture. It would be a crushing demand on a family that is already down and out and could lead to serious health and safety issues.

Thank you for allowing me to comment. I totally oppose this pilot proposal.

Sincerely,

W. Greg Nelson, Mayor  
City of Kuna

C: Kuna City Council



*✓ Gen. Ask sent 11/19/02 ✓ To AV.*

Kootenai Environmental Alliance

IN THE MATTER OF THE APPLICATION BY )	CASE NO. GNR-U-02-1
AVISTA UTILITIES, INTERMOUNTAIN GAS )	
AND PACIFICORP TO IMPLEMENT A TWO- )	COMMENTS RE:
YEAR PILOT WINTER PROTECTION )	CASE NO. GNR-U-02-1
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WINTER MORATORIUM, AND A WAIVER OF )	
WINTER MORATORIUM RULE 306, IDAPA )	
<u>31.21.01.306.</u> )	

After discussing the pending applications in the above-referenced matter, the Kootenai Environmental Alliance has several concerns regarding the modified procedures proposed herein.

First, the Winter Moratorium Rule has been in effect for approximately ten years. It's passage occurred following numerous state-wide public hearings. The expedited proceedings contemplated by the Commissioners would negate meaningful public review and input.

Therefore, the Kootenai Environmental Alliance would oppose implementation of the modified procedure rule(s) and respectfully request the scheduling of state-wide hearings on the pending applications.

Respectfully submitted this 19 day of November 2002.

Barry Rosenberg

Barry Rosenberg  
Executive Director  
Kootenai Environmental Alliance

c: Avista Utilities  
Intermountain Gas  
PacifiCorp

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2002 NOV 20 AM 8:25

IDAHO PUBLIC  
UTILITIES COMMISSION

Idaho Public Utility Commission

P. O. Box 83720

Boise, ID 83720-0074

✓ To Adv.  
✓ Ben. Acke  
sent 11/20/02

263 E Woodlander Dr.

Eagle, ID 83616

November 19, 2002

Dear Commissioners:

I am writing to ask for compassion toward our community - those who suffer from the cold because they cannot afford gas. I volunteer for the Society of St. Vincent de Paul and have visited homes which have no heat, in these cold months of October and November.

I would suggest that you ask your customers if they would donate towards those who have less means as Project Share does for Idaho Power. Perhaps you could assist in winterizing homes which use a lot of gas, especially mobile homes which have so little insulation. It also would definitely be humane to extend the energy assistance (LIHEAP) to include the months of November and March.

Please consider these suggestions with compassion.

- Sincerely,

Jo A Rasmussen