

*1/18/02 Ack  
sent 11/19/02*

X  
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**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Monday, November 18, 2002 12:35 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Monday, November 18, 2002  
12:35:05 PM

Case: GNR-U-02-1  
Name: Judy Henry  
Street Address: 249 North 3900 East  
City: Rigby  
State: Idaho  
ZIP: 83442

Home Telephone: 208-745-8330  
E-Mail: jarchh@ida.net  
Company: Intermountain Gas Company  
mailing\_list\_yes\_no: no

Comment\_description: My husband, Charles, and I both agree with the proposals for the pilot program. We don't like the fact that so many people who couldn't (or wouldn't try to) qualify for assistance just refuse to pay their bills with subsequent raises for those of us who pay our bills regularly. It appears to us that the proposals you gave will limit many of these problems for those who aren't truly unable to pay their bills. We support you in this program.

Transaction ID: 11181235.5  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 206.206.30.103  
User Hostname: 206.206.30.103

Jean Jewell

✓ To Av.  
for Int. Parties  
list

✓ Min. Ask  
sent 11/19/02

X  
X  
X

**From:** Ed Howell  
**Sent:** Monday, November 18, 2002 11:09 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Monday, November 18, 2002  
11:09:15 AM

Case: GNR-U-02-1  
Name: Beth Orde  
Street Address: 1624 Arthur Street  
City: Caldwell  
State: Idaho  
ZIP: 83605

Home Telephone: 459-9308  
E-Mail: ordeb@idhw.state.id.us  
Company: Intermountain Gas

mailing\_list\_yes\_no: yes

Comment\_description: I applaude you for this pilot program. I also might suggest that those customers who qualify for energy assistance and request protection from disconnection also have a "special" thermostat installed to replace their current one that allows a maximum temperature of 70 degrees only. Secondly, a monetary limit be established for that household for power/heat/water for those months. Going over that limit might result in an increase in their minimum monthly bill. I've walked in renters' homes and have been assaulted with blasts of heat of 80 degrees+ with no concern about open windows/doors. Thank you.

Transaction ID: 11181109.15  
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. Baha sent 11/19/02*  
X X X X

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Monday, November 18, 2002 9:46 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Monday, November 18, 2002  
9:46:28 AM

Case: GNR-U-02-1  
Name: Karen Richey  
Street Address: 12229 W. Freedom Drive  
City: Boise  
State: ID  
ZIP: 83713

Home Telephone: 378-1456  
E-Mail: haztech@mindspring.com  
Company: Intermountain Gas

mailing\_list\_yes\_no: yes

Comment\_description: I think that this December is too soon because it won't give people enough time to know what they qualify for, overwhelming the aid office and causing suffering for those caught in what ever crack opens up. Also, The income guidelines for all age groups need to be published so that it's clear in advance who qualifies. What happens to those who don't qualify...missing the income level within just a few dollars? I think there should be some kind of sliding scale so that those just above the limit can be included. I found myself in that circumstance in the past, missing the limit by \$11.00. That \$11.00 did NOT pay my power bill, nor keep it turned on. PLEASE THINK...AND IF YOU'VE NOT BEEN IN THOSE SHOES, GO WALK ALONG SIDE SOMEONE WHO IS... FIND OUT WHAT THEIR NEEDS ARE!!!!

Transaction ID: 1118946.28  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 63.227.247.112  
User Hostname: 63.227.247.112

✓ To AV.  
Ackn. Ack  
sent 11/20/02

X  
X  
X

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Wednesday, November 20, 2002 8:09 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 20, 2002  
8:08:46 AM

Case: GNR-U-02-1  
Name: Mary V. Willcox  
Street\_Address: 715 Terrace Drive  
City: Idaho Falls  
State: ID  
ZIP: 83402  
Home\_Telephone: 208 529-0311  
E-Mail: mvw@srv.net

Company: Intermountain Gas  
mailing\_list\_yes\_no: yes

Comment\_description: As an Idaho utility consumer that supports agencies that works with and advocates for the poor and vulnerable of Idaho, I feel that these changes pose a significant health risk to the most poor and vulnerable among us: children, elderly, and the sick. In addition, these changes will increase the burden on already cash strapped charities and shelters throughout the state. Finally, I feel that there has not been adequate public debate to assess how these changes will affect the poor and vulnerable in these difficult economic times.

Transaction ID: 1120808.46  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 134.20.86.114  
User Hostname: 134.20.86.114

✓ To A.V.  
✓ Gen Adk  
and 11/20

X X X

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Tuesday, November 19, 2002 9:49 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 19, 2002  
9:48:47 PM

Case: GNR-U-02-1  
Name: Paul T. Smith  
Street\_Address: 1305 Elm Street (113D Fir Dr.)  
City: Mountain Home (Eglin AFB)  
State: Idaho (Florida)  
ZIP: 83647 (32542)  
Home\_Telephone: 850-651-8645  
E-Mail: kymsmith1@mindspring.com  
Company: Intermountain Gas

mailing\_list\_yes\_no: yes  
Comment\_description: The pilot program statement is deceptive. One-half of a level pay amount is not usually around \$25.00 a month. Our level pay for a small house averaged \$80.00 a month - half of that is more than \$25.00. Most other folks we have talked to claim that half their level pay would be more than \$25.00 a month. The gas bill was tough on us and we qualify for no assistance at all.

No matter, you folks already know that. As usual, the working-class poor will take the brunt of this 'new and improved' Winter Protection Program. Intermountain Gas, as is common among most corporations, can tolerate a number of people freezing to death over a dip in the bottom line. Claim fraudulent customers to cover your butt - this is nothing new.

Trite as it sounds, but hardly lacking in sincerity - I will never be able to figure out how the people who knowingly choose profit over lives sleep at night.

Transaction ID: 11192148.47  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 168.191.252.233  
User Hostname: 168.191.252.233

*✓ To AV.  
✓ System Ack  
sent 11/20/02*

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*+*  
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**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Tuesday, November 19, 2002 8:31 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 19, 2002  
8:30:31 PM

Case: GNR-U-02-1  
Name: Jeanette K. Lucas  
Street\_Address: 1093 Evergreen N.  
City: Sandpoint  
State: ID  
ZIP: 83864

Home\_Telephone: (208) 263-8952  
E-Mail: jlucas@myexcel.com

Company: Northern Lights  
mailing\_list\_yes\_no: yes

Comment\_description: I am quite aware of the hardship many people suffer here in northern Idaho trying to pay their utility bills during our cold winters. I am a member of our church committee which tries to assist people with various vital necessities. We simply do not have enough money to help single mothers, elderly and others who are trying to keep a roof over their heads and a warm place for their families. Usually we can only assist one or two families a month. Energy assistance from government agencies is inadequate also. Rents are extremely high for the wages we earn here. There is so little left for many wage earners to pay utility bills. Please do not end the rule about "winter moratorium." At least this rule prevents people from freezing for three months of winter.

Transaction ID: 11192030.31  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 65.239.23.36  
User Hostname: 65.239.23.36

**Jean Jewell**

*✓ To AV.  
✓ Jean Ark  
sent 11/20/02*

X  
X  
X

**From:** Ed Howell  
**Sent:** Tuesday, November 19, 2002 7:04 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 19, 2002  
7:04:20 PM

Case: GNR-U-02-1  
Name: Bruce Hoagland  
Street\_Address: 360 Lava St.  
City: Idaho Falls  
State: ID  
ZIP: 83402  
Home\_Telephone: (208) 522-0887  
E-Mail: ronald\_bruce\_hoagland@yahoo.com  
Company: Intermountain Gas  
mailing\_list\_yes\_no: yes

Comment\_description: I believe the proposal for a pilot program allowing termination of service for non-payment during the winter months for children, the elderly and infirmed persons is a flawed proposition. It subjects the most vulnerable sectors of society to dangerous health conditions. The risk to the utility company could be expensive legal entanglements.

Please do not implement this pilot program.

Transaction ID: 11191904.20  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 129.101.82.60  
User Hostname: 129.101.82.60

~~XXXXXXXXXX~~  
*✓ Susan Ark  
sent 11/20/02*  
XXXXXX

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Tuesday, November 19, 2002 4:21 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 19, 2002  
4:21:06 PM

Case: GNR-U-02-1  
Name: susan chew  
Street Address: 1304 lincoln ave  
City: boise  
State: id  
ZIP: 83706

Home Telephone: 344-0098  
E-Mail: suechew2000@yahoo.com  
Company: intermountain gas

Comment description: Response to your 7 questions:

- #1. if they can pay what they can, then that's all they can do, and all they should be asked to do
  - #2. no, should be for people in medical crisis, etc, where they are in hosp, etc.
  - #3. no, 50% nowadays is SO MUCH HIGHER than before...hardship for many people
  - #4. that is based on more data than i have to answer. i would hope that honest, deserving folks, that "just don't fall into some criteria" can be looked at on an individual basis, so that they don't fall thru the "bureacratic" slats
  - #5. 2 yr too long for a MORE RESTRICTIVE program...hurts elderly, single adult famililies, and other economically taxed people
  - #6. Neither-- a pilot program of one or two utilities that restraict to the disadvantage of poor is not good for idaho citizens
  - #7. if must go forth, postponement to NEXT YEAR, Dec 2003, is better than this year.
- #7

Transaction ID: 11191621.6  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 132.178.215.208  
User Hostname: 132.178.215.208

✓ To A.V.  
Eden. Ack  
sent 11/20/02

X  
X  
X

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Tuesday, November 19, 2002 1:50 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 19, 2002  
1:50:12 PM

Case: Case No. GNR-U-02-1, Order No. 29145  
Name: Leonard G. Baxter  
Street Address: 6198 Brian Way  
City: Boise  
State: Idaho  
ZIP: 83716-8809  
Home Telephone: 208-336-3131  
E-Mail: lbaxter@itd.state.id.us  
Company: Intermountain Gas, Idaho Power, etc.

mailing\_list\_yes no: yes  
Comment\_description: Please let all Idaho utilities significantly alter commission rules regarding the "winter moratorium," (the three-month period during which utilities are prohibited from disconnecting customers who fail to make payments). Please note, I do not work for or own stock in any utility company.

Customers should pay for what they use any time, not just half of their monthly average (even pay) during the moratorium. If customers pay nothing then they should get nothing and have their utilities cut off. Some people will not do what they should do unless they have to. These same people will find a way to pay or have someone else pay for their utilities beside us fellow utility users or utility companies.

If Intermountain Gas had over 11,000 accounts worth \$1,500,000.00 written off for non-payment in Fiscal Year 2002, that is about \$136 per account. I have a level payment to Intermountain Gas of \$39/month so that \$136 would buy me nearly 3.5 months of natural gas. That means I had or have to pay \$136 a year for someone else's natural gas. Most of us already pay local, county, state and federal taxes and some of that is supposed to help people that really need help. Why do we have to pay twice or three times or more? Why should businesses have to write off bad debt and then charge more to the people that pay their debts?

Participation should not be based on income eligibility. Do not get the federal government involved in this.

The recommended payment amount should be the monthly level-pay amount.

The existing level-pay option should address payment concerns all year. No pay no utilities.

No need for a pilot program. If people don't pay then they don't get any utilities, natural gas, electricity or whatever.

Thank you.

Transaction ID: 11191350.12  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 164.165.237.6  
User Hostname: 164.165.237.6

✓T. AV.  
✓Gen Ark  
sent 11/20/02

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X  
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**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Tuesday, November 19, 2002 1:26 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 19, 2002  
1:26:05 PM

Case: GNR-U-02-1  
Name: Jennifer J. Swanberg  
Street Address: PO Box 9571  
City: Moscow  
State: Idaho  
ZIP: 83843  
Home Telephone: (208) 882-6753  
E-Mail: jjswanberg@turbonet.com

Company: Avista Utilities  
mailing\_list\_yes\_no: yes

Comment\_description: Customers should generally pay what they can during the winter months, although many require a strong incentive to do so given the option of delaying payment. To mitigate a large balance in spring, active participation in a Credit Counseling and/or budgeting plan might be appropriate options to disconnection and have added benefit of introducing families to these services and budgeting skills.

Participation should NOT be based solely upon income eligibility. Family circumstances may include many hardships beyond low income, and many low income households are not in particular hardship (i.e. student households with low expenses, without children, elderly or disabled). 150% FPL is inadequately low. 200% FPL includes those families who are working, yet remain at risk.

50% Comfort Level Billing is too high. 25% is more appropriate given all of the additional expenses of winter (car winterization, coats, boots and snowpants for growing children, increased cooking expenses for heavier food needs, etc.)

Comfort Level Billing should be required to be available to all who are not eligible for moratorium. Currently comfort level billing is not available to households with outstanding past due balances or history of late payments.

Two year pilot program is an appropriate length of time for outcome studies.

Pilot project should apply to both gas and electric utilities.

Pilot program SHOULD be postponed until next year to provide adequate opportunity for public comment, adequate notification of opportunity for public comment for those living in more rural and news isolated areas, and to provide households who rely upon moratorium in their budgeting plans to plan appropriately and begin comfort level billing in advance of the pilot program. Psychologically it would seem families would experience much less stress if they will be going into winter with a credit on their comfort level billing plans rather than a deficit.

Thank-you for your time.

Transaction ID: 11191326.5  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 216.170.173.129  
User Hostname: 216.170.173.129

*✓ Ken Beck sent 11/20/02*

*XXX*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Tuesday, November 19, 2002 11:01 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 19, 2002  
11:00:49 AM

Case: GNR-U-02-1  
Name: Robert Kempton  
Street Address: 700 w. Braemere  
City: Boise  
State: Id  
ZIP: 83702  
Home Telephone: 208-345-5302  
E-Mail: bobkempton@hotmail.com  
Company: Intmtn Gas  
mailing\_list\_yes\_no: no

Comment\_description: This new pilot program should be enacted. Can't believe the PUC would let 1.5 million burdon be p[la]ced on respnsible citizens. Deadbeats who run up bills then transfer the service into another name for another run of cheating the gas company and the citizens who understand you pay rent food and heat then buy your latte. Give me a break this pilot program should be enacted so we might all have another rate cut. Thanks

Transaction ID: 11191100.49  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 63.227.244.37  
User Hostname: 63.227.244.37

*No e-mail address  
Hon Ack. sent  
11/20/02*

X  
X  
X

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Tuesday, November 19, 2002 2:06 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 19, 2002  
2:06:20 PM

Case:

Name: Mary Jo Murdie  
Street Address: 2236 Appleside  
City: Clarkston  
State: WA  
ZIP: 99403  
Home Telephone: 509-758-6347  
E-Mail:

Company: Avista

mailing\_list\_yes\_no: no

Comment\_description: In reading the proposed changes for the winter moratorium I feel that it does have merits. However, I believe that next winter would be a more reasonable implementation schedule. For low income households, especially those on a fixed income, the timeframe of starting this within 10 days is not realistic or fair. My suggestion would be for the agencies who administer the project share and the Energy Assistance programs be given the info this year to help families plan for the changes before they are implemented.

Transaction ID: 11191406.20

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

User Address: 164.165.225.4

User Hostname: 164.165.225.4

*No e-mail address*

*Ken Ark sent by mail 11/20/02*

X  
X  
X

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Tuesday, November 19, 2002 4:03 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Tuesday, November 19, 2002  
4:02:46 PM

Case: GNR-U-02-1  
Name: Alyssa Reynolds  
Street Address: 4200 N. Liesel Ln.  
City: Boise  
State: Idaho  
ZIP: 83704  
Home Telephone:  
E-Mail:  
Company:

Comment\_description: I am writing to respond to the pilot program that is being proposed in regard to the moratorium. I believe that customers should pay what they can during the moratorium. If they can't make any payment during that time then they may need to show proof that they are trying to make an effort. Examples of proof could be that they have applied for assistance from Health and Welfare or other community resources, pursuing unemployment, Vocational Rehabilitation, SSI or employment. I understand that their bill does need to be paid but I am very concerned about the people in my community during these winter months especially people who are ill, elderly or children. Can gas and electric be offered on a sliding fee scale? Are there grants that can be applied for to help with the balance owed? I know of other resources in the community such as El-Ada, Salvation Army, Washington Group and churches that help out as much as they can. I am wondering if the gas and electric can be put on a sliding fee scale from the beginning so the bill does not get so large that customers can't pay it.

I don't think that participation in the moratorium should solely be based on income eligibility. I have met many people in my position as a social worker who have had a crisis occur in their life and have not been able to keep up with their bill. They have had to choose food and shelter bills over their gas and power. I think these individuals should be considered.

I think the implementation of the pilot program should be postponed until at least next year and that the Idaho Public Utility or another agency should develop focus groups that have the people this will effect in them. This should open it up to some other ideas of how this can get taken care of with out jeopardizing the health of the ill, elderly and children.

Thank you for considering my comment.

Alyssa Reynolds

Transaction ID: 11191602.46  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 24.117.5.20  
User Hostname: 24.117.5.20

*Gen. Ack  
sent 11/21/02*

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*+*  
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## Jean Jewell

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**From:** Ed Howell  
**Sent:** Thursday, November 21, 2002 11:29 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 21, 2002  
11:29:08 AM

Case: Winter Protection Program  
Name: Susan Hamilton  
Street Address: 1205 Chicago St.  
City: Namapa  
State: Idaho  
ZIP: 83686

Home Telephone: 208-466-0253

E-Mail: wah-seh@msn.com

Company: Intermountain Gas.

mailing\_list\_yes\_no: no

Comment\_description: It is most didhartening to know that the people who pay their gas bill, in the end, wind up paying for those who don't.

I am NOT an advocate of leaving people freezing in the dead of winter.

We have struggled many times to "met" payment or made arragnements to repay; rightious collection should happen.

But then again, we prioritize the neccessities of life. No cell phones, computers, fast food eating or gold jewlery until the bills are paid.

Is their no way these partons can create a "bank" during the warmer times? The idea of paying a portion is good, but "paid in full" needs to be the absolute goal.

Can their gas bill be attached to state monies recieved and garnished if need be? A lein should they apply for state assistence?

Are there financial program for home insulation available?

Can Churches help?

We are willing to pay for what we use but don not support give away programs that double our expense.

Thank you for the opprunity to speak.

Transaction ID: 11211129.8

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

User Address: 67.1.14.39

User Hostname: 67.1.14.39

*No address provided*

*577*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Wednesday, November 20, 2002 11:39 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 20, 2002  
11:38:44 PM

Case: GNR-U-02-1  
Name:  
Street Address:  
City: Rexburg  
State: ID  
ZIP: 83440  
Home Telephone:  
E-Mail:  
Company:

Comment description: ?Should customers generally pay what they can during the moratorium? For those who do not pay, are there other approaches to mitigate the large balances after the moratorium ends?

A- Customers should be required to pay for what they get 12/12. Utilities are business just like Gas stations and Grocery stores. opportunity for abuse by those who aren't truly "needy" exist. A utility has the right to be paid for it's product.

?Should participation be based solely on income eligibility? If so, is the LIHEAP standard of 150 percent of federal poverty level appropriate?

A- This sounds like a good Idea, although other situations could also come into play which could put the customer in "hard times"

?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.

A- This formula does sound fair, It could at least be a place to start. Is a Utility in the business however to make consumer loans? I think not.

?If a customer is not eligible, are the existing level-pay or other special payments options sufficient to address payment concerns during winter months?

A- Compassion should be excersised. Local employees however are the best at making decsions of this type, not some one in a call center hundreds of miles away.

?Is a two-year pilot program too long or too short?

A- About right.

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

A- Both. Enegy is energy in any form.

?Sould implementation of the pilot program be postponed until next year instead of the Dec. 1 start date the utilities propose?

A- No start now.

Transaction ID: 11202338.44  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 63.230.119.70

*✓ Ykn Ask  
sent 11/21/02*

*XXX*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Wednesday, November 20, 2002 10:46 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 20, 2002  
10:46:11 PM

Case: GNR-U-02-1  
Name: Joel Cleverley  
Street Address: 10569 W. Carolina Drive  
City: Boise  
State: ID  
ZIP: 83709  
Home Telephone: 208 375-0770  
E-Mail: cfa44@msn.com  
Company: Intermountain Gas  
mailing\_list\_yes\_no: no  
Comment\_description: Dear Sirs:

Thank you for the post card we received from you last week about the change you are considering. I can readily appreciate the difficult situation many businesses are going through in this country.

My main concern is that customers are going through difficult times also and it seems the action you eluded to would have those who pay slow penalized because of those who never pay. It's disturbing that you think its' okay to take away a family's fire in the dead of winter and that you want to take away their dignity too by forcing them into a position of welfare or charity. Perhaps people could afford it better if they didn't have to pay for California's increases.

It's also disturbing that the Public Utilities Commission is considering this kind of action against consumers who are obviously struggling with setbacks.

Sincerely,  
Joel B. Cleverley

Transaction ID: 11202246.11  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 67.232.82.251  
User Hostname: 67.232.82.251

*To AV.*  
*Gen. Ack sent 11/21/02*

**Jean Jewell**

X  
X  
X

**From:** Ed Howell  
**Sent:** Wednesday, November 20, 2002 10:22 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 20, 2002  
10:22:04 PM

Case: GNR-U-02-1  
Name: Rachel Birr  
Street\_Address: 12344 W. Billabong St.  
City: Boise  
State: ID  
ZIP: 83709

Home\_Telephone: 208-362-7447  
E-Mail: idahoperson@yahoo.com  
Company: Intermountain Gas Co.  
mailing\_list\_yes\_no: yes

Comment\_description: I am concerned that Intermountain Gas Company may be trying to reduce their "charge-off" amounts on unpaid gas bills instead of trying to help customers that are truly in need. I specifically would ask that you ask that question of Intermountain Gas Company. According to the filing on William C. "Bill" Glynn, President of Intermountain Gas, said, "Through this collaborative effort, a balance was sought and reached on several issues that are critical to our customers, Community Action Agencies, and utilities". The issues include: 1. Increase assistance efforts for customers who are truly in need of help in meeting their energy bills. 2. Help Community Action Agencies help their low-income clients take responsibility for their debts and develop good payment habits. 3. Significantly reduce utility bad debt and collection expenses that all other customers must pay. Glynn added, "This winter, our natural gas prices are 30% lower than they were last winter. Even with our lower prices, we are still sensitive to our customers who are truly in need of help and being affected by a slow economy. This pilot Winter Protection Program will reach those who genuinely need help with energy assistance, especially during this down economy".

The current down economy is not going to upswing any time soon as unemployment in Idaho where Intermountain Gas Company services is rising. I believe the company must look within its self first, and possibly they have done that already by reducing management layers and creating a flatter organization. But, really the question is why were there so many charge-offs in gas bills last year?

Furthermore, who is the Community Action Agency that is going to be tasked to determine who qualifies for the pilot program? The program does sound like a good program but a strategic plan along with a management plan need to be developed and implemented. Unfortunately, if the Community Action Agency is an agency already involved in lay-offs and staff reductions and this program is forced on it; then will the program be truly effective if the proper time and analysis is not utilized?

Transaction ID: 11202222.4  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 67.1.14.152  
User Hostname: 67.1.14.152

*No address*

X  
X  
X

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Wednesday, November 20, 2002 6:13 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 20, 2002  
6:12:50 PM

Case: GNR-U-02-1  
Name:  
Street\_Address:  
City:  
State:  
ZIP:  
Home\_Telephone:  
E-Mail:  
Company:

Comment\_description: My concern with this propose pilot program is that the PUC has not had enough time to consider all of the factors involved. In reading the proposal, no mention is made of the physical condition of the customer who is unable to make payments. Has the PUC given any thought about customers who are homebound, mental ill, physically ill, or otherwise physically unable to elect to participate in the pilot program and unable to prove to the utility that they have a serious illness or medical emergency?

I agree with Commissioner Hansen. It is my opinion that the pilot program should be postponed until next year, when it can be determined whether some people should be exempt from any modification of the moratorium and more time spent on considering all aspects of this program. I haven't seen whether the PUC has discussed whether some people should be exempt from the pilot program.

I also feel that a two year pilot program is too long. One year should be sufficient time to determine if this program works or not.

Transaction ID: 11201812.50  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 64.71.202.220  
User Hostname: 64.71.202.220

*✓ Gen. Ack  
mailed 11/21/02*

*X  
X  
X*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Wednesday, November 20, 2002 5:13 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 20, 2002  
5:13:07 PM

Case: GNR-U-02-1  
Name: Bob Van Arnem, Jr.  
Street\_Address: 3049. S. Whitepost Way  
City: Eagle  
State: Idaho  
ZIP: 83616  
Home\_Telephone: (208) 939-8747  
E-Mail:  
Company: Intermountain Gas Co..  
mailing\_list\_yes\_no: no  
Comment\_description: I support the two-year pilot Winter Protection Program.

Transaction ID: 11201713.7  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 63.187.81.227  
User Hostname: 63.187.81.227

✓ To AV.

✓ Gen. Acct  
sent 11/21/02

X  
X  
X

## Jean Jewell

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**From:** Ed Howell  
**Sent:** Wednesday, November 20, 2002 3:03 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 20, 2002  
3:02:50 PM

Case: GNR-U02-1  
Name: Carol Egusquiza  
Street Address: P.O.Box 954  
City: Eagle  
State: Id.  
ZIP: 83616  
Home Telephone: office 463-5131  
E-Mail: carolegusquiza@chiwest.com  
Company: Intermountain Gas  
mailing\_list\_yes\_no: yes  
Comment\_description: I support the Winter Pay Program proposed by Intermountain Gas Co. as long as safe guards are in place to assist the truly "unable" to pay at risk population. My suggestion is to have some form of incentive assistance established to help "qualifing" customers at the end of the winter season. Current assistance programs including Project Share require a final disconnect notice before the client can be approved for assistance. Using the current guidelines for utility assistance Winter pay participants would not be eligle. Setting up an incentive fund to assist Winter Pay Participants would promote the willingness of customers to participant and lessen the fear that people currently are voicing.

Transaction ID: 11201502.50  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 65.167.120.3  
User Hostname: 65.167.120.3

✓ To AV

✓ Gen Ask sent 11/21/02

X  
X  
X

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Wednesday, November 20, 2002 1:09 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 20, 2002  
1:08:48 PM

Case: GNR-U-02-1  
Name: Jim Fullerton  
Street Address: 4904 Cherokee Street  
City: Pocatello  
State: ID  
ZIP: 83204  
Home Telephone: (208) 232-7966  
E-Mail: fulljim@isu.edu

Company:  
mailing\_list\_yes\_no: yes  
Comment\_description: I agree with Commissioner Hansen that more time is needed to evaluate this proposal before even considering implementation.

Transaction ID: 11201308.48  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 134.50.101.220  
User Hostname: 134.50.101.220

*✓ To A.V.* *Gen Ark sent 11/21/02*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Wednesday, November 20, 2002 12:51 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 20, 2002  
12:50:41 PM

Case: GNR-U-02-1  
Name: Sheila Sakizzie  
Street Address: 6646 N. Derek Lane  
City: Idaho Falls  
State: ID  
ZIP: 83401  
Home Telephone: (208) 552-9650  
E-Mail: sakkids@juno.com  
Company: Intermountain Gas Company

mailing\_list\_yes\_no: yes

Comment\_description: I would like to see a proactive campaign by Intermountain, the Community Action Agencies, and other agencies who work with the populations that would be effected by the new policy to explain to customers the level pay program and to encourage them to enroll this spring. I believe many more customers would take advantage of this program if they understood it. These are often people who can't read and interpret written notices, but need a caseworker or other person to explain it carefully and help them to enroll if they choose.

Transaction ID: 11201250.41  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 164.165.120.9  
User Hostname: 164.165.120.9

*✓ To AV.* *✓ Ack sent 11/21/02* X  
X  
X  
**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Wednesday, November 20, 2002 12:00 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 20, 2002  
12:00:21 PM

Case: GNR-U-02-1, #29145  
Name: marvin jones  
Street Address: 385 N 150 West  
City: blackfoot  
State: ID  
ZIP: 83221

Home Telephone: 2087856380  
E-Mail: marvin@sicog.org  
Company: NA

mailing\_list\_yes\_no: yes

Comment description: Extend the comment period till next year-03. Protect the aged , disabled and the lower income children. Extend the winter moratorium in the non-banana belt parts of the state. Get some real Public Notice out, like TV and Radio spots.

Thanks  
hope you read this, too

Transaction ID: 11201200.21  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 63.228.185.29  
User Hostname: 63.228.185.29

x  
x  
x

## Jean Jewell

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**From:** Ed Howell  
**Sent:** Wednesday, November 20, 2002 11:33 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Wednesday, November 20, 2002  
11:33:02 AM

Case: gnr-u-02-1

Name: T. Gordon

Street Address: 5185 N. Riverfront Dr.

City: Boise

State: Id

ZIP: 83703

Home Telephone:

E-Mail:

Company: Intermountain Gas

mailing\_list\_yes\_no: no

Comment\_description: We DO NOT want to make ANY level pay amount. We hope that this applies only to people requesting energy assistance.

Transaction ID: 11201133.2

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 A.V.  
✓ Gen Ad.  
sent 11/21/02

TTT

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Thursday, November 21, 2002 1:28 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 21, 2002  
1:28:12 PM

Case: GNR-U-02-1  
Name: Rodger Barklund  
Street Address: 9328 S 5th W  
City: Idaho Falls  
State: ID  
ZIP: 83404-7742  
Home Telephone: 208.535.0192  
E-Mail: rbsqrd@ida.net  
Company: Intermountain Gas Company

mailing\_list\_yes\_no: yes

Comment description: I support the proposed pilot program to have low-income households be qualified for energy assistance AND make a minimal monthly payment during the winter months. This would not place undue hardship on genuine hardship households, but would serve to greatly reduce the number of unscrupulous people who actually involved in theft of service. Many such people intend to not pay for the service received, and thus the burden is shifted to the 99% of customers who do pay their bills. Please approve this pilot program.

Transaction ID: 11211328.12  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 134.20.128.152  
User Hostname: 134.20.128.152

*✓ Gen Ack  
sent 11/21/02*

*x  
x  
x*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Thursday, November 21, 2002 12:22 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark  
**Subject:** Comment acknowledgement

WWW Form Submission:

Thursday, November 21, 2002  
12:21:33 PM

Case: GNR-U-02-1  
Name: Kristin Hayes  
Street Address: 235 S. Alcove Ave.  
City: Star  
State: ID  
ZIP: 83669

Home Telephone:  
E-Mail: khayes999@aol.com  
Company: Intermountain Gas Company

Comment description: Regarding your proposed pilot program:  
We are all "truly in need" of your services. And some by choice can not manage their bills and debts. As a single mother of two small children, working 2 jobs and proud of the fact that I have NEVER been late on any payment, I find it very frustrating that you are making great efforts to transfer the responsibility of payment from select "low-income" customers on to others who quite possibly struggle even greater but have accepted that with life, comes responsibility and don't constantly have their hands out. Sure, cut costs by eliminating collection fees... You as well as I know who will eventually end up carrying the load. It is the paying customers. I guess I should consider a 3rd job to carry the financial load of your select group of customers who would rather pass on their obligations than work.

Transaction ID: 11211221.33  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 198.81.26.238  
User Hostname: 198.81.26.238

**Jean Jewell**

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*✓ Gen. Ack  
sent 11/18/02*

X  
X  
X

**From:** Ed Howell  
**Sent:** Saturday, November 16, 2002 9:39 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Saturday, November 16, 2002  
9:39:25 PM

Case: gnr-u-02-1  
Name: walter roth  
Street\_Address: 149 N. 6th. E.  
City: ST.ANTHONY  
State: IDAHO  
ZIP: 83445  
Home\_Telephone: 208-624-7711  
E-Mail: rothwlt@msn.com  
Company: Intermountain Gas Co.  
mailing\_list\_yes\_no: no  
Comment\_description: I think that their new pilot program might be a good idea.

Transaction ID: 11162139.25  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 67.250.109.237  
User Hostname: 67.250.109.237

X  
X  
X

✓ Gen. Ack  
sent 11/18/02

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Saturday, November 16, 2002 8:26 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Saturday, November 16, 2002  
8:25:34 PM

Case: GNR-U-02-1  
Name: Joyce Moore  
Street Address: 629 Franklin  
City: Pocatello  
State: Idaho  
ZIP: 83201  
Home Telephone: (208)-232-0820  
E-Mail: joycemom@juno.com  
Company: Intermountain Gas  
mailing\_list\_yes\_no: no

Comment\_description: I work for the City of Pocatello in the Utility Billing Department. There are many people who use the system to avoid obligations. The City loses money to, I am sure, the same people other utilities do. I am in favor of helping those who truly need the help. It sounds to me from reading about the proposal that this is well thought out. As a consumer, and one of those who has to pay the penalty through higher prices, I thoroughly endorse your proposed changes. Thank you.

Transaction ID: 11162025.34  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 67.250.112.24  
User Hostname: 67.250.112.24

Jean Jewell

✓ Gen Ack  
sent 11/18/02

X  
X  
X

**From:** Ed Howell  
**Sent:** Saturday, November 16, 2002 7:54 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Saturday, November 16, 2002  
7:54:29 PM

Case: GNR-U-02-1  
Name: Neil Miller  
Street Address: 505 Gardner Dr.  
City: Blackfoot  
State: ID.  
ZIP: 83221

Home Telephone: 208 785 2913  
E-Mail: 2829miller@cableone.net  
Company: Intermountain Gas

mailing\_list\_yes\_no: no

Comment\_description: I support the proposed two point pilot program from Int. Gas co. as described in the insert sent with my last gas bill. The existing plan needs altering to "Increase assistance efforts for customers who are truly in need of help. Help the Community Action Agencies help their low income clients take responsibility for their debts. Significantly reduce utility bad debt and collection expenses that all other customers must pay." Thanks for the opportunity to comment.  
Neil Miller

Transaction ID: 11161954.29  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 24.116.9.32  
User Hostname: 24.116.9.32

*✓ To Adv - for Int. Parties List*  
**Jean Jewell**

*✓ Gen. Acck sent 11/18/02*

X  
X  
X

**From:** Ed Howell  
**Sent:** Friday, November 15, 2002 9:57 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Friday, November 15, 2002  
9:56:57 PM

Case: GNR-U-02-1  
Name: Marlies Painter  
Street Address: 830 Todd  
City: Chubbuck  
State: ID  
ZIP: 83202  
Home Telephone:  
E-Mail: jadelyn73@aol.com  
Company: Intermountain Gas  
mailing\_list\_yes\_no: yes

Comment description: Although I understand the reasoning, sometimes it is very difficult for me to pay my bill during the winter months. With the high price of electricity these days along with my many other bills. My bill has always been paid in full in the Spring. We do not qualify for assistance and I think that is unfair to those who may not pay during those months but do pay in the Spring. So do I get my power and gas shut off? Then what do I do? I have small children at home. Let them freeze? I would consider making payments in the amount of \$25.00 but don't expect everyone to qualify for assistance also.

Transaction ID: 11152156.57  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 198.81.26.238  
User Hostname: 198.81.26.238

Jean Jewell

*✓ To A.V. for  
Int. Public List  
✓ Gen Ack  
sent 11/18/02*

*X  
X  
X*

**From:** Ed Howell  
**Sent:** Friday, November 15, 2002 8:27 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Friday, November 15, 2002  
8:26:34 PM

Case: GNR-U-02-1  
Name: Lois R. Hatten  
Street Address: 6200 Northview St.  
City: Boise  
State: ID  
ZIP: 83706

Home Telephone: 375-2085  
E-Mail: lraehatten@msn.com  
Company: Intermountain Gas Co  
mailing\_list\_yes\_no: yes

Comment\_description: The "winter moratorium" which prohibits utilities from disconnecting service to those who cannot pay and have children, elderly or infirm individuals residing within the household should not be changed at this time. I agree with Commissioner Hansen that Idaho's current economic conditions give us reason to wait and more carefully structure any new program through workshops or hearings.

Intermountain Gas Co. states in a recent Customer Notice that of 11,000 non-payment accounts in Fiscal 2002 only 5% or 550 households qualified for energy assistance. Are we to conclude that the other 95% are not in need of help? I find that hard to believe. Under the pilot program what happens when those who do qualify fail to make their minimum monthly payment? Is their heat source disconnected? Please postpone this pilot program and investigate more thoroughly what it will do to Boise's poor.

Transaction ID: 11152026.34  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 67.1.23.25  
User Hostname: 67.1.23.25

Jean Jewell

✓ To Adv.  
for Int. Parties  
list

✓ Gen Ack  
sent 11/18/02

X  
X  
X

**From:** Ed Howell  
**Sent:** Friday, November 15, 2002 7:47 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Friday, November 15, 2002  
7:46:58 PM

Case: gnr-u-02-1, order No. 29145  
Name: KAREN CANFIELD  
Street Address: 2316 N COLE RD  
City: BOISE  
State: IDAHO  
ZIP: 83704  
Home Telephone: 322-8388  
E-Mail: rackn@msn.com  
Company: intermountain gas, idaho power

mailing\_list\_yes\_no: yes

Comment\_description: HI, MY NAME IS KAREN CANFIELD AND I AM A MENTAL HEALTH CASE MANAGER WITH AN AGENCY IN BOISE. THE MORATORIUM AS IT STANDS RIGHT NOW WHERE NO ONE CAN BE DISCONNECTED THROUGH THE MONTHS OF DECEMBER-FEBRUARY IS WORKING FINE. I BELIEVE THAT IT WOULD BE MORE IN THE BEST INTEREST OF THE CLIENTS THAT I SERVE THAT IMPLEMENTING A NEW PROGRAM NEXT YEAR AFTER A YEAR OF STUDY INSTEAD OF STOPPING THE MORATORIUM NOW WOULD WORK BETTER. MY CLIENTS HAVE ALREADY HAD TO ENDURE THE LOSS OF THEIR DENTAL BENEFITS UNDER MEDICAID, HAVING LIMITED ACCESS TO PRESCRIPTION MEDICATIONS THAT THEY NEED AND MORE MEDICAID CUTS ARE LOOMING ON THE HORIZON. TO PUT THEM UNDER THE STRAIN OF WORRYING ABOUT WHETHER OR NOT THEY AND THEIR FAMILIES WILL HAVE HEAT AND POWER THIS WINTER MAY BE MORE THAN SOME OF THEM CAN BEAR. SUCH STRAIN AND WORRY HAS THE POTENTIAL TO PUT SOME CLIENTS INTO THE HOSPITAL, WHICH IS A COST THAT FAR EXCEEDS POSTPONING A UTILITY BILL. I UNDERSTAND THAT THE UTILITY COMPANIES NEED TO BE FISCALLY RESPONSIBLE, BUT TO BEGIN A NEW PILOT PROGRAM NOW WHEN SO MANY FAMILIES HAVE LOST SO MUCH IN THIS ECONOMY, SEEMS AT BEST AN IDEA THAT IS HALF BAKED. I AGREE WITH COMMISSIONER DENNIS HANSEN THAT WAITING AND EXAMINING WHAT THE RAMIFICATIONS ARE FOR EVERYONE, TAKING PUBLIC COMMENT, ETC. OVER THE NEXT YEAR SEEMS TO BE THE MORE HUMANE AND PRUDENT SOLUTION.

THANKS.

KAREN CANFIELD, LPC

Transaction ID: 11151946.58  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 67.1.21.182  
User Hostname: 67.1.21.182

Jean Jewell

✓ To A.V.  
for Int. Parties  
List

✓ Gen Ack.  
sent 11/18/02

X  
X  
X

**From:** Ed Howell  
**Sent:** Friday, November 15, 2002 5:54 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Friday, November 15, 2002  
5:53:51 PM

Case: GNR-U-0201  
Name: Dennis Henrie  
Street Address: P.O. Box 1543  
City: Idaho Falls  
State: Idaho  
ZIP: 83403  
Home Telephone: 208-529-1645  
E-Mail: dhh@srv.net

Company: Intermountain Gas  
mailing\_list\_yes\_no: yes

Comment\_description: The whole problem with this proposal is that all of the agencies are cutting back on what they pay for. So if you pass this then there are a lot of people unable to qualify for assistance. I agree with the fact that they ought to pay at least \$25.00 a month during these months but, giving the utilites the right to cut them off will leave a lot of people in the cold. This ruling will not increase assistance efforts and you know it. The utility only wants the right to be able to cut people off. If you approve this I think that some people will die during the cold months as they do back east.

There are better ways of taking care of this problem. If you pass this then a couple of years down the road then they will come back with a proposal to eliminate the cold month law because, this way did not work and they are still losing money. I have seen this senerio time after time by government and corp. The people lose everytime.

I think this idea needs to be put on the back burner and better ideas need to be explored so that we don't have kids and older people freeze to death. The idea that agencies will cover them hasen't worked in all cases in the past.

Transaction ID: 11151753.51  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 65.19.203.186  
User Hostname: 65.19.203.186

**Jean Jewell**

*✓ Jim Acke  
sent 11/18/02*

X  
X  
X

**From:** Ed Howell  
**Sent:** Friday, November 15, 2002 3:11 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Friday, November 15, 2002  
3:10:42 PM

Case: GNR-U-02-1  
Name: Phylis King  
Street Address: 2107 Palouse  
City: Boise  
State: Id  
ZIP: 83705-3540  
Home Telephone: 208-344-0202  
E-Mail: pkphoto@mindspring.com  
Company: Intermountain Gas  
mailing\_list\_yes\_no: no

Comment description: I agree with the gas company that people need to take responsibility for their own bills and their own bad debt. What I see is that there are some low income people out there living in manufactured homes that do not have proper insulation nor skirts around the units and I'm sure that it takes a lot to heat these flimsy homes. We need low-income houseing in Boise rather than throw these poeple out on their ears. I'm sure you have thought of this, but is there any way that we can have low interest loans or subsidize the upgrading of these homes to make them more energy efficient?

Transaction ID: 11151510.42  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 63.187.112.44  
User Hostname: 63.187.112.44

X  
X  
X

✓ Gen. Ack  
sent 11/18/02

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Friday, November 15, 2002 2:52 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Friday, November 15, 2002  
2:51:48 PM

Case: GNR-U-02-1  
Name: Steven Jett  
Street Address: 21023 Briarwood  
City: Greenleaf  
State: ID  
ZIP: 83626

Home Telephone: 2084590602  
E-Mail: sjett@canyoncounty.org  
Company: Intermountain Gas

mailing\_list\_yes\_no: no  
Comment\_description: In response to the request for comments on the Winter Moratorium Program:

I believe that those who wish to benefit from the shutoff moratorium should be required to produce evidence of eligibility, including income verification and/or birth certificates of children living in the home. In certain circumstances, I understand that some households simply cannot make the payments and even 50% of their regular payment may be too much. On the other hand, I feel that, based on the information in the mailer that I received, that too many people are taking advantage of the program in order to not pay their bill. I would support any policy that requires eligibility verification.

Transaction ID: 11151451.48  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 204.229.119.112  
User Hostname: 204.229.119.112

**Jean Jewell**

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*✓ Gen. Ack  
sent 11/18/02*

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**From:** Ed Howell  
**Sent:** Friday, November 15, 2002 1:26 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Friday, November 15, 2002  
1:25:54 PM

Case: GNR-U-02-1  
Name: Tom Connelly  
Street Address: PMB 202 521 North 10th Ave.  
City: Caldwell  
State: Idaho  
ZIP: 83605

Home Telephone: 453 8461  
E-Mail: Tom\_ChrisC@msn.com  
Company: Int Gas

Comment description: I support the Winter Protection Program. I believe it is a well and carefully designed program that will encourage energy awareness and benefit Idaho families.

Thank you for the opportunity to comment.

Tom connelly

Transaction ID: 11151325.54  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 164.165.225.4  
User Hostname: 164.165.225.4

Jean Jewell

✓ To A.V:  
for Int. Parties  
List

✓ Gen Acct  
sent 11/18/02

X  
X  
X

**From:** Ed Howell  
**Sent:** Friday, November 15, 2002 11:04 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Friday, November 15, 2002  
11:04:15 AM

Case: GNR-U-02-1  
Name: Janie Cole  
Street Address: 108 Brady St. Box 675  
City: Council  
State: Idaho  
ZIP: 83612

Home Telephone: 208-253-0016  
E-Mail: twcole@ctcweb.net

Company: Idaho Power  
mailing\_list\_yes\_no: yes

Comment\_description: Case Number GNR-U-02-1

I am opposed to eleminating the Dec-Feb moratorium that has been in use since 1979. This would create such a hardship in our community, COuncil IDaho. Jobs have been lost here in the last few years, BOise Cascade left in 1995, Our Hospital closed leaving 50+ employees without jobs last May and the telephone research company ClearWater Research that employs about 35 people announced two weeks ago that they will be closing in Dec. leaving even more families without income. There are about 90 families in our area that are receiving help from ICAN (Idaho Community Action Network) by getting food from the food bank. The bulk of this food is frozen and as allowed many families to eat ovr the last year. It would be an UNHEARD of INCREDIBLE HARDSHIP on this community alone, if this moratorium was removed. Please allow for more discussion and time for families to figure out what they will do. Without any emergency health care here we need not put our children, elderly and infirmed in more danger of becoming ill from having no electricity.

Sincerly  
Janie Cole  
Council IDaho  
208-253-0016

Transaction ID: 11151104.15  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 12.30.208.123  
User Hostname: 12.30.208.123

*✓ Gen. Ack  
sent 11/18/02*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Friday, November 15, 2002 10:52 AM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Friday, November 15, 2002  
10:51:35 AM

Case: GNR-U-02-1  
Name: Nancy Wilson  
Street Address: 223 W. Claire St.  
City: Meridian  
State: Id.  
ZIP: 83642

Home Telephone: 888-9371  
E-Mail: jnadwilson@juno.com  
Company: Intermountain Gas  
mailing\_list\_yes\_no: no

Comment\_description: I believe the Winter Protection Program should be put in force. I do not feel the other Customers should have to pay for people who are unwilling to pay. We conserve energy by keeping our heat low, but someone else could be basking in heat and we would have to pay their bill too!

Transaction ID: 11151051.35  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 206.149.4.17  
User Hostname: 206.149.4.17

*✓ Gen Ack  
sent 11/19/02*

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**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Monday, November 18, 2002 7:59 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Monday, November 18, 2002  
7:59:28 PM

Case: GNR-U-02-1,  
Name: Diane Clayton  
Street Address: 7216 San Fernando Drive  
City: Boise  
State: ID  
ZIP: 83704

Home Telephone: (208) 376-9765  
E-Mail: dclayton@spro.net  
Company: Intermountain Gas; Idaho Power

mailing\_list\_yes\_no: no  
Comment\_description: I am very concerned about the proposal to stop the "Winter Moratorium." I feel such an action would have a disastrous impact on those families who are least able to afford utility service. I urge you to continue the Winter Moratorium. Thank you.

Transaction ID: 11181959.28  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 206.207.108.220  
User Hostname: 206.207.108.220

Jean Jewell

✓ To A.V.  
for Int. Parties  
list

✓ Hon. Ack  
sent 11/19/02

X  
X  
X

**From:** Ed Howell  
**Sent:** Monday, November 18, 2002 7:22 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Monday, November 18, 2002  
7:22:03 PM

Case: GNR-U-02-1  
Name: Ray Schellekens  
Street Address: 9533 W Old Mill Dr  
City: Boise  
State: ID  
ZIP: 93709

Home Telephone: 658-6767  
E-Mail: rayschell@msn.com  
Company: Intermountain

mailing\_list\_yes\_no: yes

Comment description: I strongly feel that the items as proposed in the pilot Winter Protection program should be adopted as proposed to ensure that only truly needy customers receive the benefit as it was intended.

Transaction ID: 11181922.3  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 67.250.133.232  
User Hostname: 67.250.133.232

*✓ To A.V. for Int. Parties list*  
*✓ Gen. Ack sent 11/19/02*

**Jean Jewell**

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**From:** Ed Howell  
**Sent:** Monday, November 18, 2002 3:12 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Monday, November 18, 2002  
3:11:52 PM

Case: GNR-U-02-1  
Name: Russell K. Spain  
Street Address: PO Box 51098  
City: Idaho Falls  
State: ID  
ZIP: 83405  
Home Telephone: 522-5391  
E-Mail: rspain@eicap.org  
Company: All

mailing\_list\_yes\_no:  yes

Comment\_description: On behalf of the senior citizens of Eastern Idaho, I would request that you delay implementation of the Winter Moratorium Program for one year. At this late juncture, seniors are not informed that a change is taking place and will not be well informed before the December 1, 2002 implementation date. At the Community Action Agency serving Eastern Idaho (EISSA) that administers the Energy Assistance Program, the scheduling of appointments for qualification just started November 12, 2002 with appointments for qualification beginning December 2, 2002. If a senior were to call today, they would not get an appointment for qualification until into January. All appointment times prior to that are currently taken. If you were to put off implementation for one year, seniors could be notified of the change in a timely fashion and have time to prepare. Rushing into this pilot project with as little notification as you are allowing now, will only be putting a number of Idaho's vulnerable senior citizens in serious jeopardy. If you maintain the implementation schedule of December 1, 2002, there potentially will be seniors that our agency's Adult Protection or Case Management staff will find with severe hypothermia or who have succumbed because of a lack of adequate heating. I respectfully request that you delay the start of this pilot project until December 1, 2003 so that adequate time for notification is given. Thank you for the opportunity to provide comments.

Transaction ID: 11181511.52  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 208.141.178.147  
User Hostname: 208.141.178.147

Jean Jewell

*✓ Gen. Ask  
sent 11/19/02*

X  
X  
X

**From:** Ed Howell  
**Sent:** Monday, November 18, 2002 2:03 PM  
**To:** Jean Jewell; Ed Howell; Gene Fadness; Tonya Clark; Janet Bahora  
**Subject:** Comment acknowledgement

WWW Form Submission:

Monday, November 18, 2002  
2:03:20 PM

Case:

Name: Tom Robertshaw  
Street Address: 1214 N. 825 E.  
City: Shelley  
State: ID  
ZIP: 83274

Home Telephone: 357-2146  
E-Mail: TRobertshaw63@cs.com  
Company: Intermountain Gas

mailing\_list\_yes\_no: no

Comment description: In regards to the proposed policy regarding shutting off gas for nonpayment:

1. How will a family know if they qualify for LIHEAP or not at certain times of the year, when applications are only available in the fall and winter?
2. I believe some families level pay amount is quite a bit higher than \$50 per month, so using the average may be somewhat deceptive.
3. Why are you talking about December-February? This area has nights cold enough to require heat from about Nov. 1 to about May. Why not just drop off the months, and have the policy apply any time?

Transaction ID: 11181403.20  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/ipuc>  
User Address: 164.165.225.4  
User Hostname: 164.165.225.4