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WJG-IPUC 1

April 9, 2005

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

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IDAHO PUBLIC
UTILITIES COMMISSION

SUBJECT: Case No. CCH-W-05-1

Greetings:

I am writing this to express my opinion that the proposed rate increase NOT be approved by the IPUC. I have lived in this community since 1986 and have experienced first-hand the relationship between Mike Groth and the residents and customers of Country Club Hills Utilities. Although I have heard many complaints from other customers in the community, I would like to relate my personal experience in dealing with Mike Groth.

About two years ago the water meter to my house began leaking more severely. (It has leaked for years, but relatively slowly. This is apparently a common enough experience in the neighborhood since the meter-reader carries an old coffee can tied to a stick so he can bail-out the meter wells of the older meters so as to read the meter.) Anyway, the meter to my house began leaking severely enough that my front lawn had pockets of standing water. I called a plumber and excavator to have the water supply line between the meter and my house replaced. My front lawn was dug-up, and the plumber replaced the water line. However, it was discovered that the real problem was a leaking water meter. I called Mike Groth (and left a message on his answering machine, since he only works about 4-hours per week leaving a message is the only way to contact him). He sent his meter-man (who is NOT a licensed plumber) out the next day to replace a washer in the meter. As soon as the meter-man started to disassemble the meter, the supply pipe to the meter started leaked severely. At that point, the meter-man called Mike Groth, who then told me I would have to pay to replace the meter and the supply line. He told me that this has happened before, and it was the customer that paid for it in the past. I told him that this was obviously his responsibility, and he replied that he had no money for it and had nothing else to say. There was no urgency in his actions or discussion, while of course I was in a very difficult situation with a flooded front lawn that was getting worse by the minute.

My first thought was to call a lawyer. Then it occurred to me to call the IPUC, which I did. The agent was very helpful, and in only a few days Mike Groth was back telling me I had "won this one."

In short, I believe Mike Groth sees the Country Club Hills Utilities as a lucrative "cash cow" that allows him to support a comfortable life style (when he eventually showed-up at my home, he was driving a brand-new Suburban), while only working a few hours every week. I believe my experience with a leaking water meter is not uncommon; the only unique feature is that I called the IPUC, which forced him to fulfill his responsibilities.

If the rate increase is eventually approved I hope that it is only done after a thorough investigation into the way the Country Club Hills Utilities is operated, its accounts, and its dealings with its customers.

Sincerely,

A handwritten signature in black ink, appearing to read "W. J. Galyean", with a long horizontal flourish extending to the right.

William J. Galyean
2245 E Olympic Ave
Idaho Falls, ID 83404
208-523-0294 (home)
208-526-0627 (work)

Received
April 5, 2005

NOTICE TO OUR CUSTOMERS

Country Club Hills Utilities filed an application with the Idaho Public Utilities Commission on March 16, 2005 to raise the rates we charge our customers. This application is a proposal subject to public review and a Commission decision. The company is requesting an increase of \$6.00 per month to their residential water flat rate, and an increase of .10¢ per 1,000 gallons for all consumption in excess of 15,000 gallons per month to their residential metered rate. This request is for an increase of approximately 30% or an annual dollar income of \$42,063.00.

Country Club Hills Water System has not had a rate increase since the IPUC established our first rate base in 1990. Over these 15 years, our costs to operate Country Club Hills Water Service has increased to the extent that our financial abilities to maintain and upgrade the water system is at the maximum financial level possible without a rate increase.

A copy of the application is on file and available for inspection at the Idaho Public Utilities Commission, 472 W. Washington St., Boise, Idaho and at the Company's office located at 570 S. Yellowstone Ave., Idaho Falls, Idaho.

Questions concerning the application can be addressed to Mike Groth, Country Club Hills Utilities, 570 S. Yellowstone Ave., Idaho Falls, Idaho 83402, Phone No. 529-5000.

Written questions and comments directed to the IPUC should be addressed to Idaho Public Utilities Commission, P. O. Box 83720, Boise, ID 83720-0074. Correspondence should identify the application by its case No. CCH-W-05-1. The Commission can be contacted at (208) 334-0300 or (800) 432-0369.