

From: [PUC Consumer Comments](#)
To: [Diane Hanian](#)
Subject: Notice: A comment was submitted to PUCWeb
Date: Friday, July 3, 2020 3:00:05 PM

The following comments were submitted via PUCWeb:

Name: Clay Chastain
Email: lemont@gmail.com
Telephone: 210-279-0660
Address: 2145 N Roy Dr
Idaho Falls, ID 83401

Name of Utility Company: Falls Water

Case ID: FLS-W-20-03

Comment: "Upon examining previous financial records, Falls Water operated at a profit with increased net income for the last several years. Their income to debt has been, and is, higher than it needs to sustain all operations. Explanation is not provided in the application or the notice to customers. Net Income 2015 175,963 Net Income 2016 252,375 Net Income 2017 280, 811 Net Income 2018 325,086 The financial data shows that Falls Water is having INCREASING net income without raising rates over an 8 year period. Their debt payments are manageable without an increase. There appears to be very little justification, even with the provided system improvements, to implement a 17.7 percent increase. The owner of the company has recently changed to a company that is located in Oregon and not Idaho and no notification was made to the general public. Falls Water is now owned by Northwest Natural, a natural gas provider. The data does not provide sufficient evidence that this change in r"

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Comment: "The proposed increase of 19.12 in the span of one year represents a overwhelming increase in the price of water. The proposal letter does not specify how the increase will be spent (rather, the application does not quantify every value), what the current costs are of complete business operation, and what the balance sheet of Falls Water represents currently. As well, none of this is directly tied to the actual workers of Falls Water apart from generic operations. The application notes the COVID-19 crisis, yet does not address its workers or the customers. It only says that it is not sufficient without explaining the situation as it relates to Idaho Falls. Explanations of how COVID-19 has impacted the company need to be provided, if COVID-19 is used as substantial argument for or against a rate change. More details need to

be mailed to customers with a better financial breakdown. A utility, increasing by greater than 15 percent in one year, does not get the same treatment as other indu"

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