

## DECISION MEMORANDUM

**TO: COMMISSIONER KEMPTON  
COMMISSIONER SMITH  
COMMISSIONER REDFORD  
COMMISSION SECRETARY  
LEGAL  
WORKING FILE**

**FROM: DANIEL KLEIN**

**DATE: NOVEMBER 19, 2009**

**RE: FORMAL COMPLAINT OF ALLEN LAKE AGAINST ATLANTA  
POWER.**

On November 6, 2009, the Commission received a "formal" complaint (attached) from Allen Lake against Atlanta Power. Allen Lake was unsatisfied with the outcome of the informal procedures to resolve his complaint and has filed this formal complaint.

### BACKGROUND

The Commission received an informal complaint from Allen Lake who lives at 80 E. Alturas Dr. in Atlanta, Idaho. Mr. Lake remodeled his kitchen and installed a new dishwasher. However, the service he is receiving from Atlanta Power is not adequate for him to run his new dishwasher. Commission Staff has been in contact with Mr. Lake and the Company.

Commission Staff conducted a power quality study with the aid of Idaho Power in Atlanta on August 28, 2009. It became apparent to Staff that there were deficiencies with Atlanta Power's system. To date, Atlanta Power has not made repairs or improvements to address Mr. Lake's concerns. Mr. Lake has been satisfied with the Commission's actions in response to his complaint, particularly with Mr. Keith Hessing who has maintained frequent contact with Mr. Lake. However, Mr. Lake has lost faith that Atlanta Power will make any improvements to its system if the Commission does not force the Company to do so.


### STAFF RECOMMENDATION

Allen Lake was not satisfied with the outcome of the informal complaint. Consequently, he filed a formal complaint. *See* Rules 23, 25 and 54, IDAPA 31.01.01.023, .024 and .054.

Staff recommends that the Commission issue a summons to Atlanta Power and direct the Company to file a response to the complaint.

**COMMISSION DECISION**

Does the Commission wish to accept Allen Lake's formal complaint? Does the Commission wish to issue a Summons?

  
Daniel Klein

**Attachment**

i:udmemo/lake formal complaint.doc

Name: Allen Lake  
Contact E-Mail: [allenrlake@rtci.net](mailto:allenrlake@rtci.net)  
Daytime Telephone: 208-864-2151  
Home Address: 80 E. Alturas Drive  
City: Atlanta  
State: Idaho  
Zipcode: 83601  
If this concerns a Business, Business Name: Atlanta Power Co.  
Business Address:  
Business Phone:  
Name of Utility Company: Atlanta Power Co.  
Have you contacted the utility regarding your concern?: yes

Please describe your question or complaint briefly:

November 6, 2009

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

Members of the PUC;

The purpose of this letter is to, once again, ask for your assistance in finding a solution to the on-going electrical problem at my home in Atlanta, Idaho. As you may recall, the electrical power being delivered to my home has proven to be inadequate to run the new dishwasher in my newly remodeled kitchen. I first filed this complaint with the PUC in April of this past year. In the 7 months that have passed since filing the initial complaint, the local rep. of Atlanta Power Company has reattached my permanent electrical service to my "new" residential power entrance and Idaho Power Company has completed a power quality evaluation of Atlanta's power supply. Nothing accomplished as of this date has improved the power quality to enable me to utilize the dishwasher in my home.

During these past 7 months, I have been satisfied with the PUC's actions in response to my complaint. Mr. Keith Hessing, one of the PUC's engineers, has maintained frequent contact with me since I registered my initial complaint with the Commission. Mr. Hessing has repeatedly asked me to be patient as he worked with Atlanta Power to address the power quality problems that were identified in August by the Idaho Power Company evaluation. However, as of Mr. Hessings' latest communication, earlier this week, Mr. Israel Ray, owner of Atlanta Power Company, has not yet initiated any power quality improvements to the local electrical system. I do not believe that Mr. Ray is serious about making any improvements, if the PUC does not force him to do so.

Once again I am formally registering my complaint with the Commission. I look forward to the continued assistance of the Idaho PUC in helping to address and to resolve this issue.

Sincerely,

Allen Lake

80 E. Alturas Drive  
Atlanta, Idaho 83601  
Ph: 208-864-2151  
Email: [allenrlake@rtci.net](mailto:allenrlake@rtci.net)