



Case No. ATL-E-18-01

Order No. 33988

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Regulators OK probe of small electric utility

BOISE (Feb. 21, 2018) – State regulators have initiated an investigation into a small electric utility that serves the unincorporated community of Atlanta.

The investigation into Atlanta Power Company will focus on service reliability, customer service and maintenance and operation of the company's facilities.

Atlanta Power serves approximately 75 customers in the Elmore County community of Atlanta.

The investigation stems from a formal complaint against the utility that was filed by a customer in early January.

The complaint was the latest in a series of complaints regarding the utility that the Idaho Public Utilities Commission received in 2017.

Several issues were addressed, including frequent and prolonged power outages, a lack of qualified personnel to operate and maintain facilities, and the company's inaccessibility and failure to respond to customer complaints.

Commission staff is also aware of ongoing problems with the company's two generating resources - Kirby Dam, a 360-kilowatt hydropower turbine built in 1907, and a back-up diesel generator with a nameplate generating capacity of 113 kilowatts.

In its order authorizing the investigation, the Commission directed Atlanta Power to address the formal complaint lodged in January, to make itself available to Commission staff for any audit and/or inspection, and to respond to all questions posed by staff.

Upon conclusion of its investigation, the order calls for Commission staff to compile a report and recommendations to the Commission for further action no later than July 31, 2018.

To review the Commission's order and other documents filed in this case, go to the Commission web site, www.puc.idaho.gov and click on "Open Cases" under the "Electric" heading. This case, ATL-E-18-01, is the first case listed. Or go [here](#).