

Re:

Case No. ATH - E - 03 - 01

NOTICE OF EXTENDED COMMENT/
PROTEST DEADLINE

ORDER NO 29257

IN THE MATTER OF THE INVESTIGATION
OF ATLANTA POWER COMPANY'S RATES
AND CUSTOMER SERVICE

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2003 JUL -7 PM 3:45
PUBLIC UTILITIES
COMMISSION

July 2, 2003

To the Idaho Public Utilities Commission;

I regret that neither my husband nor myself were able to attend the public workshop on June 28, 2003 in Atlanta. We had employment obligations at that time but would like to respond.

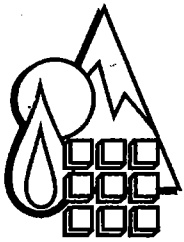
We feel that it is important to note that the petition "from Residents of Atlanta, Idaho enumerating concerns about electric service..." was selectively distributed among community members who do not necessarily reflect the opinions nor interests of the entire community in September of 2000 nor today.

It is appreciated that the Public Utilities Commission took the time and energy and expense to respond to public complaints about the reliability of electrical service for the Atlanta townsites. In truth Atlanta Power is doing the best it can to serve its customers!

The community is very much divided amongst special interest groups whom for the most part do little to support local businesses as well as some of the public utilities.

PH-
864-2125

Sincerely, Sandra Anne Nye
P.O. Box 42 Atlanta, Idaho 83401



IDAHO
PUBLIC UTILITIES
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PUBLIC WORKSHOP

Case No. ATL-E-03-01
June 28, 2003
Atlanta Id.

2003 JUL -7 PM 3:45

WHAT DO YOU THINK?

If you cannot or do not want to testify in person at this hearing but want your opinion noted, please use the space below to write your comments. Add extra sheets as needed. You may either hand this sheet to a commission staff member or mail it to:

IPUC, PO Box 83720, Boise, ID 83720-0074.

You may also post comments on our WebSite.

www.puc.state.id.us

click on "comments & questions."

Thanks so much for giving up part of your week-end to come to our community. I'm sure you were somewhat enlightened to the few individuals whose purpose in life is to pursue bothersome petitions that are nothing more than redundant distrises. I would like to see Bill Uhl & Doris have to pay a full time rate instead of part-time, or possibly even part time commercial, as they have stated verbally and in writing that thier "household income" is dependant on steady power.

I think Atlanta Power is doing fine

Print Name Linda Gill

Sign Name Linda Gill

Address 36 W. Alturas Dr

Phone Number 864-2137

Atlanta, Ga 30601

over

Considering location, climate, customer base, etc.

I would also like to inform the P.U.C. that Dave and myself are considering purchasing Atlanta Power and will be exploring the possibilities after reviewing records.

Again, thanks for your time & patience in dealing with this situation. There are a lot of satisfied customers that you probably won't hear from because they have nothing to worry about. Please don't allow the Bills & Dorise's to ruin a good thing because they have personal problems with Dave & I.

Thanks

Linda Hill

I attended the meeting called the by the Idaho Public Utilities Commission staff at the Atlanta Elementary School on Saturday, June 28, 2003. I have the following concerns:

1. The failure of Atlanta Power to file annual reports and maintain adequate financial records in defiance of the Commission Orders of 1993 and 1996. The staff attorney, indicated that Atlanta Power was given "wiggle room" because it was a small business. On this point, State Senator, Fred Kennedy cautioned the staff attorney suggesting that the staff attorney did not have the right to make such a statement. I was under the impression, as was Senator, that the "law was the law" and that it applied to small as well as large power companies. Indeed, failure of the commission to enforce its own orders concerning the inadequate financial records of Atlanta Power comes close to dereliction of duty.
2. The customers of Atlanta Power pay the highest rates in the nation for what can at best be described as irregular service. According to the staff attorney, rates are based on financial record supplied by Atlanta Power. These financial records are inadequate at best and have been the subject of two previous orders from the commission. Why has the commission not enforced its own orders? How can you expect the people of Atlanta to have confidence in the rate structure when the commission itself admits that the financial records supplied by Atlanta Power are faulty. Certainly, the people of Idaho deserve better service, if not from Atlanta Power, then from the Idaho Public Utility Commission.
3. Many of the problems associated with the continuing power failure in Atlanta (e.g. two in fair weather in June, one of which lasted for two days) appear to be due to the failure of Atlanta Power to perform preventive maintenance on the power plant. It is difficult to say with any certainty, because maintenance records are not available. There is also no program for the maintenance of the infrastructure that supports the power delivery system. The power poles and lines are in obvious disrepair. The whole delivery system seems 'jury rigged' with any convenient tree serving as a power pole. A preventive maintenance program is part of the cost of doing business. Indeed, the frequent power failures may be an indication that the whole system is about to collapse due to lack of proper maintenance. Why is it that Atlanta Power does not follow even the most common business practices associated with running a power company? I do not need to remind the Commission that electric power is not a convenience but a matter of public health and safety. The fact that Atlanta is a rural community is not an excuse of poor maintenance and poor record keeping. The power plant and delivery system is here, all that the customers of Atlanta Power are asking is that the system be properly maintained and operated within established business practices.
4. There was a lengthy discussion of the time that it takes Atlanta Power to restore power after a power failure. Atlanta Power contends that a standard for restoring power after the system goes down is impossible because of the rural nature of Atlanta. However, the failure on the part of Atlanta Power to maintain an 'incident log' of actions taken to restore power after the system goes down makes it impossible to determine whether actions taken by Atlanta Power to restore power serve the public good or the economic interest and convenience of Atlanta Power.
5. Whether right or wrong, the citizens of Atlanta are left with the impression that the response of Atlanta Power to power failures is a matter of convenience to the company rather than a concern for the health and safety of its customers.

Anne Aastum
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208 864-2121

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Boise, ID
208 375-4477

c: Senator Fred Kennedy

Anne Aastum
7-4-03

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2003 JUL -7 AM 9:32
IDaho Public Utilities Commission