

ATL-E-18-01

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Israel Ray
 Atlanta Power Company
 11140 Chicken Dinner Road
 Caldwell, Idaho 83607



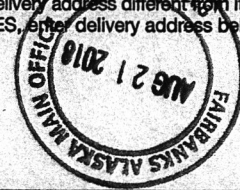
9590 9402 1657 6053 3628 26

2. Article Number (Transfer from service label)

7015 0640 0000 1790 9535

COMPLETE THIS SECTION ON DELIVERY

- A. Signature Ager Addr.
- X** *Israel Ray*
- B. Received by (Printed Name) *Israel Ray* C. Date of Delivery *8/21/18*
- D. Is delivery address different from item 1? Yes No
 If YES, enter delivery address below: No



3. Service Type

- Adult Signature
- Adult Signature Restricted Delivery
- Certified Mail®
- Certified Mail Restricted Delivery
- Collect on Delivery
- Collect on Delivery Restricted Delivery
- Mail Restricted Delivery
- Priority Mail Express®
- Registered Mail™
- Registered Mail Restricted Delivery
- Return Receipt for Merchandise
- Signature Confirmation™
- Signature Confirmation Restricted Delivery

PS Form 3811, July 2015 PSN 7530-02-000-9053

Domestic Return Receipt

USPS TRACKING



9590 9402 1657 6053 3628 26



First-Class Mail
 Postage & Fees Paid
 USPS
 Permit No. G-10

United States Postal Service

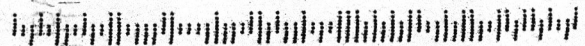
• Sender: Please print your name, address, and ZIP+4® in this box•

Brandon Karpen
 Deputy Attorney General
 Idaho Public Utilities Commission
 472 W Washington Street
 Boise, Idaho 83702

RECEIVED

2018 AUG 27 AM 9:14

IDAHO PUBLIC UTILITIES COMMISSION



U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
 Domestic Mail Only

For delivery information, visit our website at www.usps.com

OFFICIAL USE

Certified Mail Fee \$ _____

Extra Services & Fees (check box, add fee as appropriate)

- Return Receipt (hardcopy) \$ _____
- Return Receipt (electronic) \$ _____
- Certified Mail Restricted Delivery \$ _____
- Adult Signature Required \$ _____
- Adult Signature Restricted Delivery \$ _____

Postage \$ _____

Total Postage and Fees \$ _____

Postmark Here

Sent *Israel Ray*

Street *Atlanta Power Company*

City *11140 Chicken Dinner Road*

PSF *Caldwell, Idaho 83607*

See Reverse for Instructions

7015 0640 0000 1790 9535



STATE OF IDAHO

OFFICE OF THE ATTORNEY GENERAL

LAWRENCE G. WASDEN

VIA CERTIFIED MAIL

August 6, 2018

Israel Ray
Atlanta Power Company
11140 Chicken Dinner Rd.
Caldwell, ID 83607

Re: Notice of Possible Legal Action

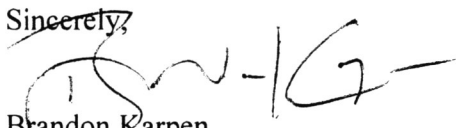
Dear Mr. Ray:

In January 2018, an Atlanta Power customer filed a formal complaint against the Company. Additionally, on February 20, 2018, the Idaho Public Utilities Commission directed Commission Staff to conduct a general investigation into the operations of the Company. The Commission ordered the Company to file a written response to the formal complaint of Mary Drake, and respond to any inquiries, such as production requests and written interrogatories. You are the sole owner and official operator of Atlanta Power Company and the only person able to officially speak for Atlanta Power Company.

The Office of the Attorney General for the State of Idaho is aware that the Company has failed to respond to the formal complaint or Staff's production request. *Idaho Code* § 61-406 provides that every public utility "shall obey and comply with each and every requirement of every order, decision, direction, rule or regulation made or prescribed by the commission" As indicated by the attached documents, on February 20, 2018, the Commission directed the Company to respond to the formal complaint and any inquiries made by Commission Staff. On March 16, 2018, Staff provided the Company with several production requests, which have gone unanswered.

Due to the Company's failure to respond to the complaint and Staff informational requests, the Commission is authorized by *Idaho Code* § 61-701-712A to commence an action to collect civil penalties up to \$200,000. The Commission also may consider cancelling the Company's Certificate of Public Convenience and Necessity. To avoid Commission proceedings and any court action, the Company must respond in writing to the formal complaint and Staff's production request by August 31, 2018.

Sincerely,


Brandon Karpen
Deputy Attorney General

Enclosures

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

IN THE MATTER OF THE INVESTIGATION) CASE NO. ATL-E-18-01
OF ATLANTA POWER COMPANY)
SERVICE AND CUSTOMER RELATIONS) NOTICE OF INVESTIGATION
)
) ORDER NO. 33988

In the spring of 2017, Commission Staff received a number of complaints from residents of Atlanta, Idaho, outlining concerns related to electric service being provided by Atlanta Power Company. The customers stated that the Company's hydroelectric turbine was no longer working and the Company was using a diesel generator to provide electric service. It was reported that the generator was regularly running out of fuel and electric service outages were occurring frequently for significant periods of time. Staff received several complaints throughout 2017 about inadequate service and outages, and the inability of customers to contact anyone from the Company. On January 2, 2018, Atlanta Power customer Mary Drake filed a Formal Complaint against Atlanta Power Company claiming the Company is violating Commission Order No. 31086 and *Idaho Code* § 61-302 by failing to maintain adequate service.

On January 22, 2018, Staff requested that the Commission direct the Company to respond to the Formal Complaint of Mary Drake, and to open a formal investigation into the Company. Staff recommended that the investigation focus on service reliability, maintenance and operation of the Company's facilities, and customer service. As part of its investigation, Staff will review the Company's compliance with past orders, inspect generation and distribution facilities, and confer with customers.

The Commission approved Staff's recommendation that a summons be issued regarding the Formal Complaint of Mary Drake, and also ordered that Staff conduct an investigation under the same docket. The Commission directed Staff to work with the Company and its customers to investigate reliability and customer service issues, identify possible solutions and provide a report detailing Staff's findings within six months.

Accordingly, we direct Atlanta Power to address the Formal Customer Complaint of Mary Drake, to make itself available to Staff for any audit and/or inspection, and respond to any and all questions posed by Staff. Responses should be by formal written answer in this case.

Once Staff completes its investigation, or at the appropriate time, it shall report its findings and make recommendations to the Commission.


ORDER

IT IS HEREBY ORDERED that Commission Staff shall conduct an investigation into the service reliability, maintenance and operations, and customer relations of Atlanta Power Company. Staff shall provide a report and recommendations to the Commission for further action no later than July 31, 2018.

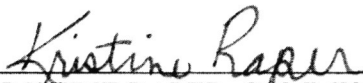
IT IS FURTHER ORDERED that the Company respond to the Formal Complaint of Mary Drake, as directed in the summons issued by the Commission.

IT IS FURTHER ORDERED that Atlanta Power Company respond to any inquiries. Commission Staff is directed to issue production requests, written interrogatories or other forms of discovery as well as pursue its statutory right to examine and audit the records.

DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 20th day of February 2018.



PAUL KJELLANDER, PRESIDENT



KRISTINE RAPER, COMMISSIONER



ERIC ANDERSON, COMMISSIONER

ATTEST:



Diane M. Hanian
Commission Secretary

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BRANDON KARPEN
DEPUTY ATTORNEY GENERAL
IDAHO PUBLIC UTILITIES COMMISSION
PO BOX 83720
BOISE, IDAHO 83720-0074
(208) 334-0357
IDAHO BAR NO. 7956

RECEIVED
2018 MAR 16 AM 11:17
IDAHO PUBLIC
UTILITIES COMMISSION

Street Address for Express Mail:
472 W. WASHINGTON
BOISE, IDAHO 83702-5918

Attorneys for the Commission Staff

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

**IN THE MATTER OF THE INVESTIGATION)
OF ATLANTA POWER COMPANY SERVICE) CASE NO. ATL-E-18-01
AND CUSTOMER RELATIONS)
)
)
) FIRST PRODUCTION
) REQUEST OF THE
) COMMISSION STAFF
) TO ATLANTA POWER
) COMPANY**

The Staff of the Idaho Public Utilities Commission requests that Rocky Mountain Power provide the following documents and information as soon as possible, but no later than **FRIDAY, APRIL 6, 2018.**

This Production Request is to be considered continuing, and Atlanta Power is requested to provide, by way of supplementary responses, additional documents that it or any person acting on its behalf may later obtain that will augment the documents or information produced.

Please provide answers to each question, supporting workpapers that provide detail or are the source of information used in calculations, and the name, job title and telephone number of the person preparing the documents. Please identify the name, job title, location and telephone number of the record holder.

In addition to the written copies provided as response to the requests, please provide all Excel and electronic files on CD with formulas activated.

FIRST PRODUCTION REQUEST
TO ATLANTA POWER

REQUEST NO. 1: Please provide a list with the names and job functions of all Atlanta Power employees or contractors.

REQUEST NO. 2: Please provide a breakdown of customers taking service under each distinct rate schedule including the total number of current customers.

REQUEST NO. 3: Please provide the names and addresses for all customers currently connected to the Atlanta Power system. Please include the names and addresses of seasonal customers that have had service at any time since January 1, 2017.

REQUEST NO. 4: Please provide the following information regarding outages that occurred in 2017:

- a. the total number of outages;
- b. the duration of each outage;
- c. the total number of outages that lasted more than 24 hours;
- d. the cause of each outage;
- e. where each outage occurred (dam, turbine, generator, distribution, etc.); and
- f. how each outage was fixed and which Atlanta Power employees or contractors helped resolve each outage.

REQUEST NO. 5: Please detail any and all repairs made to the hydroelectric turbine since January 1, 2016. Please provide a description of each repair job and the associated cost.

REQUEST NO. 6: Please provide the following information regarding operation of the diesel generator in 2017:

- a. the total hours the generator was operated in 2017;
- b. the total gallons of fuel consumed; and
- c. all repairs made to the generator and controls in 2017 and cost of each repair.

REQUEST NO. 7: Please provide a list of all diesel fuel purchases since January 1, 2016. Please include receipts for each purchase.

REQUEST NO. 8: What is the total capacity of the Company's diesel fuel tank? When the Company fills the tank, is it filled to capacity? If not, why?

REQUEST NO. 9: Please explain all restrictions for diesel fuel deliveries.

REQUEST NO. 10: What upgrades or improvements has the Company made to the distribution system in 2016 and 2017? What was the associated cost?

REQUEST NO. 11: Please provide an inventory of all equipment purchased by the Company since January 1, 2016.

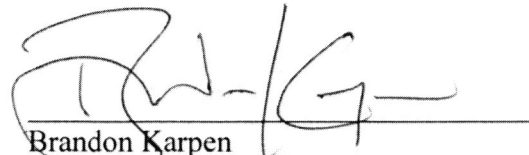
REQUEST NO. 12: Please provide all generating equipment specification data by unit. This data would include, but is not limited to:

- a. Equipment type;
- b. Manufacturer;
- c. Model number;
- d. Year of manufacture; and
- e. Rated output

REQUEST NO. 13: Please provide a system map identifying the Company's generation and distribution facilities.

REQUEST NO. 14: Please explain what the Company's intentions are moving forward. Does the Company intend to maintain and operate the system under current ownership? If not, is the Company considering selling the system or transferring ownership to another entity such as a cooperative?

DATED at Boise, Idaho, this 16th day of March 2018.



Brandon Karpen
Deputy Attorney General


Technical Staff: Johnathan Farley
Kevin Keyt
Brad Iverson-Long
Rick Keller
Michael Eldred

i:umisc:prodreq/atle18.1bkjf prod req 1

CERTIFICATE OF SERVICE

I HEREBY CERTIFY THAT I HAVE THIS 16TH DAY OF MARCH 2018, SERVED THE FOREGOING **FIRST PRODUCTION REQUEST OF THE COMMISSION STAFF TO ATLANTA POWER COMPANY**, IN CASE NO. ATL-E-18-01, BY MAILING A COPY THEREOF, POSTAGE PREPAID, TO THE FOLLOWING:

ISRAEL RAY
ATLANTA POWER COMPANY
11140 CHICKEN DINNER RD
CALDWELL ID 83607



SECRETARY