



Idaho Public Utilities Commission

P.O. Box 83720, Boise, ID 83720-0074

Brad Little, Governor

Eric Anderson, President
Kris Raper, Commissioner
John Chatburn, Commissioner

January 24, 2022

Via Certified Mail

Atlanta Power Company
11140 Chicken Dinner Road
Boise, ID 83607

Re: Case No. ATL-E-21-01
Mary Drake vs. Atlanta Power Company, Inc.

To Whom It May Concern:

I have enclosed a Summons and Formal Complaint issued against Atlanta Power Company in Case No. ATL-E-21-01. As directed in the Summons, you are to file a written answer or motion in defense of said Complaint with this Commission within twenty-one (21) days of the service date of the Summons.

Sincerely,

Jan Noriyuki
Commission Secretary

Enclosure(s)

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11331 W. Chinden Blvd. Ste 201-A Boise ID
83714 Telephone: (208) 334-0300
Facsimile: (208)334-3762

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

MARY E. DRAKE,)	
)	
COMPLAINANT,)	SUMMONS
)	
vs.)	
)	CASE NO. ATL-E-21-01
ATLANTA POWER COMPANY, INC.)	
)	
RESPONDENT.)	
)	

Atlanta Power Company, Inc.
11140 Chicken Dinner Road
Boise, Idaho 83607

THE STATE OF IDAHO SENDS GREETINGS TO THE ABOVE-NAMED RESPONDENT

YOU ARE HEREBY NOTIFIED that a Complaint has been filed with the Idaho Public Utilities Commission by the above-named Complainant;

YOU ARE FURTHER NOTIFIED that the Commission has opened a concurrent Staff investigation into service reliability, maintenance and operations, and customer relations of Atlanta Power Company, Inc. (“Atlanta Power” or the “Company”);

YOU ARE HEREBY DIRECTED to file a written answer or written motion in defense of the Complaint within twenty-one (21) days of the service date of this Summons;

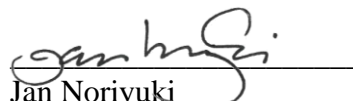
YOU ARE FURTHER NOTIFIED that the Commission Staff and Complainant will have twenty-one (21) days following the Respondent filing its Answer to file responses;

YOU ARE FURTHER NOTIFIED that unless you do so within the time herein specified, the Idaho Public Utilities Commission may take such action against you as is prayed for in the Complaint or as it deems appropriate under Title 61 of the *Idaho Code*; and

YOU ARE FURTHER NOTIFIED that all persons and parties shall comply with the Commission Rules of Procedure, IDAPA 31.01.01.000 et seq, and specifically Rules 41 through 43, IDAPA 31.01.01.041-.043.

WITNESS my hand and the seal of the Idaho Public Utilities Commission this 24th day of January 2022.

(SEAL)



Jan Noriyuki
Commission Secretary

Name: Mary Drake
Email: flute.md@gmail.com
Telephone: 2088642171
Address: 72 E PINE ST
ATLANTAID,83716

RECEIVED

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IDAHO PUBLIC
UTILITIES COMMISSION

Name of Utility Company: Atlanta Power Company Contacted Utility: Yes

Complaint: Mary E. Drake
72 E. Pine
Atlanta, Idaho 83716

ATL-E-21-01

Idaho Public Utilities Commission
472 W. Washington
Boise, Idaho 83702

Dear Commissioners:

Please consider this a formal complaint against Atlanta Power Company for failing to fulfill their lawful duty of providing and maintaining adequate services of electricity to the town of Atlanta, Idaho, per Idaho Statute 61-301. The Statute reads: "DUTIES OF PUBLIC UTILITIES 61-302. MAINTENANCE OF ADEQUATE SERVICE. Every public utility shall furnish, provide and maintain such service, instrumentalities, equipment and facilities as shall promote the safety, health, comfort and convenience of its patrons, employees and the public, and as shall be in all respects adequate, efficient, just and reasonable."

I have been a resident of Atlanta, Idaho for 20 years. I have experienced the change of ownership of the Atlanta Power Company. I am also aware of previous complaints about the services provided by the company, and the ensuing Final Order of May 13, 2010. There is plenty of historical evidence that shows there has been a problem with Atlanta Power Company outages for many years.

This complaint, today, is to inform you that Atlanta Power Company is NOT DOING WHAT they agreed to do per the Final Order dated May 13, 2010 (Order # 31086) in which It states: "It is further ordered that Atlanta Power Company continue to monitor the power concerns. If the power concerns are not mitigated, then the staff and company will advise the commission on appropriate course of action." It has been 7 years since this order, and the power outages still occur. Many people have complained to the PUC, yet no action is taken. This complaint poses the question: Why is the Atlanta Power Company not being held accountable to uphold its duties as a utility provider by the PUC? Please, we need help!

Also, after an investigation into Atlanta Power Company by PUC in February, 2005, Order #29706, it states that "It appears Dave Gill's availability has changed. He is available in Atlanta for immediate system repairs most of the time." This is NO LONGER TRUE. Dave Gill no longer lives in Atlanta, Idaho. Hence, this formal complaint, filed here, now is:

1. There continues to be frequent power outages in Atlanta, Idaho.
2. Power outages HARM the safety of Atlanta residents, due to needing access to electronics for emergencies, drinking water (for those with electronic water pumps), and access to healthy food (refrigerators go out and food spoils during outages).
3. There is no one in town who knows how to fix the system when the owner of Atlanta Power Company (Israel Ray) is out of town.
4. Israel Ray does not hire anybody to be available to diagnose problems and fix problems during outages.
5. Although there is a generator up here, in Atlanta, it does not function in cold weather, due to diesel fuel.
6. Israel Ray, as owner of Atlanta Power Company is not fulfilling his lawful duty as a utility company per statute 61-302 which states: DUTIES OF PUBLIC UTILITIES: 61-302. MAINTENANCE OF ADEQUATE SERVICE. Every public utility shall furnish, provide and maintain such service, instrumentalities, equipment and facilities as shall promote the safety, health, comfort and convenience of its patrons, employees and the public, and as shall be in all respects adequate, efficient, just and reasonable." Evidence that demonstrates Failure to comply with this statute includes, but not limited to:
 - a. There is no telephone number to call for assistance when the power goes out in Atlanta, Idaho. The number to call is Israel's, and the message inbox is ALWAYS FULL. No other number to call, or way to contact him or anybody who knows how to help during a power outage. This is blatant disregard for us, consumers, customers, residents of Atlanta, who pay our bills to Atlanta Power Company every month for services we EXPECT to receive in exchange!
 - b. Israel Ray leaves town and nobody has any way to contact him. He leaves town and is nowhere to be found during a power outage, nor has he trained anybody to help during his absence. This is simply irresponsible, and a blatant disregard for Statute 61-302.
7. After many, many years of problems with the power in Atlanta, Idaho, there seems to be no resolution. If something gets fixed, it's momentary. Granted, there is a generator up here now, but it doesn't start in the winter, and in the summer, it runs out of gas and we need to wait days before we get diesel gas up here. Therefore, the Time is NOW to fix the problem! When will this be resolved??

Please, please give attention to this formal complaint. The situation in Atlanta needs ATTENTION now! Israel Ray and The Atlanta Power Company need to be held accountable for their LACK of ACTIONS in adhering to the law for public utilities. For, I, myself am a paying customer, as are many others in this town and we simply WANT TO NOT HAVE TO DEAL WITH THE CONSTANT POWER OUTAGES and TOTAL LACK OF CUSTOMER CONSIDERATION, and the lack of ACCOUNTABILITY demonstrated by Israel Ray and the Atlanta Power Company.

Thank you for your action in this matter.

Sincerely,



Mary E. Drake