

From: [Paul Madalena](#)
To: [Monica Barrios-Sanchez](#)
Subject: Re: Formal Complaint against Idaho Power
Date: Tuesday, January 16, 2024 9:34:37 PM
Attachments: [Madalena.docx](#)

CAUTION: This email originated outside the State of Idaho network. Verify links and attachments BEFORE you click or open, even if you recognize and/or trust the sender. Contact your agency service desk with any concerns.

I would like to add more information to my formal complaint. There are several attachments and the following is the email correspondence with the claims office. The email used is the one that is on the account. I will also be forwarding an email from that account:

From: Kathleen Madalena <paulandkathleen@yahoo.com>
Sent: Tuesday, November 28, 2023 9:17:47 PM
To: Matthews, Vance <VMatthews@idahopower.com>
Subject: Re: Idaho Power Claim 50113724

I will sign this after I hear back from the Public Utility Commission

Sent via the Samsung Galaxy A51 5G, an AT&T 5G smartphone
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From: Matthews, Vance <VMatthews@idahopower.com>
Sent: Monday, November 20, 2023 10:23:02 AM
To: Kathleen Madalena <paulandkathleen@yahoo.com>
Subject: RE: Idaho Power Claim 50113724

Thank you for submitting the information requested. As we discussed previously we can only reimburse for damages sustained after Idaho Power's initial response. As such, we are unable to consider reimbursement of the garage door repairs, as in my initial investigation it was explained that the garage door failed from the first event.

As such Idaho Power can reimburse you in the amount of \$175.00 for the damage that occurred after the second event. I have attached a release for your signature, once we have a signed release back we can issue payment.

Respectfully,

Vance Matthews
Damage Claims Professional
Idaho Power | Damage Claims
P O BOX 70
Boise, ID 83707

Work 208-388-2085
Fax 208-433-4799

Email VMatthews@idahopower.com

From: Kathleen Madalena <paulandkathleen@yahoo.com>
Sent: Sunday, November 5, 2023 8:05 PM
To: Matthews, Vance <VMatthews@idahopower.com>
Subject: [EXTERNAL] Re: Idaho Power Claim 50113724

Here is the claim filled out. I had problems getting an invoice from Overhead Door which has taken so long.

If you need any additional information please call me at 208-320-8255. I check my email once a day.

Paul Madalena

Sent via the Samsung Galaxy A51 5G, an AT&T 5G smartphone
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From: Matthews, Vance <VMatthews@idahopower.com>
Sent: Tuesday, September 12, 2023 9:54:56 AM
To: 'paulandkathleen@yahoo.com' <paulandkathleen@yahoo.com>
Subject: Idaho Power Claim 50113724

Vance Matthews
Damage Claims Professional
Idaho Power | Damage Claims
P O BOX 70
Boise, ID 83707

Work 208-388-2085
Fax 208-433-4799

Email VMatthews@idahopower.com

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On Tuesday, January 16, 2024 at 11:26:28 AM MST, Monica Barrios-Sanchez <monica.barriosanchez@puc.idaho.gov> wrote:

Received.

Thank you,

Monica Barrios-Sanchez
Interim Commission Secretary
Idaho Public Utilities Commission

11331 W. Chinden Blvd.
Bldg. 8, Ste. 201-A
Boise, ID 83714
208-334-0342

From: Paul Madalena <wfd9217@yahoo.com>
Sent: Saturday, January 13, 2024 1:05 PM
To: Jan Noriyuki <jan.noriyuki@puc.idaho.gov>
Subject: Formal Complaint against Idaho Power

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To whom it may concern,

Attached is my formal complaint against Idaho Power about a claim I filed with them.

Paul Madalena
wfd9217@yahoo.com
(208) 320-8255