

From: [Paul Madalena](#)
To: [Monica Barrios-Sanchez](#)
Subject: addendum to my Idaho Power complaint
Date: Wednesday, February 28, 2024 8:16:44 PM
Attachments: [Statement of Doug Gietzen.docx](#)

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Monica,
Attached is my electrician's statement. I would like to add it as an addendum to my complaint.

Thank you
Paul Madalena

Statement of Doug Gietzen, electrician for the Madalena's

8/23/23 – 1st time I was contacted-

Told the Madalena's the issue was on with Idaho Power and for her to contact Idaho Power. Doug Gietzen checked the voltage on the line side of the main breaker. This is the only location to check voltage as I'm not allowed to open the meter base.

Voltage differences are proportional to the amount of load on each phase. When there is no load, the unbalance will be very slight if any.

On 8/28/23 Idaho Power technician stated "a slight voltage difference," is totally incorrect. On 8/28/23, I found a huge voltage unbalance. Approximately 50 volts difference. I immediately shut off the main breaker thus disconnecting all power to the house. With no power there is no load so the unbalance stabilized and you won't see the unbalance voltage.

Madalena hired me and I'm the one who told them to call Idaho Power. I was hired prior to Idaho Power being dispatched, not "at the time" Idaho Power was on site. As stated in #3 of the facts. I never said there had been some differences in voltage, I told Idaho Power there was a huge voltage unbalance and they had a faulty or broken connection in the neutral conductor in the front of the meter, not on the customer's side.

It seems Idaho Power can distort the facts and time line as to when their technicians actually confess the problem exists with their facilities. I told the Madalena's and Idaho Power technician what the problem was after my first site visit on the 23rd. And because the load on the service at the time Idaho Power was on site may not have been enough to verify the cause of the severe voltage issue, the fact remains it was an Idaho Power problem and should have been repaired at that time. Or at least the technician could have called me and I would have returned to the site and we could have verified the trouble.

The fact remains, the problem was a faulty neutral conductor owned by Idaho Power. Idaho Power was told it was their problem and what the problem was. Idaho Power didn't do the necessary repairs the first time even after they were told what the problem was.