

DECISION MEMORANDUM

**TO: COMMISSIONER ANDERSON
COMMISSIONER HAMMOND
COMMISSIONER LODGE
COMMISSION SECRETARY
COMMISSION STAFF
LEGAL**

**FROM: ADAM TRIPLETT
DEPUTY ATTORNEY GENERAL**

DATE: JANUARY 30, 2024

**SUBJECT: IN THE MATTER OF PAUL MADALENA'S FORMAL COMPLAINT
AGAINST IDAHO POWER COMPANY; CASE NO. IPC-E-24-03**

On January 16, 2024, Paul Madalena filed a formal complaint with the Idaho Public Utilities Commission (“Commission”) against Idaho Power Company (“Company”). The Complaint alleges that the Company’s failure to discover and repair a faulty “neutral on their end” resulted in damage to several electronic devices in his home, including two power strips and a garage door opener (“Complaint”). Complaint at 1. Specifically, Madalena describes two separate incidents about a week apart during which he experienced electrical anomalies at his home. Although an electrician who examined Madalena’s home following the first incident concluded the Company’s equipment was the source of the problem, a Company technician concluded the problem was somewhere on Madalena’s end. After the second incident, the Company’s technicians discovered and repaired the faulty neutral.

The Company reimbursed Madalena for two power strips that were damaged during the first incident, but did not reimburse him for an electric garage door opener that the Company stated failed between the first and second incidents. Madalena wants the Company to “take FULL responsibility for [its] faulty equipment” and perform sufficient testing to ensure problems are fixed earlier. *Id.* at 2.

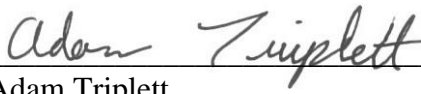
RECOMMENDATION

It is recommended that the Commission issue a Summons to the Company directing it to answer or otherwise respond to the Complaint within twenty-one (21) days. It is further

recommended that the Commission allow fourteen (14) days for Commission Staff and Madalena to reply to the Company's answer.

COMMISSION DECISION

1. Does the Commission wish to issue a Summons to the Company directing it to answer or otherwise respond to the Complaint within twenty-one (21) days?
2. Does the Commission wish to allow Commission Staff and Madalena fourteen (14) days to respond to the Company's answer?



Adam Triplett
Deputy Attorney General

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