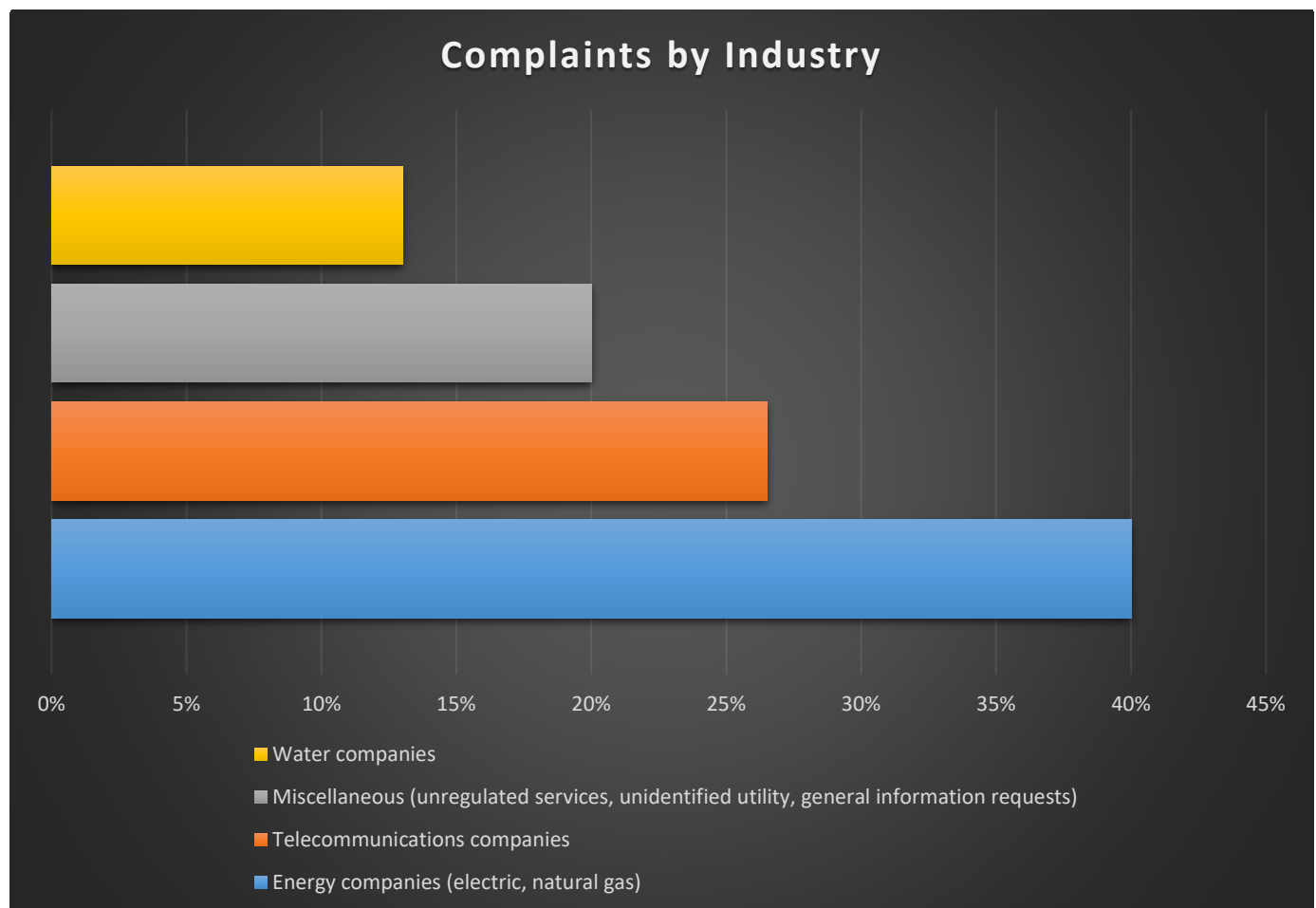


CONSUMER ASSISTANCE

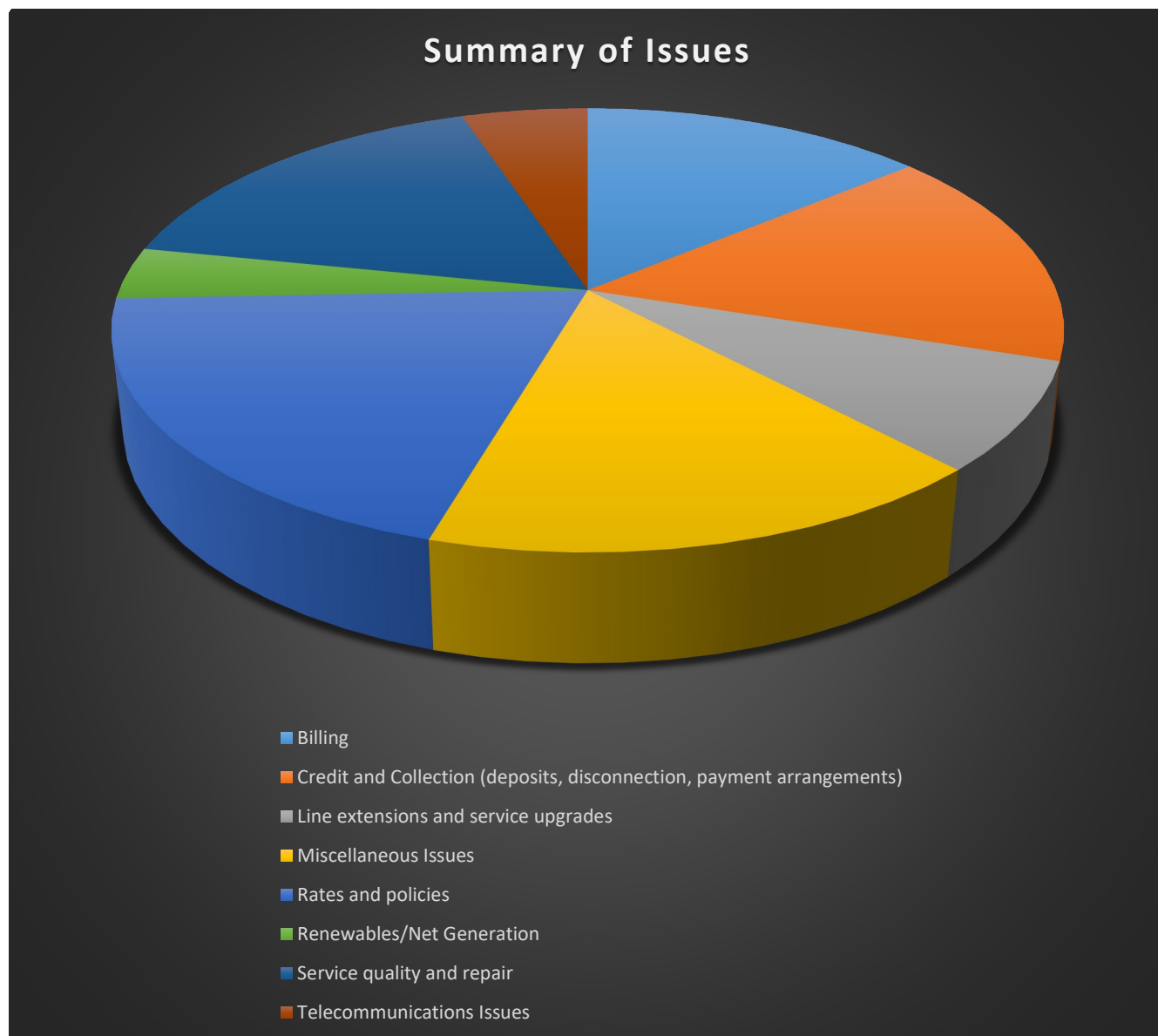
Complaints by Industry

The Consumer Assistance staff responded to 1,238 complaints and inquiries in fiscal year 2024, a 9% decrease when compared to the previous fiscal year. The majority (89%) of complaints and inquiries were from residential customers. The chart below illustrates the complaints and inquiries by industry.



Summary of Issues

The chart below summarizes the types of issues reported to the Commission. While the Consumer Assistance staff is able to respond to most inquiries without extensive research, about 59 percent of complaints required investigation by the staff. Approximately 31 percent of investigations resulted in reversal or modification of the utility's original action. Payment terms were negotiated in 10 percent of the investigations.



RAILROAD SAFETY

The Commission conducts inspections of Idaho’s railroads to determine compliance with state and federal laws, rules and regulations concerning the transportation of hazardous materials, locomotive cab safety and sanitation rules, and railroad/highway grade crossings.

In 1994, Idaho was invited to participate in the Federal Railroad Administration’s State Participation Program. The Commission has a State Program Manager and one FRA certified hazardous material inspector. Hazardous material inspections are conducted in rail yards.

The Commission inspects railroad-highway grade crossings where incidents occur, investigates citizen complaints of unsafe or rough crossings and conducts railroad-crossing surveys.

The Commission also plays a role when rail lines are abandoned. More than 900 miles of railroad track in Idaho have been abandoned since 1976. Federal law governs rail line abandonments, and the federal Surface Transportation Board (STB), formerly the Interstate Commerce Commission. The STB decides the final outcome of abandonment applications. Under Idaho law, however, after a railroad files its federal notice of intent to abandon, the Commission must determine whether the proposed abandonment would adversely affect the public interest. The Commission then reports its findings to the STB. In reaching a conclusion, the Commission considers whether abandonment would adversely affect the service area, impair market access or access of Idaho communities to vital goods and services, and whether the line has a potential for profitability.

Railroad Activity Summary

Rail Safety Category	Totals
Idaho Railroad Track Miles	1710/996 Class I *
Hazmat Inspections	195
Rail Cars inspected	8,937
Railcar Violations	5
Railcar Defects	252
Railroad Grade Crossings Inspected	510
Crossing Accidents Investigated	69
Crossing Complaints Investigated	4
Crossing Complaints Validated	6
Locomotives Inspected	6
Locomotive defects	0

*Source: ITD (2017)

PIPELINE SAFETY

Idaho Code § 61-515 empowers the Commission to require every utility to “maintain and operate its line, plant, system, equipment, apparatus, and premises in such a manner that promote and safeguard the health and safety of its employees, customers and the public.”

Pursuant to 49 U.S.C. § 60105, Chapter 601, the Commission is a certified partner with the U.S. Department of Transportation Pipeline Hazardous Material Safety Administration.

The federal/state partnership provides the statutory basis for the pipeline safety program and establishes a framework for promoting pipeline safety through federal delegation to the states for all or part of the responsibility for intrastate natural gas pipeline facilities under annual certification.

Under the certification, Idaho assumes inspection and enforcement responsibility with respect to more than 9,800 miles of intrastate natural gas pipelines over which it has jurisdiction under state law. With the certification, Idaho may adopt additional or more stringent standards for intrastate pipeline facilities provided the standards are compatible with federal regulations. The Commission has a state program manager and two trained and certified pipeline safety inspectors who conduct records audits and field installed equipment inspections on all intrastate natural gas pipeline operators under its jurisdiction.

Pipeline Safety Activity Summary

Regulating Idaho's Pipeline	
Standard Inspection Days	80.5
Compliance Inspection Days	5
Damage Prevention Inspection Days	3.5
Construction Inspection Days	192
Operator Qualification Inspection Days	14.5
Integrity Management Program Inspection Days	7.5
Incident/Accident Inspection Days	1.5
Operator Training Inspection Days	0
Compliance Enforcement Actions	
Notice of Probably Violation	12
Notice of Amendment	0
Warning Letters	2

CONTACT LIST

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Website: www.puc.idaho.gov

Commission Secretary

1-208-334-0338

Public Information

1-208-334-0339

Utilities Division

1-208-344-0367

Legal Division

1-208-334-0324

Rail and Pipeline Safety

1-208-334-0338

Consumer Assistance

1-208-334-0369

Outside Boise, Toll-Free Consumer Assistance

1-800-432-0369

Idaho Telephone Relay Service (statewide)

Voice:

1-800-377-3529

Text Telephone:

1-800-368-6185

TRS Information:

1-800-368-6185

This report and all the links inside can be accessed online from the Commission's Website at www.puc.idaho.gov. Click on "File Room," then "Reports" from the drop down, and then on "IPUC 2024 Annual Report."

Front cover photograph courtesy of Veolia Water Idaho, Columbia Treatment Station.

This report satisfies Idaho Code § 61-214; this is a "full and complete account" of the most significant cases to come before the Commission during the 2024 calendar year. (The financial report covers Fiscal Year July 1, 2020 through June 30, 2024.) Anyone with access to the Internet may also review the Commission's agendas, notices, case information and decisions by visiting the IPUC's Web site at: www.puc.idaho.gov. Commission records are also available for public inspection at the Commission's Boise office, 11331 W. Chinden Blvd., Bldg. 8, Suite 201-A, Boise, Idaho, Monday through Friday, 8 a.m. to 5 p.m.

The Commission, as outlined in its Strategic Plan, serves the citizens and utilities of Idaho by determining fair, just, and reasonable rates for utility commodities and services that are to be delivered safely, reliably and efficiently. During the period covered by this report, the Commission also had responsibility for ensuring all rail services operating within Idaho do so in a safe and efficient manner. The Commission also has a pipeline safety section that oversees the safe operation of the intrastate natural gas pipelines and facilities in Idaho.

Costs associated with this publication are available from the Idaho Public Utilities Commission in accordance with Idaho Code § 60-202.