

November 25 2008
Ref: PAC-E-08-07

From Margean Passey
196 North Main
P O Box 23
Paris Id 83261

To Idaho Public Utilities
PO Box 83720
Boise Id 83720-0074
RECEIVED
2008 NOV 28 AM 8:40
IDAHO PUBLIC UTILITIES COMMISSION

✓ To Comm H
✓ To AV
✓ To Chris H
re Complaint

To Whom It May concern

I write with comments to the rate case.

I heard recently that the Rocky Mountain Power and Pacificorp have requested yet another rate increase. My concern to that case is that the company does not provide services now at a consistent and reliable manner.

On 2 occasions in the past 3 months I have arrived home for my lunch hour and found Rocky Mountain power trucks in my driveway. On both occasions I asked the employees there if there was a problem. They indicated no problem. One day in September they moved their truck forward so I could access my driveway. That day they marked the pole on 2nd north on the north side of my home with orange paint. On another day in October they were leaving the driveway when I came for lunch and I noted that they had placed red flags around the same pole. Again I asked these employees if there was some problem and they indicated no problem.

Today (2 days before Thanksgiving) is the only day that my family could meet together for Thanksgiving dinner. I was up at 4 AM preparing food for cooking. I left several chores for my 45 minute lunch (ae: put food in oven to start cooking, load dishwasher and start it, vacuum kitchen and dining room). When I left for work I had all the food prepared for 10 people. When I came home for lunch guess what I found: The power company had decided to change the pole there, so I no longer had power to cook with, clean with, or prepare with. Two Rocky Mt Power trucks blocked my driveway, a flat bed trailer was pulled up on my lawn, restrictive tape marking their construction Zone had been twined around my cherry trees on my lawn, and lines and wires attached to the faucet right next to my house and wired to the two poles. No one had asked my permission to come on my lawn or driveway and use them, and NO ONE HAD NOTIFIED ME THAT THERE WOULD BE NO POWER although it was obviously planned at least 2 months in advance!

I believe this was an outage that they planned and fully knew they were going to do. They didn't call and ask because they knew most homes would be cooking and would not give consent to be without power 2 days before Thanksgiving, so they just chose not to notify their customer.

I am now left with \$300.00 worth of food that is not cooked and won't be eaten because the people will not be here after tonight. I now have 10 people to buy a thanksgiving dinner for in a restaurant. What can I do about this situation? Nothing but complain, because the company is a monopoly. They can treat me as badly as they want to.....after all what recourse do I have? None.

It is my feeling that this company does not need a rate increase. What they need is for someone to be made accountable for their services to customers who are current, paid in full, have been for 25 years without exception, and would like to have some better service and courtesy from their electrical supplier. When that service standard becomes more acceptable, then they should be required to prove what they have done to make the business run more efficiently, be better available to their customers, and what they have done by cutting expenses from the top of their top-heavy company, and **after they've done all that, they will find they don't need a rate increase after all.**

Margean Passey
Postmaster and residential customer
Paris Idaho 83261