

Jean Jewell

From: zotz@atcnet.net
Sent: Monday, March 14, 2011 2:17 PM
To: Jean Jewell; Beverly Barker; Gene Fadness
Subject: PUC Comment Form

A Comment from ernie hendricks follows:

Case Number: RMP True-up cost proposal # ? PAC-E-11-07
Name: ernie hendricks
Address: 6336 N old hwy 191
City: malad city
State: idaho
Zip: 83252
Daytime Telephone:
Contact E-Mail: zotz@atcnet.net
Name of Utility Company: Rocky Mtn Power
Acknowledge: acknowledge

Please describe your comment briefly:

I oppose the proposed RMP rate increase on top of the one that they just received. A couple of weeks ago the transformer on the power pole behind my property caught fire. I called the power co and the Oneida Sheriffs office. It took over three hours for the local utility repairman to come by - His dispatcher in Utah sent him 20 miles in the wrong direction in the middle of a blizzard where he searched high and low for the burning pole. finally, they gave him our phone # and he contacted us. Once he had the right information he came right out, however, due to this error - the pole burned thru causing the transformer to tip over and spill in to the nearby 303-D listed stream and for the power for our area to turn off. Once the poor repairman did arrive in the middle of the night He did a good job in the blizzard disconnecting the line to the burning pole - which burned the whole night (as it was off the main road and could not be driven to) and eventually turned the power on again. The next day a crew out of Preston had to come out and replace the transformer and pole (after a front end loader was used to clear a path to the pole thru the snow leaving big ruts in the ground). According to the repair crew they have had over 6000 transformers fail thruout the utility as they were bought cheap (Chinese, maybe ? or some backhanders for faulty equipment being purchased). It seems that RMP needs to be looked closely into about their criteria for purchasing materials and the 'efficiency ' of their system for keeping power on and making sure that the repairmen are sent in the right direction and not 20 miles the wrong way. From talking with others, it seems common for misinformation to be given to their repair personnel causing increased hardships for both the employee and the consumer. Also, we have complained repeatedly about the constant 'bumps' we get 2 or 3 times a night several nights a week where the power cuts off and on. I have had to disable my audio-visual smoke alarm system (as my wife is deaf) due to the constant bumping. this has been going on for the last 8 years. Once we complain it gets better for a few days and then starts up again. RMP says that is if bird poop on the lines that causes it. Does that sound reasonable. When we were customers with Idaho Power. they never had bumps like this - are there no birds around Idaho Power lines but only around RMP lines. RMP needs to clean up their act before they are given any more money. They are the only game in town so we are stuck with them or we live off the grid. As such, they need to do a better job of keeping costs down. What does 3 hours emergency repair mans salary, 1 transformer, 1 new pole, 1 front loader rental plus a 1/2 day for a repair crew to install the new pole cost versus doing it right the first time. (not counting having the front end loader back again to unstick the repair crews trucks from the mud. RMP needs looking into closely before they get any more money. We asked RMP where the screwup was on the delay in getting the repairman out but they have not responded yet to us on this.