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Idaho Public Utilities Commission
Boise, Idaho

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IDAHO PUBLIC
UTILITIES COMMISSION

RE: 31.21.01 **CUSTOMER RELATION RULES**
Billing errors. Docket No. 31-2101-0701

RUL-0-07-02

As a customer of Idaho Power, with 22 accounts and annual billings of \$130,000 I am strongly in support of the commissions recommendation of changing the time in which Idaho Power can go back to recover under billing errors.

Even though the commission is proposing that Idaho Power can only go back 6 months to recover billing errors, I feel that they should not be able to recover any billing errors, due to the negligence & incompetence on their part.

I furthermore support the Commissions recommendation for the following reasons:

1- Customers of Idaho Power, have no control of when or if any part, device, or control is or was actually installed by Idaho Power.

2- Customers of Idaho Power, are never contacted about any changes to their service, either on their bills, by mail, phone, Email or in person. In most cases, Idaho Power may go years without notifying the customer, due to the incompetence on the part of Idaho Power in detecting errors that they have made.

3- Customers of Idaho Power are never given the opportunity of examining any of the parts, pieces, devices or controls that Idaho Power may replace at the customers service points.

4- Customers of Idaho Power have no control of any billings or accounting methods used to bill customers of Idaho Power. Hence, any errors cannot be checked by customers.

5- No customer should be discriminated against with this ruling. All customers who have been notified of under billings errors, should come under this ruling. At a minimum, a grandfather clause of 5 years should be incorporated into this ruling.

The current policy that Idaho Power can go back 3 years for billing errors, is absolutely ridiculous. No other business in Idaho has the ability to charge customers for past errors made on the businesses part.

In conclusion, I am very displeas with the fact that the Idaho Public Utilities Commission has not made this rule change proposal readily available to the people of Idaho. No press releases of any kind has been in the media. This ends up being a one sided comment period for Idaho Power.

Sincerely



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