

## Jean Jewell

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**From:** lunar1995@yahoo.com  
**Sent:** Wednesday, May 23, 2012 3:40 AM  
**To:** Jean Jewell; Beverly Barker; Gene Fadness  
**Subject:** PUC Comment Form

A Comment from Josh Lunn follows:

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Case Number: GNR-T-12-03  
Name: Josh Lunn  
Address:  
City: Hammett  
State: ID  
Zip:  
Daytime Telephone:  
Contact E-Mail: [lunar1995@yahoo.com](mailto:lunar1995@yahoo.com)  
Name of Utility Company: Century Link  
Acknowledge: acknowledge

Please describe your comment briefly:

There are three critical issues that affect me: a) access to 911, b) length of lack of service, b) reimbursement.

I have extremely spotty cell phone service in Eastern Owyhee County (near Indian Cove, near the Bruneau Sand Dunes). Nor do I have DSL or cable (or natural gas for that matter. Even the 3 phase power terminates about a half mile from our house). Often, I must use the hard line to order fertilizer, call about equipment parts and notify Idaho Power of power outages, (ironically, Idaho Power is VERY prompt in restoring power, particularly to my irrigation pumps. We lose power a lot during the summer) and use 911.

911 is a very critical issue. Let me list some specific examples. Several years ago, a dear elderly neighbor drove off the road and hit our mailbox before hitting a tree 100 feet from our house and died. I used 911 to call for help. A year later, a local laborer died on a turn on Highway 78 about 400 feet from our house. He was drunk and we found him in the morning, but we stilled called 911 to report the accident. In 2000, my father and brother died in a plane crash 1/2 mile from our farm property line near the Snake River. Neighbors who witnessed the accident ran to the closest house and called 911. A nearby neighbor had a heart attack about 15 years ago and is still alive and ranching after open heart surgery. His wife called 911. A neighbor that lives at the far end of our valley passed out several years ago after not drinking enough water during the summer (actually, it happened twice). A fellow worker called 911. Granted, emergency services take about half an hour to arrive from Mountain Home, but it is still important to have this service. So many rural residents NEED this service.

We frequently lose power during the summer (not sure why) which has a severe affect on our irrigation pumps and can quickly cause reduce yeilds to our sugarbeet crops, alfalfa and beans (particularly when they are setting flowering). Ironically, Idaho Power is EXTREMELY reliable in restoring service immediately. They understand how important irrigation pumps are to our livelyhood. I have to call Idaho Power on my hard land line to notify them (One of our phones isan old fashioned hard line type that is not dependent on power or batteries, unlike my wireless handsets that I have throughout the house). It is my understanding that this type of phone uses the low voltage coming through the telephone cord to power it and is not dependent on power. The possibilty could exist for a perfect disaster. Imagine five

days of no service, a cell phone low on batteries that I forgot to charge, no power for recharging it, and irrigation pumps sitting idle. I would have to drive into Hammett, borrow a cell phone from someone to make a call....for five days or as long as I don't have power or forgot to charge my phone.

Lastly. the amended rule specified that the customer account would not be reimbursed. In my opinion the utility should be required to reimburse the customer. It should be prorated for the length of time service is out. Five days is almost 20% of a month, which would equate to a 20% reduction in a phone bill. If someone had DSL and other bundled services, this could be as considerable some. Especially if you consider that in order to have reassurance of their safety, they would now be required to have a cell phone in case of 5 days of no service.

Please reconsider the time frame for repair and reimbursement. At the very least, make exceptions for areas that have spotty cell phone coverage.

Thank you for your consideration.

The form submitted on <http://www.puc.idaho.gov/forms/ipuc1/ipuc.html>  
IP address is 71.33.26.206

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