

Kenton Dale
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Power out for 5 days, and he lost meat because of it. He called the day that the power went out and he got the automated system. It said that his power report was forwarded, but then he called back and they said that they never received a complaint from him. He did this for 4 days. He finally got someone to come out there on the 5th day. By that time, he had spent 3 nights in a hotel and he feels like he deserves compensation for the money he had to pay for the motel he had to stay in. He doesn't want to get rich or anything, he just wants them to be fair with him. When the system fails, it isn't his fault, it is theirs. What he doesn't understand is the communication problems between the customers and PacifiCorp. He feels like the Public Service Commission favors the companies and not the individual customers.