

TO OUR AMR CUSTOMERS...

Thank you for your patience while we installed and tested the new Advanced Meter Reading (AMR) meter at your location during the last several months.

The AMR technology allows Idaho Power to electronically retrieve your energy usage data, both total consumption and maximum demand, over the power lines.

Now that the process is complete, we are providing you with the following information to help you read your new digital meter and identify usage data on your monthly electric bill.

We will continue to provide you with information related to the enhanced features of your AMR meter, such as new program offerings and pricing

options, as it becomes available. In the meantime, please feel free to contact our Customer Service Center at 388.2323 or 1.800.488.6151 if you have any questions.



How do I read an electric meter and compute my usage?

Your electric meter measures and displays your continuous energy usage, referred to as total consumption, in kilowatt-hours (kWh). To compute your monthly usage, subtract the kilowatt-hours for your previous month's "current" meter reading that appears on your bill from the reading on your meter. These figures appear on your monthly Idaho Power bill under the heading "Meter Readings," with "Previous" and "Current" categories (as shown in figure 1).

What's changed with my new AMR meter?

Your mechanical meter with the clock dials was replaced with an AMR meter that now digitally displays your total consumption reading when "kWh" appears below the number (see figure 2). The formula for computing your monthly usage is the same as with your old mechanical meter (see "How do I read an electric meter?" above).

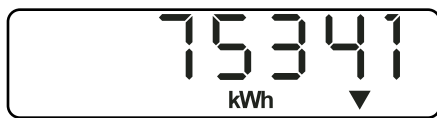


Figure 2

The AMR meter also measures and displays a reading for your maximum demand of energy for the month in kilowatts (kW). The maximum demand is the highest usage measured over a 15-minute period during the billing period.

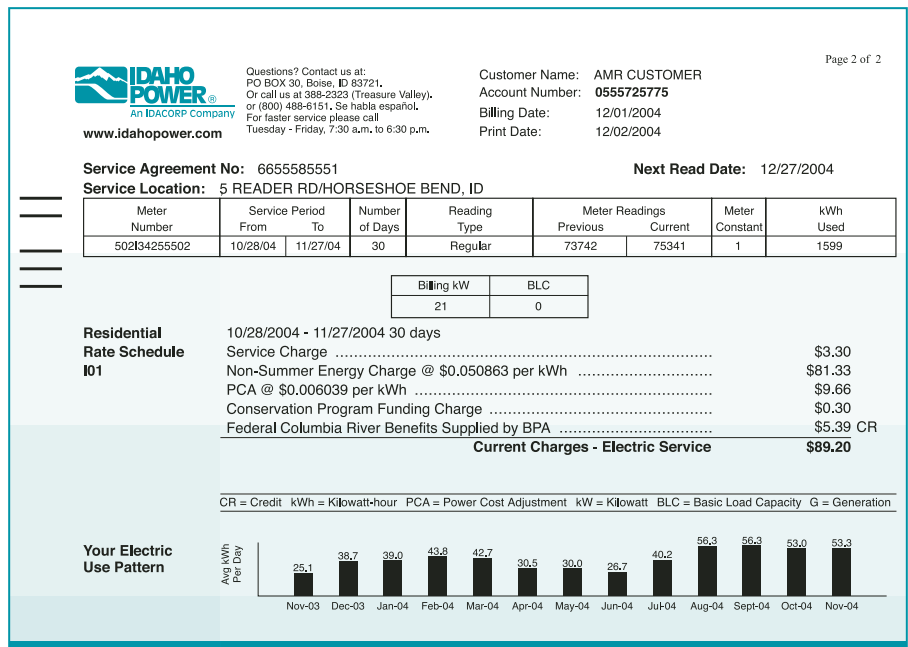


Figure 1

For example, the maximum demand is comparable to the amount of water that flows from your faucet at any point in time. Your total consumption, how many gallons of water you use, depends on how long you keep the faucet on. Likewise, the longer you use a kilowatt, the more kilowatt-hours you will use, just like the longer you keep your faucet on, the more water you have in your sink. If you use one kilowatt for one hour, you will use one kilowatt-hour.

The maximum demand kilowatt number displayed on the meter has two digits to the left of the decimal point and three digits to the right, and "kW" appears below the reading (see figure 3). This figure is

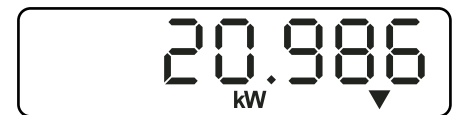


Figure 3

reset to zero after your meter is read each month.

When you are using energy, the AMR meter will display a small triangle that alternates on and off, located to the right of the kWh or kW designation (see figures 2 & 3). When this occurs one thousand times, you have used one kilowatt-hour and the kWh display will increase by one digit. (If the rate at which you are using energy is low, you may only see the small triangle occasionally.)

Does my AMR bill look different?

Your current billing period's maximum demand now appears on your monthly bill in a box under the heading of "Billing kW" (see figure 1). It is provided to our residential customers for informational purposes only; it is not used to calculate your residential bill.

Your energy usage and payment information is now available online at www.idahopower.com by accessing the "Account Manager" in Customer Service.

For more information on your AMR meter or bill contact our Customer Service Center at 388.2323 or 1.800.488.6151.

Watt: The basic unit used to measure the amount of energy required to power an electrical device.

Kilowatt (kW): One kilowatt equals 1,000 watts.

Kilowatt-hour (kWh): The basic unit of electric energy equal to one kilowatt of power supplied to or taken from an electric circuit steadily for one hour.

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ADVANCED METER READING

