



We are committed to meeting your expectations for professional and friendly service.

Talk to Us

We have a telephone system that is both voice and touch-tone activated. This means after you hear, "Thank you for calling Idaho Power," you will be asked to say one of the following:

- ◆ "outage" (or press 1)
- ◆ "residential services" (or press 2)
- ◆ "irrigation or commercial" (or press 3)
- ◆ "new construction or electricians" (or press 4)

If you'd rather use your number keys, simply do so to select the option you need.

Choices

Many services also are available on the Idaho Power Web site. For example, you can check a balance, make a payment arrangement, start or stop service or analyze your energy usage. And our specialized customer service representatives can help you in Spanish or a variety of other languages.

Reporting an Outage

Follow these steps to help Idaho Power respond quickly and safely to outages.

- ◆ If cause is not known, try to reset the breaker.
- ◆ Provide your address or meter number.
- ◆ Provide the nearest cross street.
- ◆ Provide a contact number in case Idaho Power needs to call back.
- ◆ Share any unusual events that occurred prior to the outage.

24-hour Access

Through our telephone numbers and Web site, you can access your Idaho Power account any time day or night. Many account transactions also can be accomplished at your convenience. For example:

- ◆ Check your account balance
- ◆ Make payment arrangements
- ◆ Request your billing history
- ◆ Sign up for Budget Pay (equal monthly payment)
- ◆ Find out your next meter read date
- ◆ Use *Energy Tools* to manage your energy use

Personal Assistance

Specialized customer service representatives are available to answer your call from 7:30 a.m. to 6:30 p.m. Monday through Friday. Whether you're a residential, irrigation or commercial customer, assistance will be provided quickly and professionally.

Do-it-yourself

You can easily conduct business with us by calling or visiting our Web site.

For the Treasure Valley area:

208-388-2323

For all other areas,
call us toll free:

1-800-488-6151

www.idahopower.com

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Taking Care of Business

Self-help customer service and outage information is available around the clock.

It's fast, easy and convenient.

Automated Telephone System

Idaho Power has an automated telephone system. When you call in, a friendly voice will offer you a few choices to help you get the information you need or the person you need to talk with. *(Se habla español.)*

You will hear: *"Thank you for calling Idaho Power. Please say one of the following (or you may press the corresponding numbers):*
1 Outage, **2** Residential Services, **3** Irrigation or Commercial, **4** New Construction or Electricians."

208-388-2323
Treasure Valley (from Glens Ferry to Payette)
1-800-488-6151
other service areas

- 1** "Outage"
 - ◆ "Irrigator?"
Routed to a specialized customer service representative
 - or
 - ◆ "What city please?"
Recorded outage message plays after stating your city
 - ◆ "Report an outage?"
 - ◆ "Do you know the cause of the outage, Yes or No?"
Routed to a specialized customer service representative

- 2** "Residential Services"
 - ◆ "Billing and payment?"
Enter account number
 - ◆ Account information
 - ◆ Payment arrangements
 - ◆ Billing history
 - ◆ Other billing questions
 - ◆ Other products & services
 - ◆ Main menu or goodbye
 - or
 - ◆ "Start or stop service?"
Routed to a specialized customer service representative
 - or
 - ◆ "Programs?"
Routed to a specialized customer service representative

- 3** "Irrigation or Commercial"
Routed to a specialized customer service representative
- 4** "New Construction or Electricians"
 - ◆ "New service?"
Routed to a specialized customer service representative
 - or
 - ◆ "Permits?"
Routed to a specialized customer service representative
 - or
 - ◆ "Other?"
Routed to a specialized customer service representative

