

Complaint Procedure

You may, at any time, file a complaint and request a conference with an Idaho Power representative. After Idaho Power receives a complaint, we will immediately start an investigation. The results will be given to you and you will be given the opportunity to discuss the results. If you are still dissatisfied, a complaint may be taken to the Public Utilities Commission for review. Service will not be turned off during any part of this complaint procedure if all undisputed bills are paid.

More Information

All Idaho Power customers are encouraged to visit our Web site at www.idahopower.com for more information about our services, programs and activities. You can contact us online by sending an electronic message to iwebster@idahopower.com, via mail at 1221 W. Idaho St. Boise, ID 83702, or by phone at 208-388-2323 from the Treasure Valley area or 1-800-488-6151 from all other service areas.

We appreciate the opportunity to serve you and are committed to providing you reliable electricity at a fair price.

Si le gustaría recibir esta información en Español, favor de llamar Idaho Power.



208-388-2323 within the Treasure Valley or 1-800-488-6151
www.idahopower.com

CID# 44955/9.2k/07-08
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Idaho Industrial, Large Commercial and Irrigation Consumer Information

Introduction

This brochure is a summary of the Idaho Public Utilities Commission's rules and regulations regarding customer service. It is intended to help you understand your rights as an Idaho Power customer and will better acquaint you with some of our operating procedures. This is only a summary. Should you need more information, please contact Idaho Power at 208-388-2323 in the Treasure Valley area, or at 1-800-488-6151 from outside the Treasure Valley area between 7:30 a.m. and 6:30 p.m. Monday through Friday (except holidays).

The Idaho Public Utilities Commission may be contacted at P.O. Box 83720, Boise, Idaho 83720-0074; in the Treasure Valley area call 208-334-0369, or 1-800-432-0369 from elsewhere.

Customer Billing Information

Idaho Power representatives read your electric meter at approximately the same time each month. If you have questions about your meter reading schedule or your monthly billing, please contact us at 208-388-2323 in the Treasure Valley

area, or 1-800-488-6151 from elsewhere. Your monthly bill is considered past due 15 days after the bill is mailed to you. A late payment charge may be assessed on any amount remaining unpaid on the next month's bill.

Rules For Deposits And Advance Payments

A deposit or an advance payment may be required in accordance with the terms and conditions filed with the commission. If you have sought any form of relief under federal bankruptcy laws, then a deposit may be demanded as allowed by the Federal Bankruptcy Act of 1978.

Rules For Termination Of Service

Idaho Power Company must follow stringent guidelines before terminating your electric service. Electric service can be turned off, or service denied, with proper notification for one of the following reasons:

1. Not paying a bill within 15 days after the bill was issued, or paying a delinquent bill with a check or an electronic payment drawn on an account with insufficient funds.
2. Not paying a required deposit or deposit installment.
3. Misrepresenting your identity to receive service.
4. Failing to abide by the terms of a payment arrangement.
5. Denying or willfully preventing our access to the meter.
6. Intentionally wasting energy through improper equipment or other means.
7. Failing to apply for service or not paying the balance owed on another account.

Proper Notification

Your service cannot be turned off without Idaho Power first notifying you in writing at least seven days in advance. We must diligently try to notify you in person or by telephone at least 24 hours before turning off service. If your bill is paid with a check or an electronic payment drawn on an account with insufficient funds, or you do not make an initial payment (according to a prior payment arrangement), only 24-hour notice will be given.

Termination Without Notification

Idaho Power Company can terminate your service without notification only under these conditions:

1. A dangerous or hazardous condition exists.
2. You obtained service without our authorization or knowledge.
3. A court, the Public Utilities Commission, or another authorized public authority orders us to terminate your service.
4. We have diligently tried to notify you of our intent to terminate your service, but we have been unsuccessful in our attempt to contact you.

Public Utilities Commission Notification

Idaho Power must provide the commission written notice of our intent to terminate service to an industrial or large commercial customer at least seven days before the scheduled termination. The commission may stay termination of service upon finding that continuous service is in the public's interest.