



*It's fast,  
easy and  
convenient.*

## 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

## 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](http://www.idahopower.com)

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# Taking Care of Business

*Self-help customer service  
and outage information  
available 24/7*



## 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 put you in contact with the person you need to talk with. *(Se habla español.)*

### CALL:

**208-388-2323**

Treasure Valley (from Glens Ferry to Payette), or

**1-800-488-6151**

Other service areas

### YOU WILL HEAR:

*"Thank you for calling Idaho Power. Please say one of the following,"* (or you may press the corresponding numbers):

*"Outage"*

*"Residential Services"*

*"Irrigation or Commercial"*

*"New Construction or Electricians"*

### 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.

## Our Commitment

Idaho Power's strong tradition spans more than 90 years—providing safe, reliable and affordable electricity to the communities of southern Idaho and eastern Oregon.

As you do business with us, we are committed to meeting your expectations for professional and friendly service. Our automated telephone system offers both voice and touch-tone activation for quick and easy access to the information you need. If you prefer, you may speak to a specialized customer service representative.



**1** Press 1 or say **"Outage,"** then follow the voice instructions.

◆ **"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** Press 2 or say **"Residential Services,"** then follow the voice instructions.

◆ **"Self help?"**

Enter account number

◆ *Account information*

◆ *Payment arrangements*

◆ *Billing history*

◆ *Other billing questions*

◆ *Other products and services*

◆ *Main menu or goodbye*

or, to speak with a Customer Service Representative, say one of the following:

◆ **"Start or stop service"**

Routed to a specialized customer service representative

◆ **"Payment arrangements"**

Routed to a specialized customer service representative

◆ or **"Other questions"**

Routed to a specialized customer service representative

**3** Press 3 or say **"Irrigation or Commercial,"** then follow the voice instructions.

Routed to a specialized customer service representative

**4** Press 4 or say **"New Construction or Electricians,"** then follow the voice instructions.

◆ **"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