

Customer Connection

Customer Connection is published monthly by the Corporate Communications Department. Comments or questions are welcome; please visit www.idahopower.com/contactus or write to:

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Energy Assistance Options Help Customers

If you're having difficulty paying your Idaho Power bill, please call us right away. The sooner we hear from you, the more options you'll have. We are committed to helping you by providing access to a number of energy assistance programs.

The **Winter Protection Program** helps customers having difficulty paying their winter utility bills and who have children or someone elderly or ill living in their household. When these customers ask to be part of this program, they are protected from having electric service disconnected for nonpayment of their electric bills December through February.

Low Income Home Energy Assistance Program (LIHEAP) is a federally-funded program for qualified households. It provides a one-time benefit (per program year) to assist with home energy costs November through March. To find the LIHEAP agency nearest you, go to www.idahopower.com/energyassistance.

Idaho Power helps its customers

in need through the **Project Share** program partnering with The Salvation Army. The program helps those who cannot pay energy bills due to illness, disability, age or unemployment.

To help reduce the usage or consumption for electrically-heated homes of qualified customers who own or rent, the company offers **Weatherization Assistance**. This program provides funding to Idaho and Oregon Community Action Partnership agencies to provide cost-effective weatherization improvements such as insulation, weather stripping and sealing air leaks.

As a long-term solution to helping reduce electric bills all year long, we offer **energy efficiency education** and energy tools to help customers manage their energy use and costs. These include how to make

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Energy Credit Proposed

Residential and small farm customers may qualify to receive an energy credit on their electricity bills if the Idaho Public Utilities Commission and the Public Utility Commission of Oregon approve Idaho Power's application submitted Nov. 30. The proposed credit is the result of a July Residential Exchange Program agreement with the Bonneville Power Administration (BPA), a non-profit federal agency that markets renewable hydropower from federal Columbia River dams.

According to Idaho Power Vice President of Regulatory Affairs Greg Said, the intent of the BPA agreement is to spread benefits of the Federal Columbia River Power System to residential and small farm customers in the Northwest. "This agreement accomplishes that goal and benefits our customers," he said.

If approved, residential customers would see a credit of 0.0327 cents per kilowatt-hour (kWh) on their bills beginning Jan. 1. Small farm customers with monthly consumption of less than 222,000 kWh would see an annual credit of 0.0327 cents per kWh on their bills in December.

www.bpa.gov/corporate/finance/ascm



Idaho Power Rates Remain Among Lowest In Nation

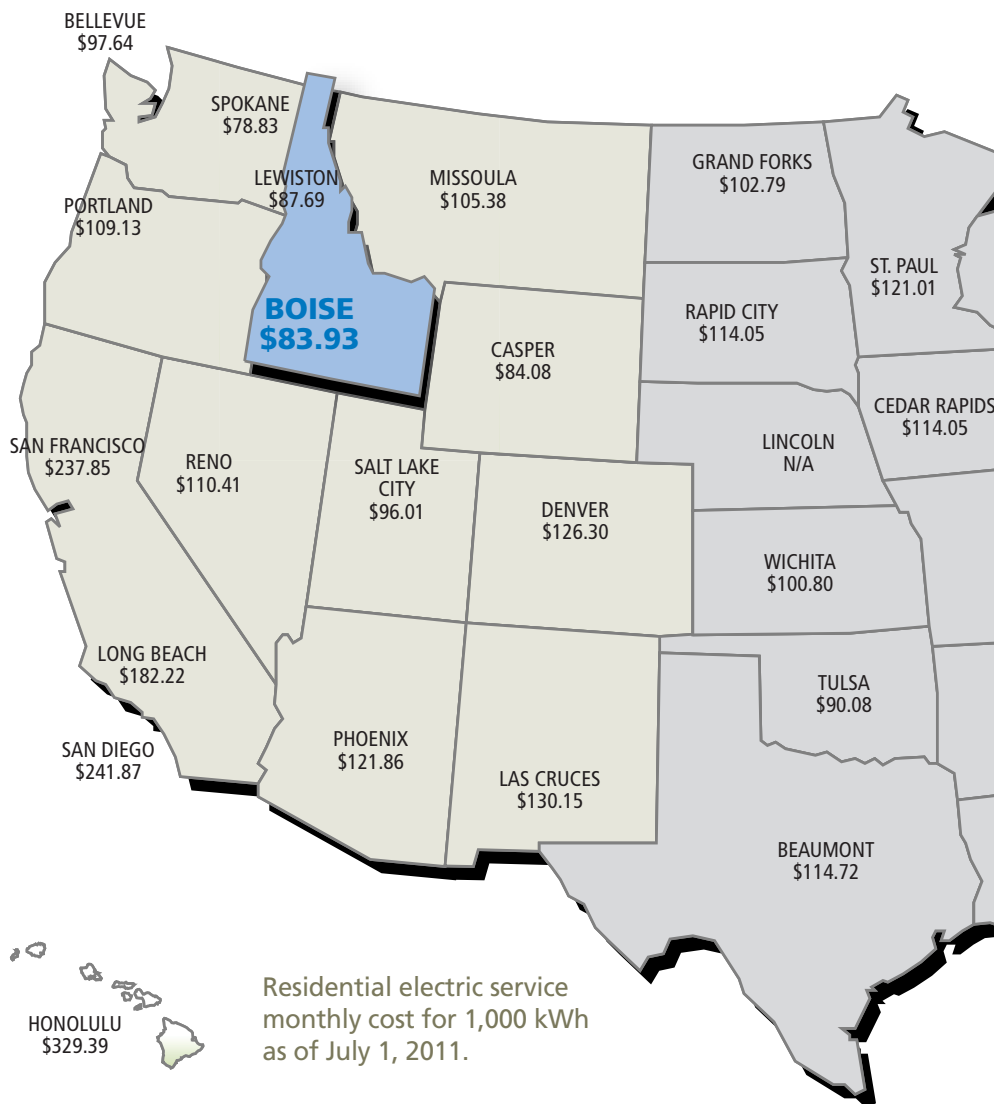
Our customer rates have ranked among the lowest in the nation for the past three years, according to the July 1, 2011, Edison Electric Institute (EEI) rate comparison.

The semi-annual survey looks at average rates paid by residential, commercial and industrial customers to investor-owned utilities across the nation. Results confirmed Idaho Power customers pay some of the lowest monthly bills for electric service.

“The low rates our customers pay relative to the rest of the country reflect our clean, inexpensive hydroelectric generating base,” commented Idaho Power Vice President of Regulatory Affairs Greg Said. “In normal water years, hydro provides almost half of our generation, and in 2011, it will be even better because of the good water year we’ve had.”

On average, our residential customers pay \$83.93 for 1,000 kilowatt-hours (kWh) of electricity, down from \$84.94 in the July 2010 survey, which was down from \$85.42 in the July 2009 survey.

www.idahopower.com/ratesrank



Energy Assistance

continued

the most of your home’s heating and cooling equipment.

If you need help and want more information on any of these programs, go to Customer Service at www.idahopower.com or call a Customer Service representative at 208-388-2323 (1-800-488-6151 from outside the Treasure Valley).

www.idahopower.com/customerservice

From The Electric Kitchen

Southwest Pork Stew

- Nonstick cooking spray
- 2 pounds boneless pork loin or sirloin
- 2 (14 ounce) cans reduced-sodium chicken broth
- 1 (12 ounce) can tomato paste
- 1 cup prepared salsa
- 1/3 cup chopped fresh cilantro
- 1 teaspoon cumin
- 3 medium zucchini, quartered lengthwise & thinly sliced (4 cups)
- 2 cups frozen shelled edamame (sweet soybeans)
- 1 cup frozen whole kernel corn

Trim fat from pork. Cut pork into 1-inch pieces.

Lightly coat a 4-quart saucepan with nonstick cooking spray. Preheat over medium-high heat. Cook pork, half at a time, until browned, stirring occasionally. Add chicken broth, tomato paste, salsa, cilantro, cumin, zucchini, soybeans and corn. Bring to a boil; reduce heat and simmer, covered for about 10 minutes or until vegetables are tender. Ladle into serving bowls and garnish with sprigs of fresh cilantro. Makes 8 servings; each 1 1/3 cups.

Recipes are selected for nutritional value and low energy use in preparation. They are approved by Joanne Graff, Certified Health Educator from the Central District Health Department in Boise, Idaho.

Dinner

Nutritional information per serving:

- Calories: **320**
- Protein: **34g**
- Carbohydrates: **22g**
- Fat: **11g**
- Cholesterol: **70mg**
- Sodium: **450mg**
- Fiber: **3g**