Community Involvement and Customer Relations

Idaho Power is a vertically integrated, investor-owned electric utility serving a population of slightly over one million people in southern Idaho and eastern Oregon. The company manages a diverse energy portfolio, including hydro, natural gas and coal facilities as well as purchased power that includes wind, geo-thermal, bio-mass and solar resources rounding out its energy supply. The electrical system includes approximately 4,800 miles of transmission lines and over 58,000 miles of distribution lines. The company works diligently to be progressive in its business operations. A specific example of that commitment to its customers and other stakeholders is over 99 percent of its customers have smart meters.

Being a regulated monopoly and providing an essential service to Idaho Power’s customers, the company is aware of the impact, both real and perceived, and both positive and negative, Idaho Power activities may have on the communities it serves. A corporate objective is to enhance relationships and communication with all stakeholders. To accomplish this goal, the company actively engages its customers and stakeholders to increase customer satisfaction, improve community relations and enhance our corporate brand. The company’s community involvement strategy is implemented by a wide representation of employees and is coordinated by the community and customer relations staff and regional customer relations managers. Community and customer relations employees are actively involved in numerous professional and civic organizations, including chambers of commerce, Rotary, Lions, Kiwanis, Optimists and other volunteer organizations throughout Idaho Power’s service area. Through these interactions, our employees are the face of the company and provide the conduit for two-way communication between the company and the communities. An important organizational asset is the excellent relationships with business and thought leaders throughout the communities served.

The Community Relations representatives (CRR) are the primary contact for the local elected officials. The CRRs regularly attend city council and county commission meetings providing the elected officials information on company projects and initiatives. The CRRs also meet annually with mayors and commissioners to conduct one-on-one updates and receive feedback on the company’s corporate citizenship activities.

The CRRs also facilitate and are the primary point of contact for the company’s economic development and community development activities. Additionally, the CRR’s manage the company’s community contribution and membership programs.

Employee Volunteer Tool

Idaho Power employees continue to register and sign up with the volunteer tool. To date, we have 496 employees, or approximately 25 percent of our workforce, registered for volunteerism opportunities. The company is also planning to offer another Employee and Retiree Volunteer Fair on September 25, 2017. This event helps identify opportunities for our employees and retirees to give back to the community with organizations whose mission matches the interests and passions of those individuals.

Community Advisory Groups

The company values customer and stakeholder involvement and leverages public participation extensively throughout its operations. Each year, Idaho Power leads or participates in community advisory groups (CAG). Whenever the company has a significant addition, upgrade or relocation of
facilities within a jurisdiction, Idaho Power engages the customers, community leaders and other stakeholders that may be impacted by the project.

For other issues, community involvement and public participation is the basis for the company’s strategy to address the potential or actual impacts of Idaho Power’s facilities. The company uses CAGs to coordinate with other community planning efforts to develop long-range electric plans to meet the needs of the company and communities Idaho Power serves. Here are a few examples:

**Integrated Resource Planning Advisory Council (IRPAC)**

The IRPAC assists in the development of Idaho Power’s Integrated Resource Plan (IRP). The IRP is prepared every other year and is the company’s road map for the next 20 years, encompassing many elements, including the development of a portfolio of energy resources, identification of future power generation and transmission needs, and implementing Idaho Power programs that encourage customers to use electricity efficiently. Members of the council include political, environmental and customer representatives, as well as representatives of other public interest groups. The council meets monthly when the IRP is under development.

**Early Permitting and Signage**

Idaho Power strives to identify the need for facilities and to permit facilities as early as local jurisdictions will allow. In some cases, the company has permitted substation sites 10 years in advance of the expected in-service date. This provides the company and community flexibility in working through the siting and permitting processes without time being the critical or pressing factor.

**Neighborhood Meetings and Outreach**

Once the regional plans are accepted and individual projects are identified Idaho Power continues to work with customers and other stakeholders to seek their input and address issues or concerns they may have on a localized level.

**Energy Efficiency Advisory Group**

Energy efficiency and demand response programs play a significant role in meeting the needs of Idaho Power’s customers. In 2002, Idaho Power formed the Energy Efficiency Advisory Group (EEAG), consisting of 14 members, to provide input on formulating and implementing energy efficiency and demand response programs. The group includes members from across the company’s service area and the Pacific Northwest. Members represent a cross-section of customers, including individuals from the residential, industrial, commercial and irrigation sectors as well as representatives for seniors, low-income individuals, environmental organizations, state agencies, public utility commissions and Idaho Power. The group meets to offer their input and perspectives to help create the most effective programs, marketing and implementation possible for Idaho Power customers.

*Information is accurate as of December 31, 2016, unless otherwise noted.*