2018 Sustainability Focus Areas
Year-end Report
April 2019

Balanced and Responsible Management

Consistent with existing corporate objectives on Total Shareholder Return (TSR), provide shareholders with a TSR that outperforms IDACORP’s peer group. On track and ongoing.

- Our corporate objectives target a 55th percentile or better TSR over a three-year period compared to our peer group. As of December 31, 2018, the three-year TSR was 63rd percentile.

Reduce CO₂ emissions intensity for the 2010-2020-period to 15-20 percent below 2005 CO₂ emissions intensity. On track and ongoing.

- For 2018, our CO₂ emissions intensity was 46% below the 2005 level. The average for 2010-2018 is 27% below the 2005 level.

Establish baseline metrics on municipal water usage company-wide for 2016 to reduce future operating costs and conserve resources. On track and ongoing.

- Baseline metrics for building and landscaping water usage for 2015-2017 have been assessed to enable setting of a reduction goal.

Continue development of a Climate Change Adaptation Plan focusing on the potential impacts to company operations from climate change-related events, including more frequent wildfires, reduced snowpack, and lower streamflow and river flow. On track and ongoing.

- Internal meetings have assessed the potential impacts on hydroelectric project operations, electricity demand, fish habitat restoration and vegetation management from climate change. Additional meetings will be held in 2019.

Operational Excellence

Remain true to our mission and continue to prosper by providing reliable, responsible, fair-priced energy services today and tomorrow. On track and ongoing.

Consistent with our existing corporate objective, provide exemplary customer service and continue efforts to improve customer satisfaction rankings. Achieved.

- Due in large part to our outstanding employees, Idaho Power’s fourth-quarter, 2018 customer satisfaction scores are the highest ever achieved, with a rolling 12-month Customer Relationship Index (CRI) of 86.30 percent.
Following the successful design and installation at our Langley Gulch Power Plant, install a similar inlet air heating apparatus at Danskin Power Plant to minimize ice build-up, enhance safety and increase unit availability. On track and ongoing.


Environmental Stewardship

Begin planning for future renovation of the Oxbow Hatchery to enhance operating efficiencies and fish production. On track and ongoing.

- Internal project scoping will be performed in Fall, 2019 and final design work is scheduled to be completed in 2020.

Support sustainable transportation alternatives internally by committing 5% of our annual fleet budget to purchasing electric vehicles (EVs), and fund above the 5% based upon demonstrated efficiencies, fuel savings and potential long-term value. Support sustainable transportation alternatives externally by identifying opportunities for Idaho Power to participate in and assist with EV implementation throughout our service area. On track and ongoing.

- With the December delivery of our first Ford XL Hybrid Pickup truck, and previous vehicle purchases during calendar year 2018, the company met the 5% goal.
- Participated in the state workgroup to develop application processes for the Idaho Volkswagen settlement electric vehicle infrastructure funds.
- Sponsored four trainings for first responders in identifying electric vehicles, their safety features and how to safely respond to an accident.
- Participated in nearly a dozen events from car shows to parades, showcasing our EVs and educating customers about the benefits of EVs.

Continue to promote the Snake River Stewardship initiative as a means of enhancing the water quality of the Snake River. On track and ongoing.

- Promotion of this initiative is highlighted and updated on the Idaho Power website: Snake River Stewardship Program.

Further develop a feasibility study on the establishment of a native tree nursery on our Daly Creek property to supply trees for the environmental stewardship efforts on the Snake River and its tributaries. Achieved.

- In March, the company performed an internal review of the proposed native tree nursery as one of several capstone projects considered for approval and funding. The result of an intensive business case review was a financial decision to source tree and bush seedlings from established growers.
Engaged, Empowered Workforce

Continually strive to improve our culture and core value of safety by integrating four vital behaviors throughout our organization: Focus, Assess, Make the Safe Choice, and Speak Up. Additionally, continue our work to further reduce the frequency and severity of workplace injuries and outperform industry averages. On track and ongoing.

Promote awareness and implementation of sustainability in company operations through employee education and idea solicitation. On track and ongoing.

- Meetings at numerous Idaho Power facilities have accommodated presentations on the sustainability report and the solicitation of ideas for company sustainability initiatives.
- Sustainability initiatives, such as the promotion of EVs, have been promoted internally in News Scans, eNews videos and on social media.

Promote enhancement of our brand through employee involvement as volunteers and company representatives in the communities we serve. On track and ongoing.

- As of December 2018, over 3,000 hours of volunteer time by 266 volunteers (consisting of employees, employee families and friends of the company) was recorded.

Consistent with our critical success factors and existing corporate objectives, explore approaches targeting specific workforce teams (Power Supply, Information Technology, Transmission & Distribution, etc.) to identify and implement changes in design standards and technology-based solutions to enhance company operations. For example, test Value Framework to address budgeting and resource priorities. On track and ongoing.

- The Company will continue to explore the use of a Value Framework prioritization process and will also be exploring the implementation of improved Asset Management practices.

Strong Community Partnerships

Leverage media channels to strengthen community relationships and promote company initiatives and endeavors through outreach and communication. On track and ongoing.

- The new “Just Drive” campaign aired on KTVB as a commercial and on their Facebook page. It’s part of the media buy that went along with running our new brand commercial, which ran in September.  
- What Powers Us All / Powering Possibilities  
- We have posted the commercial to our YouTube channel  
- We sponsored the annual Treasure Valley Youth Safety Summit that was held September 21

Continue to partner with the economic development efforts underway in our service area. On track and ongoing.

- In 2019, Idaho Power will begin offering a substation allowance for large commercial and industrial customers in our Oregon service area who install new or upgraded transformer capacity in the company’s substation facilities. The allowance applies to Schedule 19 Large Power Service using 1 to 20 MW.
- Idaho Power supports local communities and economic development organizations through grants for marketing and professional development. For instance, Kuna utilized a marketing grant to create a video showcasing their community.
Remodel and upgrade the Swan Falls Museum to incorporate interactive exhibits, enhance learning opportunities in STEM topics and highlight the work of Idaho Power’s employees in our oldest hydroelectric generation plant. Not achieved.

- This project has been delayed due to budget concerns and available project management oversight.
- Scope for the project continues to be reviewed balancing customer rate impact and community partnerships.