Welcome to our 2017 Sustainability Report. Our theme this year is “Connecting.” Beyond the allusion to our core business, we’ll show how we connect with our employees, our customers, our environment, our regional energy infrastructure and our homegrown energy resources. We choose to look outward — to connect — instead of simply looking within.

The relevance of connecting to our operations and those we serve has truly never been greater. As the electric utility that serves the largest number of customers in Idaho, we are integral to their everyday lives. And our employees, who create the literal and figurative power behind our business, remain connected to our communities through service projects and volunteer efforts. Their daily efforts are the reason we’re able to continue to provide reliable, responsible, fair-priced energy services to our customers, while delivering continued strong total shareholder returns (as evidenced in the graphs on the back cover).

This year we have three short articles highlighting our achievements around people and planet, but we could just as easily have offered 10. We could talk about more electric vehicles in our corporate fleet, and more
charging stations. We could discuss our bicycle maintenance stations at our offices and in our parks, or the showers and lockers we offer to employees who wish to bike to work or take a run at lunch. Some of these efforts represent small achievements though, in sum, they add up to make us a regional employer of choice. Our efforts are noticed and appreciated by our employees and the communities we serve.

In this report we’ll present our first Commitment to Diversity Statement (page 15), which outlines our position on the value and benefit of a diverse population within our company and the communities we serve. This is not a new initiative; it simply puts concrete wording around our company’s existing and long-standing culture of inclusiveness. We will also show how in 2017 an innovative and practical energy-efficiency kit (page 16) resonated with our customers, how demand surged through the power of social media and how we saved energy as a result. Finally, we would like to present the beginnings of our plan (page 13) to recognize and prepare for a changing climate. Many of the issues are ones we have already faced: drought, severe storms and wildfires, among others. Now we are communicating our plans around the known issues and events, and putting our brightest people to work to figure out what comes next.

In Review: Boardman to Hemingway
The B2H transmission project continues its forward momentum, reaching several major milestones in recent months. Both the Idaho and Oregon public utility commissions recently acknowledged B2H as the preferred portfolio to serve customers, as outlined in Idaho Power’s 2017 Integrated Resource Plan. The Bureau of Land Management released its Record of Decision for B2H last November. The decision and associated right-of-way grant authorizes Idaho Power and our permitting partners, the Bonneville Power Administration and PacifiCorp, to build, operate and maintain the proposed 300-mile, 500-kilovolt transmission line that will run from southern Idaho to northeast Oregon. And last summer Idaho Power submitted our site certificate application to Oregon’s Energy Facility Siting Council to start that state’s permitting process for the line; we expect to receive a draft proposed order in 2018. The anticipated in-service date for B2H is 2025 or beyond.
In Review: Hells Canyon Relicensing

Whether you are an investor, a customer or just interested in our company, you likely know that our company's largest source of electricity is hydroelectric generation. And most of that power comes from the crown jewel in our system, the three-dam Hells Canyon Complex on the Idaho–Oregon border.

The complex was completed more than 50 years ago, though the federal license to operate the Brownlee, Oxbow and Hells Canyon dams expired in 2005. Idaho Power has since operated the dams on a series of annual licenses, and is actively working toward a new long-term federal license.

The Idaho Public Utilities Commission recently approved the company’s filing for approval of costs associated with relicensing of the Hells Canyon complex. Approximately $216.5 million in relicensing expenditures through 2015 have been designated as prudent and eligible for recovery in future customer rates. We firmly believe this settlement adds more certainty for Idaho Power and its customers as we work toward completing the relicensing process.

The process has been lengthy and complicated. For a better understanding of our relicensing efforts, head to our YouTube channel for a short video that explains the costs and the benefits of relicensing this vital energy resource.
In Review: **Water, Water Everywhere**
The new water year started Oct. 1, 2017, and we are pleased to report that supplies are above normal, thanks to carryover from last year’s phenomenal snowpack. National Weather Service statistics showed southern Idaho and eastern Oregon rain and snowfall were running slightly ahead of normal, and the amount of water already in Snake River Basin reservoirs is much higher than it was in Fall 2016.

According to the U.S. Bureau of Reclamation, as of April 30, 2018:

- **Upper Snake Reservoirs**: 77% FULL (105 percent of the average for this date)
- **Boise Basin Reservoirs**: 90% FULL (143 percent of average)
- **Payette Basin Reservoirs**: 78% FULL (112 percent of the average for this date)

In Review: **IDACORP Earnings**
We have discussed people and planet, and now turn to the third “p” in sustainability: profit. In 2017, earnings resulted in IDACORP’s 10th consecutive year of earnings growth. And we are pleased to report that our shareholders continue to benefit in the form of increased dividends.

In September 2017, IDACORP’s Board of Directors approved a quarterly dividend increase of $0.04 per share, from $0.55 to $0.59. This represents a 97-percent increase in the dividend rate since 2011. We expect to continue to recommend future annual increases of 5 percent or more until we get near the upper end of the target payout ratio of between 50 and 60 percent of sustainable IDACORP earnings.

In Sum
Recently, certain market participants have called for corporations to pursue not only financial targets, but also operate in a manner that is responsible to the environment and society. We are proud to say Idaho Power signed on to that operating mantra a long time ago.

We hope you enjoy reading about our initiatives, our successes, and our plans for future growth.

Robert A. titanum  
Chairman of the Board

Davel T. Anderson  
President and Chief Executive Officer
IDACORP, Inc. is a holding company incorporated in 1998. Its principal operating subsidiary is Idaho Power Company, referred to in this report as Idaho Power.

Idaho Power is engaged in the generation, transmission, distribution, sale and purchase of electric energy and energy services. With 17 low-cost hydroelectric projects at the core of its generation portfolio, Idaho Power is among the nation’s few investor-owned utilities with a significant hydroelectric generating base.

IDACORP’s other subsidiaries include IDACORP Financial Services, Inc. (IFS), an investor in affordable housing, historic buildings and other real estate investments, and Ida-West Energy Company (Ida-West), an operator of small hydroelectric generation projects that satisfy the requirements of the Public Utility Regulatory Policies Act of 1978 (PURPA).

Given that Idaho Power contributes the majority of IDACORP’s net income, this report will focus on the energy company’s activity, performance and results. However, the philosophical approach to business, corporate responsibility and stewardship is consistent across all IDACORP subsidiaries.

Customer Profile

Idaho Power, headquartered in Boise, Idaho, and locally operated since 1916, provides reliable, low-cost energy services to over 545,000 residential, irrigation, commercial and industrial customers across 24,000 square miles in southern Idaho and eastern Oregon.
2017 Energy Portfolio
Did you know nearly 50 percent of Idaho Power’s energy came from clean, renewable hydroelectricity? The national average is just 7.5 percent, making it easy to see why Idaho Power is proud of its portfolio — and its affordable prices.

Hydroelectric 49.54%
Coal 18.28%
Natural Gas 8.37%
Long-Term Purchases 18.71%
Other Purchases 5.10%

About our Long-term Purchases
Idaho Power is committed to supporting renewable energy sources such as wind and solar, and we buy them as part of our portfolio mix. In turn, we sell the Renewable Energy Credits (RECs) we get from those purchases to offset power supply costs and keep customer prices as low as possible.

The buyer of the REC gets to claim that power as part of its energy. Therefore, we do not represent that electricity produced by this resource mix is being delivered to our retail customers.

The breakdown of our long-term purchases:
- Wind 10.02%
- Geothermal 1.43%
- Hydro 2.85%
- Other 0.39%
- Biomass 0.78%
- Solar 3.23%

Data Source: Edison Electric Institute
Consistent with existing corporate objectives on Total Shareholder Return (TSR), provide shareholders with a TSR that outperforms IDACORP’s peer group.

Our corporate objectives target a 55th percentile or better TSR over a three-year period compared to our peer group. As of Dec. 31, 2017, our three-year TSR was an 85th percentile ranking.

Reduce CO₂ emissions intensity for the 2010-2017 time period to 15-20 percent below 2005 CO₂ emissions intensity.

As of Dec., 2017, our average CO₂ emissions intensity is 25 percent below the 2005 level.

Consistent with the 2015 IRP, continue working with NV Energy to develop alignment on ending our participation in the North Valmy coal generation plant in a manner that supports the preferred portfolio.

The early retirement scenario for Units 1 and 2 of the North Valmy plant were part of the 2017 IRP preferred portfolio. We continue to negotiate with NV Energy on specific retirement dates.

Develop products and programs for residential customers that help them manage usage, particularly during peak usage times, complement business development efforts and maintain low rates for all customers.

The My Account customer web portal promotes customer awareness and control of personal energy usage.

The Paperless Billing initiative enhances efficiencies and reduces operating costs. This program was promoted in social media posts, bill inserts and pop-up ads in My Account.

Explore the 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 stream flow and river flow.

A draft plan has been produced, identifying four areas where climate change could impact company operations: hydroelectric projects, transmission and distribution, electricity demand and fish habitat restoration.
Remain true to our mission and continue to prosper by providing reliable, responsible, fair-priced energy services today and tomorrow.

**ON TRACK AND ONGOING**

Net Metering Proposal Request: The net metering proposal filed with the IPUC requests the creation of two new customer classes for new residential and small general service on-site generation installations and closes the existing net metering customer classes to new customers.

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

**ACHIEVED**

Our Customer Relationship Index (CRI) based on Burke customer survey results for the 2017 fourth quarter rolling 12-month CRI was 83.10 percent. The target goal for 2017 was 83.00 percent.

Communicate the sustainability benefits of the Boardman to Hemingway transmission project, including integrating renewable energy generation and deferring the need for development of additional fossil-fueled resources.

**ON TRACK AND ONGOING**

Idaho Power continues to work with local communities, permitting agencies and other stakeholders on separate federal and state permitting processes.

Idaho Power continues to communicate the benefits through media releases, including local tax benefits, improved reliability and increased transmission capacity.
Address relevant river- and watershed-related environmental issues, advocate for implementing cost-effective, sustainable solutions such as the Pine Creek Water Efficiency Pilot Program, to preserve the long-term health of the Snake River and eastern Snake River Plain Aquifer.

The Pine Creek Water Efficiency Pilot Program provided $30,000 in 2017 to fund two projects near Halfway, Oregon. This year marked the fifth year of the program, which has provided over $125,000 to 14 projects since 2013.

The Bayha Island Research Project, constructed in fall 2016, weathered the high-water flows from winter 2016 through spring 2017 with very little change in the constructed surface area and channel. This demonstrates that the design concepts used on this project and on future instream projects are sustainable and appropriate for the Snake River system. Planted vegetation is well on its way to meeting our growth and survival targets that will lead to thermal benefits and terrestrial habitat. Higher water velocities in the excavated channel contributed to less nuisance aquatic plant growth with a resulting improvement in water quality and aquatic habitat.

The Grand View Sediment Reduction Program incentivizes growers to convert from furrow to pressurized irrigation, which reduces sediment delivery to the Snake River.
Enhance employee awareness and support for conserving resources and promoting efficiency in company facilities and processes. **ON TRACK AND ONGOING**

Sustainability and operational efficiency messaging highlighting employee-led initiatives to conserve resources and promote operational efficiencies has been shared with employees. Examples include the design of the new Twin Falls Operations Center; renovation of 10 company homes in the Hells Canyon area with energy-efficient windows; and the use of Z-boat drones in stream-gauging activities.

Investigate and pilot opportunities to partner with government agencies and potentially improve and share facilities in mutually beneficial locations. **ON TRACK AND ONGOING**

We are continuing to work with the U.S. Forest Service for construction of a crew quarters and boat house on Forest Service property at Pittsburg Landing in Hells Canyon.

Work to sustain current Snake River flows while pursuing cost-effective opportunities to increase flows and maximize hydroelectric generation. **ON TRACK AND ONGOING**

Continue to work with the Idaho Water Resources Board on water rights and groundwater recharge projects.

We continue to expand cloud seeding operations.

Develop a feasibility study on the establishment of a native tree nursery on our Daly Creek property to supply trees for the Snake River Stewardship Program. **ON TRACK AND ONGOING**

A preliminary feasibility study/business plan was developed by Boise State University students. An internal team is reviewing and expanding this business case. Their analysis and recommendations will be presented to an executive panel. Future action is subject to their determination.

Support sustainable transportation alternatives by committing 5 percent of our annual fleet budget to purchasing electric vehicles (EV), and fund above the 5 percent based on demonstrated efficiencies, fuel savings and potential long-term value. **NOT ACHIEVED**

Despite purchasing four electric forklifts and one electric car, Fleet Services only met 2.9 percent of our commitment, so the 5 percent goal was not attained for 2017. This is due to reduced ordering of electric-operated buckets for bucket trucks until such time the manufacturer can address operational issues.

**SOLUTIONS**

<table>
<thead>
<tr>
<th>Cloud Seeding Benefits</th>
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</thead>
<tbody>
<tr>
<td>Increased hydroelectric generation</td>
</tr>
<tr>
<td>Adds approximately 850,000 acre-feet of additional water</td>
</tr>
<tr>
<td>Helps maintain lower rates</td>
</tr>
<tr>
<td>Recharges the aquifer</td>
</tr>
</tbody>
</table>
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

Incident Awareness Reports are issued to all employees on a regular basis listing safety incidents and providing safety reminders and educational opportunities. Employees are encouraged to engage in daily stretching and flexibility activities, attend safety meetings and report safety observations monthly.

Idaho Power’s efforts to continually improve our safety culture provided positive results in our safety performance in 2017. Compared to 2016, our incident rate was reduced 25 percent, lost-time injuries were reduced by 43 percent and severity rate was reduced by 69 percent. Significant efforts in 2017 included:

- Creating an executive level Chief Safety Officer (CSO) position
- Launching a campaign on slip, trip and fall prevention (26 percent of our injuries in 2017)
- Educating the workforce on how our brains make us blind to risk — what we don’t see or think about can hurt us. This promotes in-the-moment focusing, assessing and making safe choices.

Revise the current Learning Management System training on Sustainability to promote sustainability at work and at home.

ACHIEVED

A new interactive Sustainability e-learning course was made available to all employees.

Consistent with our critical success factors and existing corporate objectives, explore approaches targeting specific workforce teams (Power Supply, IT, Transmission & Distribution, etc.) to identify and implement changes in design criteria and technology-based solutions to enhance company operations. For example, incorporate xeriscape landscaping into our substation design criteria, and utilize moisture monitor technology to promote water conservation.

ON TRACK AND ONGOING

Several xeriscape and reduced watering opportunities were suggested and implemented by Parks personnel:

- At Hells Canyon Park, turf grass and sprinklers were replaced with landscape rock in the day-use area.
- At Copperfield Park, the irrigation system was converted to fully automatic. Sprinklers were replaced, and the pump was retrofitted to operate at optimum speed during early morning and night hours, saving water and power consumption.
- The North Park landscaping at C.J. Strike Reservoir underwent a xeriscape upgrade as well.

Low-water design has been incorporated into the design considerations for Station Landscaping Guidelines: “If permitting requirements are not an issue, the application of low-maintenance, water-efficient systems (xeriscape is preferred with no water requirements) that support our goals of efficiency and sustainability should be the guiding principle.”
Engaged, Empowered Workforce

Support the economic development efforts underway in our service area by continuing to develop and sponsor innovative programs like Idaho Power’s Site Readiness Evaluation Program.

Idaho Power partnered with the Idaho Department of Commerce and community partners in Southern Idaho to produce a Familiarization (FAM) Tour for site selectors. The purpose was to identify strengths of the area and opportunities for improvement.

During 2017, the company awarded 12 organizational and professional development and 16 marketing grants to regional economic development professionals and organizations across southern Idaho and eastern Oregon.

The Idaho Power volunteer platform continued to register employees and promote volunteer and community involvement opportunities to our employees, retirees and their families. As of Dec. 31, 2017, more than 500 Idaho Power employees were registered, seeking opportunities for giving back in the communities where we live, work and play.

The company partnered with Avista Corporation, the Idaho Department of Commerce, University of Idaho and American Falls to conduct a panel on economic development at the Idaho Association of Counties. The discussion covered lessons learned and best practices for the important role that local officials and civic leaders play as part of their community’s economic development team.

Engage and inform the public in general safety-related issues pertinent to our communities and our region.

Idaho Power ran over 2,000 radio ads to communicate about downed and overhead powerline safety in our communities.

We also ran print ads in farming and ranch-related publications, along with billboards encouraging workers to “look up” for power lines.

We communicated with customers on electrical safety as well as attentive driving through our customer bill inserts.

Leverage all available media channels to strengthen community relationships, and promote company initiatives and endeavors.

Idaho Power leverages traditional media channels, such as television, radio, print and outdoor, as well as digital and social media to keep customers informed about company initiatives and convenient options for doing business with us, like the 2017 launch of paperless billing and green choices for homes and businesses.

Customer and community representatives work closely with government and civic leaders, businesses and residents in the regions where they live and work to ensure we are meeting local needs and supporting healthy community growth. In 2017, Idaho Power partnered with the Idaho Department of Commerce and southern Idaho economic development departments to bring national site selectors to southern Idaho.

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.

This project has been delayed until 2018 due to budgeting and project management constraints.
Climate change is, simply put, a notable diversion from expected weather patterns. Idaho Power recognizes the need to adapt to an ever-changing climate and is preparing for potential impacts to its operations.

In 2017, Idaho Power proposed the following Sustainability Goal:

Continue development of a Climate Change Adaptation Plan focusing on the potential impacts to company operations from climate change-related events, such as more frequent wildfires, reduced snowpack and lower stream flow and river flow, among others.

Our aim is to identify potential risks and provide a framework for mitigating impacts to our operations in the years ahead.
Areas of Impact

Not all impacts of climate change would negatively impact our operations. “Throughout a century of service to our customers, Idaho Power already has experienced (and dealt with) wildfires, drought, reduced water flows, flooding and violent storms,” said Adam Richins, vice president of Customer Operations and Business Development. “Still, we recognize that prudent risk management means planning for the unexpected.”

Our careful planning has identified four areas where climate change could impact operations:

- Hydroelectric project operations
- Transmission and distribution systems
- Electricity demand
- Fish habitat restoration

Idaho Power leverages its 17 hydroelectric generating facilities to provide clean, reliable energy to more than half a million customers in Idaho and Oregon. The Snake River and its tributaries are the lifeblood of this system, and the company recognizes that changes in precipitation patterns can result in significant challenges.

Larger than normal changes in snowfall and rainfall — and the timing of that precipitation — could change river and stream flows. Reduced flows mean decreased generation from our lowest-cost resource. However, higher-than-normal flows in the late summer or fall could provide increased generation.

Higher peak flows may result in increased spilling at our hydroelectric facilities. This scenario could impact company finances, and affect management of aquatic plants and animals, including migrating fish. Conversely, lower flows from droughts could impact aquatic plants and animals and lead to fish stranding.

These changing precipitation patterns could impact our generation planning, requiring the company to either generate or purchase a greater amount of energy during periods of peak demand.

Taking Action

While our plans are still evolving, we already have taken action in some areas, and identified others for further study.

Idaho Power understands that heightened adaptability requires better information than the National Oceanic and Atmospheric Administration (NOAA) currently provides. For that reason, the company is working to develop improved internal weather forecasts, and is seeking counsel from outside entities, such as university researchers and external contractors.

The company also has produced and actively maintains emergency action plans for our hydroelectric projects (in conformance with FERC’s Engineering Guidelines) to prepare for events such as a mega-flood or mega-drought.

In addition to these measures, Idaho Power is studying:

- Expanding current monitoring and analysis of snowpack and spring melt to better predict stream flow timing
- Expanding cloud seeding efforts to minimize variations in annual snowfall
- Considering how a diverse generation portfolio, including renewable resources, could mitigate the impacts of lower hydro generation
- Enhancing hydroelectric operations to respond to and minimize variability in generation and stream flow

Next Steps

Just like our climate and weather patterns, our plans will continue to change and evolve. With that in mind, Idaho Power will continue to develop its Climate Change Adaptation Plan and share the results with our stakeholders as new ideas and solutions present themselves.
Idaho Power has been an active and engaged participant in the communities we serve for over a century. One of the ways we show our commitment to our stakeholders is by partnering with local businesses, universities and economic development organizations that support diversity in our communities. Another way is to support diversity in the workplace, and it’s something our company does quite well.

Our Commitment to Diversity

In 2017, Idaho Power developed a Commitment to Diversity Statement expressing the value and benefit of a diverse population within our company and the communities we serve. While the statement itself is new, the initiative is not; it is simply a representation of our company’s longtime culture and commitment. Here is the statement:

“At Idaho Power, we promote an inclusive environment where all individuals feel valued, respected and are given equal consideration for their contributions. We believe that to be successful as a company we must be able to innovate and adapt, which only happens when we seek out and value the contributions of diverse backgrounds, opinions and perspectives. Our collaborative environment thrives when employees are engaged, feel they belong and are empowered to do their best work. We are a stronger company when we stand together and embrace our differences.”

Standard Operating Procedure

Idaho Power is proud of its long, strong history of diversity in the workplace.

Women hold 33 percent of senior management positions within the company. Lisa Grow has been with Idaho Power for over 30 years in a variety of leadership roles, and is currently Senior Vice President and Chief Operating Officer. Another longtime employee is Tess Park, who is celebrating 20 years of service with the company. Park holds the position of Vice President of Power Supply.

In late 2017, Idaho Power appointed two new women to senior management roles: Megan Ronk was hired for the position of Director of Business Innovation and Development, and Debra Leithauser came aboard as Idaho Power’s Director of Corporate Communications and Marketing. We’re proud to note that our employees also are consistently recognized in the Idaho Business Review’s annual “Women of the Year” awards.

“We’ve always offered a welcoming environment for everyone here at Idaho Power, and it shows in the quality of our workforce,” said Sarah Griffin, Idaho Power Director of Human Resources. “The diversity of people, ideas and opinions is what helps our company stand out as an employer of choice in the region.”
Idaho Power is committed to energy efficiency ... and so are its customers. In fact, in the fall of 2017, the American Council for an Energy-Efficient Economy (ACEEE) named Idaho the most-improved state in the organization’s State Energy Efficiency Scorecard. As Idaho’s largest electric utility, our customers clearly demonstrated a commitment to using energy wisely and participating in energy-efficiency programs.

In 2016, the company began offering Energy-saving Kits for residential customers. The energy-efficient products and tips included were selected based on potential energy savings and the ease of installation (or use). Best of all, the kits were provided free of charge and mailed straight to customers’ homes.

What’s in the Box?
Each kit contained:

- 10 energy-efficient LED bulbs: nine LED light bulbs and one LED night light
- A digital thermometer (to check refrigerator, freezer and water temperatures)
- A shower timer
- A water flow-rate test bag
- Easy installation instructions, and a quick-start guide

Customers with electric water heaters also received:
- A high-efficiency showerhead
- Two faucet aerators (for the kitchen and bath)

The Kit Is a Hit
The kits were an instant success. In 2016, over 34,500 kits were shipped to eager customers. In 2017, aided by social media, that number jumped to nearly 51,000. Residential customer Travis Herman posted a photo of his kit to a Boise Facebook group, and that was all it took. Within just a few days, the post was shared nearly 4,000 times, generating almost 11,000 requests for kits.

“I just wanted to help a couple people get this cool kit and save energy,” Herman said.

Real Results
While calculating energy savings for individual households varies, Idaho Power estimates the kits saved a total of 18,771,620 kWh in 2017, enough to power over 1,600 average homes for one year.

While that number is enough to get our company’s attention, individual customers are seeing real savings on their energy bills. The LED bulbs alone can generate noticeable savings: Replacing an incandescent bulb that’s on three hours a day with an LED can save approximately $50 the first year alone.

Our customers and our region have demonstrated a clear commitment to wise energy use, and Idaho Power is proud to facilitate the process and make it easy for them to save energy and money.
The following metrics demonstrate Idaho Power’s performance and commitment to transparency. All graphics demonstrate our commitment to providing reliable, responsible fair-priced energy services while continually reducing our carbon footprint.

### CUSTOMERS ON PAPERLESS BILLING

<table>
<thead>
<tr>
<th>Year</th>
<th>Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 2016</td>
<td>2,834</td>
</tr>
<tr>
<td>December 2017</td>
<td>46,584</td>
</tr>
</tbody>
</table>

More customers are choosing to interact with Idaho Power through the convenience of digital channels. Receiving an email notification when their monthly bill is ready to view and pay continues to grow in popularity with customers. They also appreciate the convenience of paperless billing. Delivering bills electronically also helps Idaho Power manage costs and environmental impacts.

### CUSTOMERS PER EMPLOYEE

Idaho Power is committed to address customer needs and make it easy for them to do business with us. Effective management and dedicated employee performance has created a noticeable change in the ratio of total customers to our employee count — a development which helps us continue to provide exemplary service with greater efficiencies as trusted energy advisors.

<table>
<thead>
<tr>
<th>Year</th>
<th>Customers/Employee</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>229 / 1</td>
</tr>
<tr>
<td>2017</td>
<td>278 / 1</td>
</tr>
</tbody>
</table>

[=10]
Idaho Power’s dependence on coal-fired generation continues to decline: Coal-fired generation in 2017 was 54 percent lower than our baseline year of 2005. We have accomplished this milestone by managing future risks, enhancing operating efficiencies of our hydro and natural gas plants and continuing to integrate renewable projects under PURPA and Power Purchase Agreements. In addition, the increase in renewables and regional market access has lowered overall market prices, making coal plants less economical.

Our CO₂ emissions intensity, measured in pounds of CO₂ per MW hour of generation, continues to decline. We have achieved a 25 percent reduction in the average emissions intensity level of 2010–2017 versus our baseline year of 2005, and a 47 percent reduction in absolute CO₂ emissions in 2017 versus 2005.
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.

» Reduce CO₂ emissions intensity for the 2010–2020 period to 15–20 percent below 2005 CO₂ emissions intensity.

» Establish baseline metrics on municipal water usage companywide for 2017 to reduce future operating costs and conserve resources.

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

Operational Excellence

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

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

» Following the successful design and installation of an inlet air heating apparatus at our Langley Gulch Power plant, the company will install a similar apparatus at Danskin Power Plant to minimize ice buildup, enhance safety and increase operating efficiencies.
Environmental Stewardship

- Begin planning for future renovation of the Oxbow Hatchery to enhance operating efficiencies and fish production.
- Support sustainable transportation alternatives internally by committing 5 percent of our annual fleet budget to purchasing EVs, and fund above the 5 percent based on 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.
- Continue to promote the Snake River Stewardship Program as a means of enhancing the water quality of the Snake River.
- 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.

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.
- Promote awareness and implementation of sustainability in company operations through employee education and idea solicitation.
- Promote enhancement of our brand through employee involvement as volunteers and company representatives in the communities we serve.
- Consistent with our critical success factors and existing corporate objectives, explore 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.

Strong Community Partnerships

- Leverage media channels to strengthen community relationships and promote company initiatives and endeavors through outreach and communication.
- Continue to partner in the economic development efforts underway in our service area.
- 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.
INVESTORS
Dividend Payment Dates
For IDACORP, Inc. Common Stock: quarterly on or about the 28th of February, and the 30th of May, August and November.

Transfer Agents/Registrar
For IDACORP, Inc. Common Stock
EQ Shareowner Services
1110 Centre Pointe Curve, Suite 101
Mendota Heights, MN 55120
800-565-7890

Common Stock Information
Ticker symbol: IDA
Listed: New York Stock Exchange
11 Wall Street
New York, NY 10005

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Phone: 208-388-2200

Websites
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idahopower.com

SEC Form 10-K and Annual Report
The IDACORP and Idaho Power combined Annual Report on Form 10-K for 2017 has been filed with the Securities and Exchange Commission. The Annual Report on Form 10-K and the 2017 Annual Report to Shareholders are also available on our website at idacorpinc.com. These reports contain detailed descriptions of our business and financial performance.

Internal Data Assurance
IDACORP does not use a third party to provide assurance for this report. Instead, we rely on internal resources to ensure the report’s content and accuracy. Our review includes an analysis of specific statistics and metrics included in the 2017 Sustainability Report and, where applicable, the 2017 Annual Report on Form 10-K.

Note About Forward-looking Statements in This Report
This report contains “forward-looking statements” intended to qualify for the safe harbor from liability established by the Private Securities Litigation Reform Act of 1995. Forward-looking statements are all statements other than statements of historical fact, including, without limitation, those that are identified by the use of the words “anticipates,” “expects,” “believes,” or similar expressions. Forward-looking statements should be read with the cautionary statements included in IDACORP’s Form 10-K for the year ended Dec. 31, 2017, including in Part 1, Item 1A – “Risk Factors” in that report, and in other reports filed by IDACORP and Idaho Power with the Securities and Exchange Commission.
SUSTAINABILITY REPORT

IDA YEARLY CLOSING STOCK PRICE


IDA ANNUALIZED DIVIDEND PER SHARE - Q4


INCREASE

2011 to 2017


SUSTAINABILITY REPORT

CONNECTING

2017