

## Proper Notification

Your service cannot be turned off without Idaho Power first notifying you in writing at least seven days in advance. We must diligently try to notify you in person or by telephone at least 24 hours before turning off service.

### Termination Without Notification

Idaho Power can terminate your service without notification only under the following conditions:

1. A dangerous or hazardous condition exists.
2. You obtained service without our authorization or knowledge.
3. A court, the IPUC, or another authorized public authority orders us to terminate your service.
4. We have diligently tried to notify you of our intent to terminate your service, but have been unsuccessful in our attempt to contact you.

### IPUC Notification

Idaho Power must provide the IPUC written notice of our intent to terminate service to an industrial or large commercial customer at least seven days before the scheduled termination date. The IPUC may stay termination of service upon finding that continuous service is in the public's interest.

## Complaint Procedure

You may, at any time, file a complaint and request a conference with an Idaho Power representative. After Idaho Power receives a complaint, we will immediately start an investigation. The results will be given to you, and you will be given the opportunity to discuss the results. If you are still dissatisfied, a complaint may be taken to the IPUC for review. Service will not be turned off during any part of this complaint procedure if all undisputed bills are paid.

## Payment Arrangement Options

If a bill cannot be paid in full, payment arrangements may be made with Idaho Power to ensure continued service. A schedule may be developed for you to pay part of the amount immediately and the remainder in installments.

## Rule K Responsibilities

Idaho Power's Rule K: Customer's Load and Operations outlines IPUC-approved power quality and reliability limitations. Compliance with this tariff is mandatory for all customers. Please see [idahopower.com/rulek](https://idahopower.com/rulek) for your responsibilities under Rule K and information about devices that can cause both customer-owned and Idaho Power equipment to fail.

## More Information

If you need more information, please visit our website at [idahopower.com](https://idahopower.com), or contact Idaho Power at 208-388-2323 or 1-800-488-6151 (outside the Treasure Valley) between 7:30 a.m. and 6:30 p.m., Monday through Friday (except holidays). You can also contact us online at [idahopower.com/contactus](https://idahopower.com/contactus), or via mail at P.O. Box 70, Boise, Idaho 83707.

We appreciate the opportunity to serve you and are committed to providing you reliable electricity at a fair price.

***Si le gustaría recibir esta información en Español, favor de llamar Idaho Power.***

## Glossary of Terms

**Summer:** June 1–September 30

**Non-Summer:** October 1–May 31

**Summer Season On-Peak Hours:** 7–11 p.m. Monday through Saturday, except holidays.

**Summer Season Mid-Peak Hours:** 3–7 p.m. and 11 p.m.–12 a.m. Monday through Saturday, except holidays.

**Summer Season Off-Peak Hours:** 12 a.m.–3 p.m. Monday through Saturday, and all hours on Sunday and holidays.

**Non-Summer Season On-Peak Hours:** 6–9 a.m. and 5–8 p.m. Monday through Saturday, except holidays.

**Non-Summer Season Mid-Peak Hours:** 9 a.m.–12 p.m., 4–5 p.m., and 8–10 p.m. Monday through Saturday, except holidays.

**Non-Summer Off-Peak Hours:** 12–6 a.m., 12–4 p.m., and 10 p.m.–12 a.m. Monday through Saturday, and all hours on Sunday and holidays.

**Holidays:** New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

When New Year's Day, Independence Day, or Christmas Day falls on a Sunday, the Monday immediately following that Sunday will be considered a holiday.

**Service Charge:** A fixed monthly charge that recovers the costs which do not vary with a change in energy consumption. These costs include the investment in the service line and meter as well as the costs of meter reading and billing.

**Basic Load Capacity (BLC):** The Basic Load Capacity is calculated primarily for large commercial and industrial customers. It also is used to calculate the Basic Charge on these customers' bills. The BLC is the average kilowatts (kW) used during the two months of greatest electricity demand over the past 12 months, including the current month. It is recalculated each month.

**Basic Charge:** Basic Load Capacity (BLC) is the average of the two greatest nonzero monthly Billing Demands established during the 12-month period that includes and ends with the current billing period. Whenever a customer has not established 12-months of Billing Demand, the BLC is computed by taking the two greatest billing demands using the available history. The Basic Charge, billed on the basis of BLC, recovers a portion of the capacity-related costs of the distribution facilities, which includes substations, primary lines, and transformers.

## Glossary of Terms, cont.

**Kilowatt (kW):** A unit of measure of the amount of electricity needed to operate given equipment. One kilowatt is equal to 1,000 watts.

**Billing Demand:** The average kW supplied during the 15-consecutive-minute period of maximum use during the billing period, which may be adjusted for power factor.

**Demand Charge:** Demand, represented by kW, measures the rate at which energy is used at a point in time and is billed on the basis of Billing Demand. The Demand Charge recovers a portion of the capacity-related costs associated with the generation and transmission of electricity.

**Kilowatt-hour (kWh):** The unit Idaho Power uses to measure your electricity usage each month. Kilowatt-hour is the most commonly used unit of measure showing the amount of electricity consumed over time.

**Energy Charge:** The Energy Charge, billed on the basis of kWh, collects energy-related generation costs in addition to recovering a portion of the capacity-related costs. These costs include distribution facilities, such as substations, primary lines, and transformers, and the remaining fixed costs not collected through the service charge or demand charge.

**Power Cost Adjustment (PCA):** The Annual PCA reflects the impact stream flow conditions have on the cost of generating electricity. The PCA includes the cost of fuel for coal and/or natural gas-fired generating units owned by the company as well as buying power from the whole-sale energy market. PCA expenses are offset by any sale to other utilities of surplus electricity generated by Idaho Power throughout the year. The PCA adjusts rates up or down depending on actual power costs incurred by the company.

**Energy Efficiency Rider:** Provides financial support for Idaho Power's energy efficiency programs.

**Franchise Fee:** Reflects part of the amount Idaho and Oregon cities charge Idaho Power for placing power lines on city property. Idaho Power signs a "franchise" with city governments for this privilege. The fees are collected by Idaho Power and passed directly to the local government entity. The fee may be between 1 and 3% of the customer's bill, depending on applicable government regulations.

# Important Information

## For Large Commercial and Industrial Customers in Idaho

This brochure is a summary of the Idaho Public Utilities Commission's (IPUC) rules and regulations regarding large commercial and industrial customer service. It is intended to help you understand your rights as an Idaho Power customer and will better acquaint you with some of our operating procedures. This is only a summary. For more information, please visit our website at [idahopower.com](https://idahopower.com), or contact our Customer Care Team at 208-388-2323 or 1-800-488-6151 (outside the Treasure Valley) between 7:30 a.m. and 6:30 p.m., Monday through Friday (except holidays). You can also contact us online at [idahopower.com/contactus](https://idahopower.com/contactus), or via mail at P.O. Box 70, Boise, Idaho 83707.

The IPUC may be contacted at P.O. Box 83720, Boise, Idaho 83720-0074; by phone at 208-334-0300 or 1-800-432-0369 (outside the Treasure Valley); or by visiting [puc.idaho.gov](https://puc.idaho.gov).

## Customer Billing Information

Idaho Power reads your electric meter at approximately the same time(s) each month. If you have questions about your meter reading schedule or your monthly billing, please contact us at 208-388-2323 or 1-800-488-6151 (outside the Treasure Valley). Your monthly bill is considered past due 15 days after the bill is issued to you. A late payment charge may be assessed on any amount remaining unpaid on the next month's bill.

## Large Commercial/Industrial Rate Schedule Information\*

To help you better understand your energy bill, Idaho Power is providing the following information about the pricing you pay for services provided by Idaho Power. For more detailed information regarding your service, please visit our website at [idahopower.com/regulatory](http://idahopower.com/regulatory) — including definitions for the different components that make up bills for our large commercial and industrial customers.

\*Rates reflect those in effect as of June 1, 2024.

### Schedule 9P

Large General Primary

**Service Charge** ..... \$340.00

#### Energy Charges

*Summer*  
On-Peak..... 5.0975¢ per kWh  
Mid-Peak ..... 5.0975¢ per kWh  
Off-Peak ..... 4.5704¢ per kWh  
*Non-Summer*  
On-Peak..... 4.6295¢ per kWh  
Mid-Peak ..... 4.4020¢ per kWh  
Off-Peak ..... 4.2196¢ per kWh

**Demand**  
Summer..... \$7.89 per kW of Demand  
On-Peak..... \$1.49 per kW of Demand  
Non-Summer ..... \$7.48 per kW of Demand

**Power Cost Adjustment**..... 0.7447¢ per kWh

**Basic Charge** ..... \$1.73 per kW of BLC

**Energy Efficiency Rider**..... 2.35%

**Franchise Fee** ..... 1–3% of total bill

## Schedule 9T

Large General Transmission

**Service Charge** ..... \$340.00

#### Energy Charges

*Summer*  
On-Peak..... 5.0239¢ per kWh  
Mid-Peak ..... 5.0239¢ per kWh  
Off-Peak ..... 4.4908¢ per kWh  
*Non-Summer*  
On-Peak..... 4.5313¢ per kWh  
Mid-Peak ..... 4.3036¢ per kWh  
Off-Peak ..... 4.1210¢ per kWh

**Demand**  
Summer..... \$6.95 per kW of Demand  
On-Peak..... \$1.49 per kW of Demand  
Non-Summer ..... \$6.09 per kW of Demand

**Power Cost Adjustment**..... 0.7447¢ per kWh

**Basic Charge** ..... \$1.03 per kW of BLC

**Energy Efficiency Rider**..... 2.35%

**Franchise Fee** ..... 1–3% of total bill

## Schedule 19S

Large Power Secondary

**Service Charge** ..... \$85.00

#### Energy Charges

*Summer*  
On-Peak..... 5.6450¢ per kWh  
Mid-Peak ..... 5.6450¢ per kWh  
Off-Peak ..... 5.1197¢ per kWh  
*Non-Summer*  
On-Peak..... 5.1110¢ per kWh  
Mid-Peak ..... 4.8829¢ per kWh  
Off-Peak ..... 4.7000¢ per kWh

**Demand**  
Summer..... \$9.90 per kW of Demand  
On-Peak..... \$1.71 per kW of Demand  
Non-Summer ..... \$7.97 per kW of Demand

**Power Cost Adjustment**..... 0.7447¢ per kWh

**Basic Charge** ..... \$1.90 per kW of BLC

**Energy Efficiency Rider**..... 2.35%

**Franchise Fee** ..... 1–3% of total bill

## Schedule 19P

Large Power Primary

**Service Charge** ..... \$415.00

#### Energy Charges

*Summer*  
On-Peak..... 4.9253¢ per kWh  
Mid-Peak ..... 4.9253¢ per kWh  
Off-Peak ..... 4.3995¢ per kWh  
*Non-Summer*  
On-Peak..... 4.4526¢ per kWh  
Mid-Peak ..... 4.2244¢ per kWh  
Off-Peak ..... 4.0414¢ per kWh

**Demand**  
Summer..... \$9.47 per kW of Demand  
On-Peak..... \$1.50 per kW of Demand  
Non-Summer ..... \$8.14 per kW of Demand

**Power Cost Adjustment**..... 0.7447¢ per kWh

**Basic Charge** ..... \$2.09 per kW of BLC

**Energy Efficiency Rider**..... 2.35%

**Franchise Fee** ..... 1–3% of total bill

## Schedule 19T

Large Power Transmission

**Service Charge** ..... \$415.00

#### Energy Charges

*Summer*  
On-Peak..... 4.9086¢ per kWh  
Mid-Peak ..... 4.9086¢ per kWh  
Off-Peak ..... 4.3799¢ per kWh  
*Non-Summer*  
On-Peak..... 4.4239¢ per kWh  
Mid-Peak ..... 4.1956¢ per kWh  
Off-Peak ..... 4.0125¢ per kWh

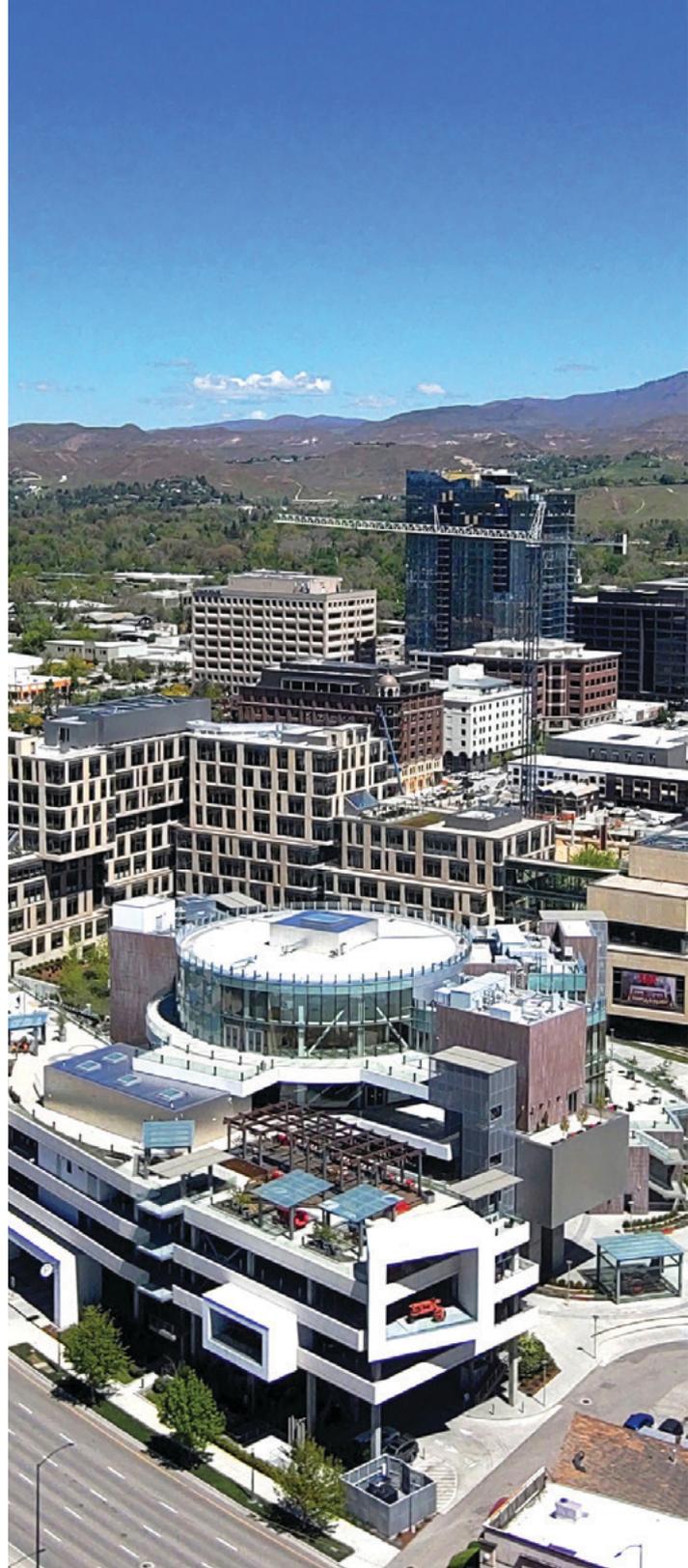
**Demand**  
Summer..... \$9.61 per kW of Demand  
On-Peak..... \$1.50 per kW of Demand  
Non-Summer ..... \$8.27 per kW of Demand

**Power Cost Adjustment**..... 0.7447¢ per kWh

**Basic Charge** ..... \$1.76 per kW of BLC

**Energy Efficiency Rider**..... 2.35%

**Franchise Fee** ..... 1–3% of total bill



## Rules for Deposits and Advance Payments

A deposit or an advance payment may be required in accordance with the terms and conditions filed with the IPUC.

If you have sought any form of relief under federal bankruptcy laws, have been brought within the jurisdiction of the bankruptcy court for any reason in an involuntary manner, or have had a receiver appointed in a state court proceeding, a deposit may be demanded as allowed by federal bankruptcy laws, or as directed by the state court.

## Rules for Termination of Service

Idaho Power must follow stringent guidelines before terminating your electric service. Electric service can be turned off, or service can be denied, with proper notification for one or more of the following reasons:

1. Not paying a bill within 15 days after the bill was issued, or paying a delinquent bill with a check or an electronic payment drawn on an account with insufficient funds.
2. Not paying a required deposit or deposit installment.
3. Misrepresenting your identity to receive service.
4. Failing to abide by the terms of a payment arrangement.
5. Denying or willfully preventing our access to the meter.
6. Intentionally wasting energy or interfering with service through improper equipment or other means.
7. Not paying an advance payment or providing an acceptable guarantee when required.

