



## **Idaho Industrial Consumer Information**

### **Introduction**

This brochure is a summary of the Idaho Public Utilities Commission's rules and regulations regarding 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. Should you need more information, please contact Idaho Power at 208-388-2323 in the Treasure Valley area, or at 1-800-488-6151 between 7:30 a.m. and 6:30 p.m. Monday through Friday (except holidays).

The Idaho Public Utilities Commission (IPUC) may be contacted at P.O. Box 83720, Boise, Idaho 83720-0074; in the Treasure Valley call 208-334-0369, or toll-free 1-800-432-0369 from elsewhere; or at [puc.idaho.gov](http://puc.idaho.gov).

### **Customer Billing Information**

Your electric meter is read at approximately the same time each month. If you have questions about your meter reading schedule or your monthly billing, please contact us at 208-388-2323 in the Treasure Valley area, or 1-800-488-6151. Your monthly bill is considered past due 15 days after the bill is mailed to you. A late payment charge may be assessed on any amount remaining unpaid on the next month's 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, a deposit may be demanded as allowed by the Federal Bankruptcy Act of 1978.

## **Rules for Termination of Service**

Idaho Power must follow stringent guidelines before terminating your electric service. Electric service can be turned off, or service denied, with proper notification for one 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 through improper equipment or other means.
7. Failing to apply for service or not paying the balance owed on another account.

## **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. If your bill is paid with a check or an electronic payment drawn on an account with insufficient funds, or you do not make an initial payment (according to a prior payment arrangement), only 24-hour notice will be given.



## Termination Without Notification

Idaho Power can terminate your service without notification only under these 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 we have been unsuccessful in our attempt to contact you.

## Idaho Public Utilities Commission 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. 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.

## 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](http://idahopower.com), or contact Idaho Power at 208-388-2323 in the Treasure Valley, or 1-800-488-6151, 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](http://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.

### [idahopower.com](http://idahopower.com)

208-388-2323 in the Treasure Valley  
or 1-800-488-6151

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

