

# Idaho Irrigation Consumer Information

## Introduction

This brochure is a summary of the Idaho Public Utilities Commission's (IPUC) rules and regulations regarding customer service. It is intended to help you understand your rights as an Idaho Power irrigation customer and will better acquaint you with some of our operating procedures. This is only a summary. If you need more information, please contact Idaho Power at 208-388-2323 or toll-free at 1-800-488-6151 (outside the Treasure Valley) between 7:30 a.m. and 6:30 p.m. Monday through Friday (except holidays).

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

## Customer Billing Information

Your electric meter is read at approximately the same time each month. 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

A deposit may be required in accordance with the terms and conditions on file with the IPUC.

**Tier 1 Deposit:** Customers who have received two or more reminder notices for nonpayment during the most recent 12-month period that service was received, have had service terminated for nonpayment during the last four years and have not subsequently received Schedule 24 service, or were

required to pay a Tier 2 deposit for the previous irrigation season, will be required to pay a Tier 1 deposit prior to the following irrigation season. Customers with at least one Schedule 24 account that meets the requirements for payment of a Tier 1 deposit will be required to pay a Tier 1 deposit on all Schedule 24 accounts for which they are financially responsible. Customers required to pay a Tier 1 deposit will be subject to a deposit amount equal to approximately 1.5 times the average in-season bill amount for each service for which they are financially responsible.

**Tier 2 Deposit:** Customers with a cumulative past due balance equal to or greater than \$1,000 on Dec. 31 will be required to pay a Tier 2 deposit on all Schedule 24 accounts for which the customer is financially responsible and requesting Schedule 24 service. A Tier 2 deposit will also be required from customers who have had a cumulative past due balance equal to or greater than \$1,000 on Dec. 31 during any of the previous four years, and who have not subsequently had active Schedule 24 service. A Tier 2 deposit will be equal to approximately four times the average in-season bill amount for each service.

In lieu of a deposit, customers may provide a guarantee of payment from a bank or financial institution acceptable to Idaho Power.

## **Rules For Termination of Service**

Idaho Power must follow stringent guidelines before terminating 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 you've received a delinquent notice and you pay your bill with a check or an electronic payment drawn on an account with insufficient funds, 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.

## **Rule K Responsibilities**

Idaho Power's IPUC-approved Rule K: Customer's Load and Operations Tariff outlines limitations as they relate to power quality and reliability. Compliance with this tariff is required 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.

## Payment Arrangement Options

If a bill cannot be paid in full, payment arrangements can be made with Idaho Power to ensure continued service. We will create a schedule for you to pay part of the amount immediately and the remainder in installments. A Level Pay Plan is another payment arrangement that will equalize monthly payments of all arrears, if any, and anticipated future bill amounts of a period of less than one year.

## 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 have an 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.

## More Information

If you need more information, please visit our website at [idahopower.com/contactus](https://idahopower.com/contactus), 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 via the U.S. Postal Service 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.*