



# Important Information

## For Irrigation Customers in Idaho

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. For more information, please visit our website at [idahopower.com](http://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).

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](http://puc.idaho.gov).

To help you better understand your energy bill, Idaho Power is providing the following information about your pricing – including definitions for the different items that make up bills for our irrigation customers.

## Schedule 24 Irrigation Service

### Service Charge

In-Season (June–September) .....	\$22.00
Out-of-Season (October–May) .....	\$3.50

### Energy Charges

#### *In-Season (June–September)*

First 164 kWh per kW of Demand .....	5.7414¢ per kWh
All other kWh per kW of Demand .....	5.4513¢ per kWh

#### *Out-of-Season (October–May)*

All kWh .....	6.5911¢ per kWh
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<b>Demand Charges (In-Season)</b> .....	\$6.94 per kW
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<b>Power Cost Adjustment</b> .....	0.7571¢ per kWh
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<b>Energy Efficiency Rider</b> .....	3.10% per kWh
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<b>Franchise Fee</b> .....	1–3% of total bill
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## 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 which 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 and requesting Schedule 24 service. 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, as defined in Schedule 24, for each service requested.

### 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, as defined in Schedule 24, for each service requested.

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

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## 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. Denying or willfully preventing our access to the meter.
5. Intentionally wasting energy or interfering with service through improper equipment or other means.
6. Not paying an advance payment or providing an acceptable guarantee when required.
7. Failing to apply for service.

## 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 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 we have been unsuccessful in our attempt to contact you.
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## 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.

## 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](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 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.***

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# Glossary of Terms

**In Season/Out-of-Season Rates:** Irrigation customers pay in-season and out-of-season rates instead of summer and non-summer rates. The season begins on the May meter read date and ends on the September meter read date.

**Service Charge:** A fixed monthly charge that recovers 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.

**Energy Charge:** The Energy Charge, billed on the basis of kilowatt-hour (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.

**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.

**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 wholesale 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 upon actual power costs incurred by the company.

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

**Demand Charge:** Demand, represented by kilowatts (kW), measures the rate at which energy is used at a point in time. Billing Demand is the average kW supplied during the 15-consecutive-minute period of maximum use during the billing period. The Demand Charge recovers a portion of the capacity-related costs associated with the generation and transmission of electricity.

**Kilowatt (kW):** A unit of measure of the amount of electricity needed to operate given equipment. One kilowatt is equal to 1,000 watts and 1.3 horsepower.

**Franchise Fee:** Reflects part of the amount 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.