

Idaho Residential Consumer Information

Introduction

This brochure is a summary of the Idaho Public Utilities Commission's (IPUC) rules and regulations regarding residential 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 visit our website at 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).

The IPUC may be contacted by mail 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.

Customer Billing Information

Idaho Power reads your electric meter 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 (outside the Treasure Valley). 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

Idaho Power normally doesn't require a deposit for new residential service. However, a deposit may be required if:

1. You have not paid an undisputed bill for service received from us in the past four years.
2. Your service was terminated within the past four years for one of the following reasons:
 - a. You have not paid an undisputed delinquent bill.
 - b. You misrepresented your identity for the purpose of obtaining service from us.
 - c. You did not pay for damages to our facilities caused by your negligence.
 - d. You have obtained, diverted or used service without authorization.
3. You provided materially false information when applying for service.
4. You have not had service for at least 12 consecutive months during the last four years, and you do not pass an objective credit screen.
5. You request service at a residence where a former customer who owes a past due balance for service incurred at that location still resides.
6. You have received two or more written final notices of termination within the last 12 consecutive months.
7. You have sought any form of relief under federal bankruptcy laws.

Required Deposits

If a deposit is required, you will be notified in writing and given a chance to discuss the issue with us. Once the deposit is received, it will be noted on your next billing statement. Interest will be paid on your deposit from the date it is taken until it is applied to your account. Deposits, with interest, will be applied to your account promptly after you maintain good credit with us for 12 months. The deposit cannot be more than one-sixth of the amount reasonably expected to be billed to you over the next year. This estimate is based either on the amount of electricity used during the past year or on the type and size of your equipment that will be using electricity. If the entire amount of the deposit cannot be paid before service is started, you can arrange to pay one-half of the deposit at the time of application for service and the remaining half within 30 days.

Rules for Termination of Residential 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.
8. Applying for or receiving service as a minor not competent to contract as described in Idaho Code sections 29-101 and 32-101.

Utility service can be turned off only between the hours of 8 a.m. and 5 p.m. unless we are unable to gain access to your meter during normal business hours. If we are unable to gain access during normal business hours, service may be turned off between the hours of 5 p.m. and 9 p.m., Monday through Thursday. Service cannot be turned off on weekends, holidays, or any day before a holiday. Service will not be disconnected on Fridays unless service has been obtained without authorization or knowledge of Idaho Power or service has been abandoned.

Proper Termination 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, after receiving proper notification, you pay your bill with a check or an electronic payment drawn on an account with insufficient funds, or you do not make a payment according to a payment arrangement, service can be shut off without additional notice.

Restrictions on Terminations

Your residential service cannot be turned off if:

1. Your past due balance is less than \$50 or two months' charges for service, whichever is smaller.
2. You are being charged for another customer's bill (unless you have a legal obligation to pay the other customer's bill), or you are being charged for any other class of service.
3. You failed to pay a bill for non-utility goods or services.
4. Your past due balance is for service provided four or more years ago, unless you have promised in writing to pay or have made a payment toward the balance within the last four years.
5. You fail to pay a disputed bill amount while a complaint is pending before the IPUC.
6. You have a disputed bill amount that is the subject of a case pending before a court in the state of Idaho. (This limitation on termination may be set aside by court order.)

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.

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. A Level Pay Plan is another payment arrangement that will equalize monthly payments of all arrears, if any, and anticipated future bill amounts over a period of less than one year.

Budget Pay Plan

This plan spreads your energy charges evenly over a 12-month period. To be eligible for Budget Pay, you must have at least nine months of continuous service at the location. This will ensure the budget amount is calculated accurately based on customer use. Your account must be current and not in arrears. The Budget Pay amount is based on your average monthly billing. The Budget Pay amount for each electric service on the account will be adjusted to the next higher dollar. This payment plan does not reduce your overall energy expenses, but it may help you manage your budget.

Third-party Notification

All residential customers may choose a third party to be notified regarding service termination. You may choose a relative, a friend, a member of the clergy or an agency (such as the Department of Social Services) to be a third party for you. A third party will receive copies of any final termination notices we send to you because of overdue utility bills. The third party is not responsible for paying your bills but may do so.

Medical Emergencies

You can delay termination of service for 30 days by obtaining a certificate from a doctor or public health official stating a medical emergency would exist or a medical condition would be aggravated if service is turned off. Payment arrangements may be made before the 30-day expiration date. The certificate must be signed by the person diagnosing the medical condition and must name the person affected. A second 30-day delay may be granted if another certificate is presented and it states that the serious illness or medical emergency still exists.

Winter Protection Program

Service will not be turned off during December through February to any residential customer who declares he or she is unable to pay in full and whose household includes children, elderly or infirm persons. A customer who has not established a Winter Payment Plan (see next section) must pay the balance due or negotiate payment arrangements on or after March 1 to avoid service termination.

Winter Payment Plan

You are eligible for the Winter Payment Plan (WPP) if you declare you are unable to pay your bill in full and your household includes children, elderly or infirm persons. Monthly payments under the WPP are equal to one-half of the Budget Pay Plan amount during November, December, January, February and March. Under the WPP, you must pay the balance due or negotiate new payment arrangements on or after April 1. Failure to pay or make arrangements on or after April 1 may result in your service being turned off. A customer who participates in the WPP one year, has honored his or her payment arrangement and whose balance owed as of Nov. 1 does not exceed \$75, or the customer's utility bill for the previous 30 days, whichever is greater, will be eligible for the WPP in the succeeding 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 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.

More Information

If you need more information, please visit our website at 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.