

Restrictions on Terminations

Your service cannot be turned off if one or more of the following apply:

- 1. Your past due balance is less than \$50 or two months' charges for service, whichever is smaller.
- 2. Your past due balance is the result of another customer's bill (unless you have a legal obligation to pay the other customer's bill), or your past due balance is 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 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.

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 past due 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 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 if they choose.

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 for any residential customer who declares they are 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 termination of service.

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 a new payment arrangement on or after April 1. Failure to pay or make an arrangement 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 November 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 following 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, 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, 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–August 31

Non-Summer: September 1–May 31

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.

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

Federal Columbia River Benefits Supplied by Bonneville Power Administration (BPA): Customers may qualify to receive a credit as part of the Federal Columbia River Power System benefits supplied by BPA. These benefits, shared among residential and small farm customers, are a result of a settlement agreement Idaho Power negotiated with BPA in 2001.

Fixed Cost Adjustment (FCA): Annually adjusts rates up or down to recover the difference between the fixed costs authorized by the IPUC and the actual fixed costs Idaho Power recovers from customers through energy sales during the previous year. The FCA applies to Idaho residential and small general service customers only and takes effect June 1 each year.

Franchise Fee: Reflects the amount that 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.

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.

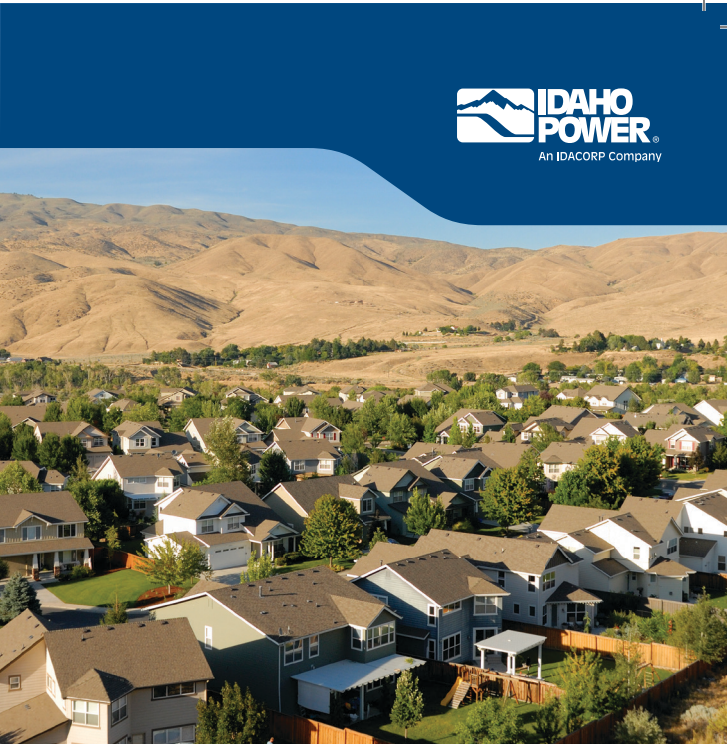
Power Cost Adjustment (PCA): The annual PCA reflects the impact stream flow conditions have on the cost of generating electricity. The PCA includes the cost of fuel for coal and/or natural gas-fired generating units owned by the company as well as buying power from the wholesale energy market. PCA expenses 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 on actual power costs incurred by the company.

Service Charge: A fixed monthly charge that recovers a portion of 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.

For more info, please visit: idahopower.com/billglossary



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Important Information

For Residential Customers in Idaho

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. For more information, visit our website at 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, or via mail at P.O. Box 70, Boise, Idaho, 83707.

The IPUC may be contacted by mail 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.

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.

Residential Rate Schedule Information*

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

*Rates reflect those in effect as of June 1, 2023.

Schedule 1
Residential Standard Service

Service Charge	\$5.00
Energy Charges	
Summer (June–August)	
First 800 kWh	8.6518¢ per kWh
801–2,000 kWh	10.4033¢ per kWh
Over 2,000 kWh	12.3585¢ per kWh
Non-Summer (September–May)	
First 800 kWh	8.0390¢ per kWh
801–2,000 kWh	8.8627¢ per kWh
Over 2,000 kWh	9.8154¢ per kWh
Fixed Cost Adjustment	0.4402¢ per kWh
Power Cost Adjustment	2.0929¢ per kWh
Energy Efficiency Rider	3.10% per kWh
Federal Columbia River Benefits Supplied by BPA	0.2534¢ per kWh
Franchise Fee	1–3% of total bill

Schedule 5
Residential Service Time-of-Day Pilot

Service Charge	\$5.00
Energy Charges	
Summer (June–August)	
On-Peak	12.8910¢ per kWh
Off-Peak	7.3899¢ per kWh
Non-Summer (September–May)	
On-Peak	9.5159¢ per kWh
Off-Peak	7.3899¢ per kWh
Fixed Cost Adjustment	0.4402¢ per kWh
Power Cost Adjustment	2.0929¢ per kWh
Energy Efficiency Rider	3.10% per kWh
Federal Columbia River Benefits Supplied by BPA	0.2534¢ per kWh
Franchise Fee	1–3% of total bill

Schedule 6
Residential Service On-Site Generation

Service Charge	\$5.00
Energy Charges	
Summer (June–August)	
First 800 kWh	8.6518¢ per kWh
801–2,000 kWh	10.4033¢ per kWh
Over 2,000 kWh	12.3585¢ per kWh
Non-Summer (September–May)	
First 800 kWh	8.0390¢ per kWh
801–2,000 kWh	8.8627¢ per kWh
Over 2,000 kWh	9.8154¢ per kWh
Fixed Cost Adjustment	0.4402¢ per kWh
Power Cost Adjustment	2.0929¢ per kWh
Energy Efficiency Rider	3.10% per kWh
Federal Columbia River Benefits Supplied by BPA	0.2534¢ per kWh
Franchise Fee	1–3% of total bill

Example: Below is the bill calculation for a Residential Standard Service customer living in Meridian, Idaho, using 1,000 kWh of electricity in May:

Service Charge	\$5.00
Energy Charges	
800 kWh @ \$0.080390	\$64.31
200 kWh @ \$0.088627	\$17.73
Fixed Cost Adjustment 1,000 kWh @ \$0.006153	\$4.40
Power Cost Adjustment 1,000 kWh @ \$0.013893	\$20.93
Energy Efficiency Rider .0310 x (Service Charge + Energy Charges)	\$2.70
Federal Columbia River Benefits Supplied by BPA 1,000 kWh @ \$0.002534	\$2.53
Franchise Fee Meridian City (1%)	\$1.13
Total Bill	\$113.67

On-peak hours:
Summer Season: 1 p.m.–9 p.m. Monday–Friday, except holidays
Non-Summer Season: 7 a.m.–9 p.m. Monday–Friday, except holidays
Off-peak hours: All other hours
Holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day



Rules for Deposits

Idaho Power normally doesn't require a deposit for new residential service. However, a deposit may be required for one of the following reasons:

- You have not paid an undisputed bill for service received from us in the past four years.
- Your service was terminated within the past four years for one of the following reasons:
 - You have not paid an undisputed delinquent bill.
 - You have obtained, diverted or used service without authorization.
- You provided materially false information when applying for service.
- 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.
- You request service at a residence where a former customer who owes a past due balance for service incurred at that location still resides.
- You have received two or more written final notices of termination within the last 12 consecutive months.
- 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 reason 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 refunded or applied to your account. Your deposit and accrued interest will be refunded or applied to your account promptly after you maintain good credit with us for 12 months. The deposit will not 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 can be denied, with proper notification, for one or more of the following reasons:

- 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.
- Not paying a required deposit or deposit installment.
- Misrepresenting your identity to receive service.
- Failing to abide by the terms of a payment arrangement.
- Denying or willfully preventing our access to the meter.
- Intentionally wasting energy or interfering with service through improper equipment or other means.
- Not paying the balance owed on an existing or previous account for service provided within the past 4 years.
- 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 Idaho Power's authorization or knowledge, 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.