

ENERGY @WORK



*This newsletter is written for business customers.
We hope you find the following articles
interesting and informative.*

Spring 2017

Amazing Results from Customer Satisfaction Surveys

While our field reps continuously provide input into what matters to our customers, sometimes it's a welcome perspective for customers to be able to chat with a third party (through surveys). The information Idaho Power receives from surveys is valuable when improving services and programs for our customers.

One project that came out of the surveys is the outage map that allows updated outage information to customers on your phone or desktop. Another project is the online explanation of the power bill in response to customers requesting more information about their bill.

Energy efficiency and saving money on their bill are a regular request in the surveys. In response to those comments, Idaho Power continuously makes improvements to the energy efficiency incentive programs.

Lastly, customers often ask for more information about other things Idaho

Power is doing. This newsletter provides an avenue for answers to those questions and more. We hope you enjoy the newsletter and that you provide feedback to us about what topics you would like to see in upcoming issues.

The results are in and Idaho Power continues to push the satisfaction envelope

With the assistance of our third-party survey contractor, Burke, we have conducted quarterly customer satisfaction surveys since 1996. Currently, over 84 percent of customers have a favorable outlook on Idaho Power and the services we provide. Also, nationally we receive high satisfaction marks compared to other electric utilities and are very proud of those high marks.

We understand taking this survey can be challenging

Idaho Power understands that our customers get many requests for surveys.

We have done our best to make the survey only as long as necessary and ask questions we really need to know, which focus on areas of improvement and increased customer satisfaction. We encourage our customers to discuss their concerns with Idaho Power to receive this vital information and make Idaho Power the best and most customer-friendly utility possible. We really appreciate your help.

"Idaho Power helps us upgrade our lighting systems as well as our HVAC systems. They offer us rebates when we upgrade to save energy and money. Great to work with! Our rep is great. (Our rep) always helps us and informs us of any new incentives coming our way. – small business customer"

"They provide uninterrupted service. The representatives are good when we talk to them. They have affordable rates and understandable bills." – small business customer"

Simplify your Life with Paperless Billing



Paperless billing is free, convenient and clutter-free. You'll get a monthly email with links to view and pay your bill.

- It's fast: You'll get an email as soon as your bill is available to view online
- It's secure: View detailed account information using your password-protected online account
- It's easy: No more hassling with a paper bill and you decide which way to pay

idahopower.com/paperless

Project to Narrow, Deepen Snake River Stretch

Idaho Power's wide-ranging effort to improve water quality in the Snake River achieved a major milestone recently with the completion of construction on the Bayha Island Research Project.

The project narrowed and deepened the channel in a key stretch of the Marsing Reach of the Snake River, increasing the water velocity, and enhancing floodplains and wetlands around Bayha and Wright islands and the nearby shorelines. The river in this stretch suffers from slow-moving water,

excessive nutrients and sediment, excess aquatic vegetation, high water temperatures and low oxygen levels. Increasing the speed and depth of the water will address many of these issues.

The project is one part of the broader Snake River Stewardship Program, which aims to help the company fulfill state and federal water-quality requirements necessary to get a new long-term license for the Hells Canyon Complex.

idahopower.com/river



Don't be the Victim of a Scam

If you've ever gotten a call, email, mailing or sales person at your door claiming to represent Idaho Power, here's some important information to keep in mind:

Idaho Power DOES NOT:

- Demand immediate payment
- Require a payment for a defective meter
- Ask for same-day payment via pre-paid cards, such as the Green Dot MoneyPak

Idaho Power DOES:

- Make payment arrangements
- Offer payment options
- Send reminders and notices prior to disconnect
- Make a phone call in an attempt to contact customers prior to disconnect
- Take payments over the phone using a third-party vendor
- Have personnel wearing Idaho Power identification come to your home or business for various reasons

idahopower.com/scam



Idaho Power Commercial/Industrial Training Opportunities

All trainings are free to attend and continuing education units (CEU) may be available.

Visit idahopower.com/training for additional details, or call 208-388-5099 to register.

Date	Topic	Time	Location
Feb. 28	LED Lighting Technology & Lighting Controls	7:30 am to noon	Pocatello
March 1	LED Lighting Technology & Lighting Controls/Industrial Module	7:30 am to 5 pm	Twin Falls
March 2	LED Lighting Technology & Lighting Controls/Industrial Module	7:30 am to 5 pm	Boise
March 7	LED Lighting Technology & Lighting Controls	7:30 am to noon	Ontario
March 8	LED Lighting Technology & Lighting Controls	7:30 am to noon	Nampa
March	IDL Daylight Training	TBD	Boise
April	IDL Daylight Training	TBD	Boise
May 9	Energy Efficiency of Chilled Water	7:30 am to 4:30 pm	Boise
May 10	Energy Efficiency of Cooling Towers	7:30 am to 4:30 pm	Boise
May 16	LED Lighting Technology & Lighting Controls	TBD	McCall
May 17	LED Lighting Technology & Lighting Controls	TBD	Hailey
May 18	LED Lighting Technology & Lighting Controls	TBD	Salmon
July 12	Energy Efficient Motors	7:30 am to 4:30 pm	Caldwell
July 13	Adjustable Speed Drives	7:30 am to 4:30 pm	Caldwell
Sept. 6	Intro to Unitary A/C	7:30 am to 4:30 pm	Twin Falls
Sept. 7	Advanced Unitary A/C	7:30 am to 4:30 pm	Twin Falls
Sept. 27	Compressed Air Challenge	7:30 am to 4:30 pm	Pocatello

Additional Training

Online Lighting Training

Lighting Basics

This free course is an introductory training on lighting fundamentals for those new to the commercial/industrial lighting retrofit market. It covers basic lighting terms and applications, conducting facility audits, identifying resources for retrofit projects and tips for developing relationships. Visit neea.docebosaa.com/lightingbasics/lms to register.

NXT Level Lighting

This free course is a comprehensive lighting training for trade allies who work in the commercial/industrial lighting retrofit market. NXT Level helps trade allies to better design, sell and install advanced retrofit projects to fit their customer's needs. The online training covers lighting concepts, technologies, economics, sales techniques, codes and utility programs. Visit nwlighingnetwork.com/nxtlevel to register.

*Idaho Powers congratulates Mr. Electric (aka White Electric, aka Matt White) for becoming the first NXT Level 1 contractor in our service area.



IBOA Building Operator Certification (BOC) Level 1

The BOC program helps building operators increase their skill levels in operations and maintenance practices for improved energy performance. The Idaho Power scholarship covers \$700 of the BOC Level 1 training. Enter “**halfoff**” discount code.

IBOA 2017 Preliminary BOC Schedule:

- Feb. 15: BOC Technical Webinar
- March 7: BOC Level 1 series start, Boise
- March 22: BOC Technical Webinar
- March 31: Maintenance of certification applications due
- April 19: BOC Technical Webinar
- May 17: BOC Technical Webinar
- June 22-23: IBOA Convention & Tradeshow, Boise
- Sept. 14: BOC Technical Webinar
- October: BOC Technical Webinar
- Oct. 31: BOC Level 1 series start, Boise
- Tech Talk schedule: TBA

Visit intboa.org/trainings-events to learn more.



An IDACORP Company

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For your business owner or manager.

- Amazing Results from Customer Satisfaction Surveys
- Simplify your Life with Paperless Billing
- Project to Narrow, Deepen Snake River Stretch
- Idaho Power Commercial/Industrial Training Opportunities
- IDACORP Moves Up Again in Ranking

If there are specific topics you'd like to learn more about, please send your story ideas to jjaregui@idahopower.com

IDACORP Moves Up Again in Ranking

This year, the prestigious utility publication Public Utilities Fortnightly has whittled down its annual "Fortnightly 40" to the "Top Twenty Financial Performers." Once again, IDACORP, and by extension Idaho Power, is near the top.

For the fifth year in a row, IDACORP's rank has improved substantially in the assessment of best energy companies, as announced in the magazine's October issue. Our recent #6 ranking is a five-place improvement from our 2015 #11 ranking and marks the continuation of our upward trajectory on this impressive list.

To identify the top twenty, utilities were ranked on six financial metrics, and their overall order, from first to 20th, was based on a simple average of those six metrics.

FIG. 7 **OVERALL RANKING**

Overall Ranking	Company
1	Public Service Enterprise Group
2	NextEra Energy
3	Wisconsin Energy
4	
5	Pinnacle West
6	IDACORP
7	SCANA
8	
9	Southern Co.
10	PPL Corp.
11	American Electric Power
12	AES Corp.
13	Vectren
14	CMS Energy