

Irrigationnews

Keeping Our Agricultural and Irrigation Customers Informed

March • 2017



Energy Efficiency Programs – Earn Cash Incentives and Improve Your Bottom Line

Irrigation Efficiency Rewards

Earn incentives from Idaho Power by installing a new, more efficient system or making energy-efficient improvements to an existing system. The Custom Program addresses extensive retrofits of existing systems or new irrigation systems. The Menu Incentive covers a significant portion of the costs of repairing and replacing specific components to help existing irrigation system use less energy. Check out our website for the application and program details: idahopower.com/irrigation.

Commercial Energy Efficiency

Do you have a shop or barn that you'd like to update? Idaho Power offers cash incentives for upgrades to existing facilities, new construction and major renovations. All commercial accounts are eligible to participate. Check out our website for more program details idahopower.com/business.

Idaho Power has cash incentives for the following equipment:

- Lighting
- HVAC with Variable Speed Drives and HVAC Controls

- Reflective roofing, wall insulation and premium windows
- Stock tanks, standby generator engine block heaters and commercial electric hot water heaters

Residential Energy Efficiency

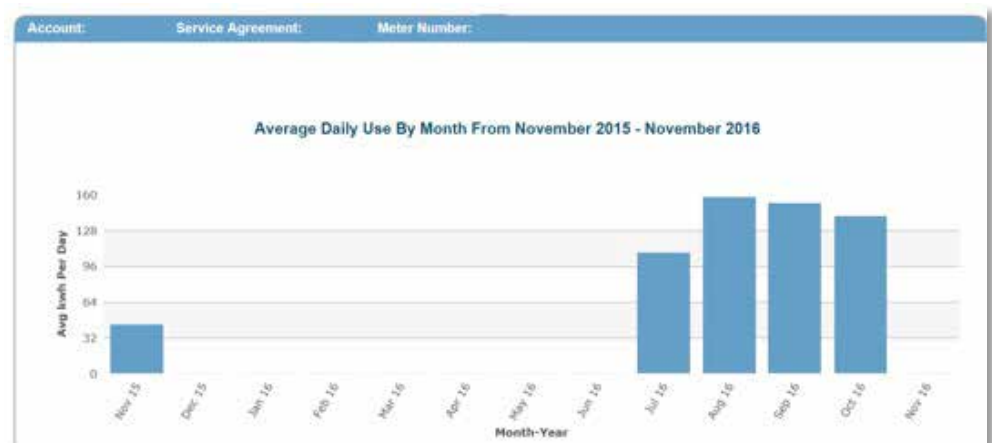
From home energy audits to Energy Saving Kits to Fridge and Freezer pick-ups, Idaho Power has several residential programs to improve the comfort and efficiency of your home. Check out idahopower.com/save for the list of residential programs.

Doing Business 24/7

Because Your Time Is Valuable

You can do business with Idaho Power any time of day — at your home, business or on your cell phone. We've made tools available to help you manage your Idaho Power account 24/7, as well as reach us during business hours when you need additional assistance.

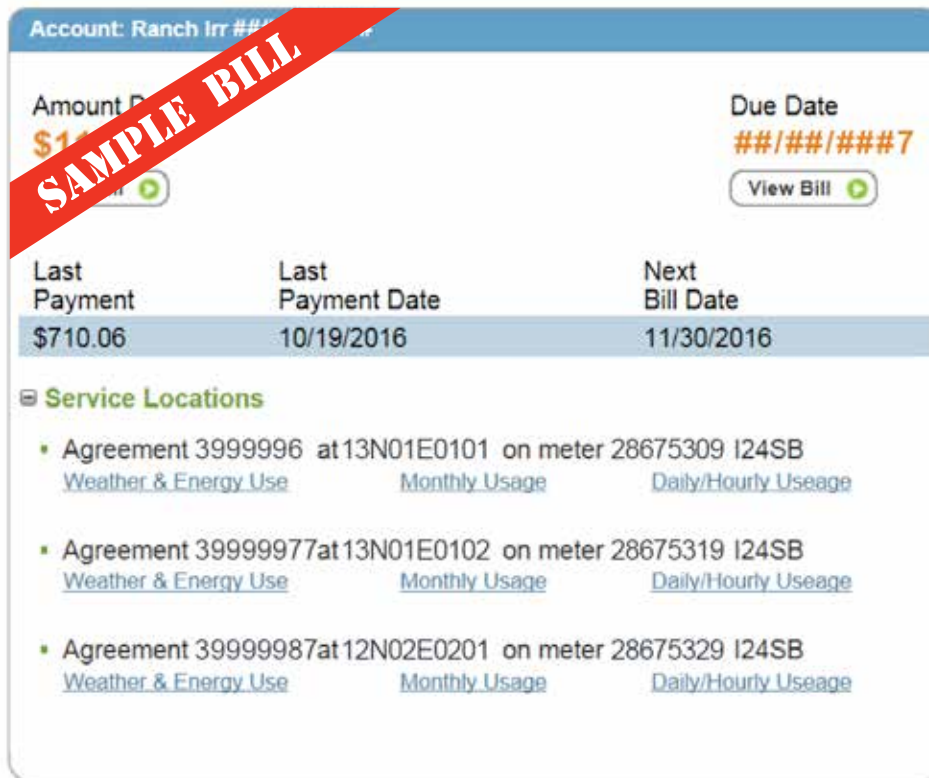
Do you know how much energy you are using and when? Who your account representative is? How to reduce your energy use? You can find those answers and more on idahopower.com.



MyAccount

To register at the Idaho Power website, click “Register Now” in the Account Manager Login box on the left side of the home page (idahopower.com). Then, provide your account number and last payment amount. This will give you 24-hour access to your account through a secure Web portal. You’ll be able to choose how you want to do business with us, like receiving a paperless bill via email or paying your bill online.

You can compare your business’ electric use from month-to-month and view detailed electric-use information with data from your smart meter (daily and hourly). You will also find tips on how to reduce your energy use and information on energy efficiency programs Idaho Power offers to earn financial incentives for your business. Following is an example of how your Account summary would look in myAccount:



Account: Ranch Irr #

Amount Due
\$1100.00

Due Date
##/##/###7

View Bill

Last Payment	Last Payment Date	Next Bill Date
\$710.06	10/19/2016	11/30/2016

Service Locations

- Agreement 3999996 at 13N01E0101 on meter 28675309 I24SB
[Weather & Energy Use](#) [Monthly Usage](#) [Daily/Hourly Usage](#)
- Agreement 3999997 at 13N01E0102 on meter 28675319 I24SB
[Weather & Energy Use](#) [Monthly Usage](#) [Daily/Hourly Usage](#)
- Agreement 3999998 at 12N02E0201 on meter 28675329 I24SB
[Weather & Energy Use](#) [Monthly Usage](#) [Daily/Hourly Usage](#)

IVR

Idaho Power’s Customer Service Center is using a new Interactive Voice Response (IVR) menu to provide callers with customer service options around the clock. When customers call Idaho Power to start or stop service, report a power outage, check their account balance or want to speak with a customer service representative, they interact with our new IVR.

Several shortcuts of interest for irrigation customers are available through the IVR:

- To turn off the voice recognition feature (great for windy or noisy areas): Press 8 anytime during the first menu.
- To report an outage: Press 2, then 1, then 1. Then type your zip code (this is a good option when the automated system doesn’t recognize the city).
- To find your read date: Press 2, then 4, then 4. Type your account number (22#####) and have the last 4 digits of the primary phone number available to validate your identity (**only works for accounts with a single pump**).
- To find your bill amount and due date: Press 2, then 2, then 1. Type your account number (22#####) and have the last 4 digits of the primary phone number available to validate your identity.

Paperless Billing

Idaho Power offers e-billing service to all its customers. Paperless billing customers get a monthly email that links to their bill each month instead of receiving a paper bill through the mail. Then, customers sign in to myAccount to view and pay their monthly bill. Customers can choose to click a button to pay their bill online through our No-Fee

Bill Pay service, use their preferred online bill payment method, or print the bill and mail in the payment. Sign up online via idahopower.com/gopaperless (you must be a registered myAccount user), or over the phone with help from one of our customer service representatives.

For More Information

Idaho Power agricultural representatives are available throughout our service area to answer your questions and provide expertise.

Blackfoot/American Falls	208-236-7744
Mini-Cassia	208-736-3215
Twin Falls/Gooding	208-736-3430
Mountain Home/Boise	208-388-6366
Nampa/Caldwell	208-465-8626
Payette/Ontario	208-642-6546
Irrigation Coord.	208-388-2586
Customer Service	208-388-2323
or 1-800-488-6151 (outside the Treasure Valley)	

For more information about the Irrigation Efficiency Rewards program, including applications and a list of agricultural representatives, visit our website: idahopower.com/irrigation.