

Irrigation news

Keeping Our Agricultural and Irrigation Customers Informed

November • 2018

Irrigation Customer Satisfaction Efforts at Idaho Power

Survey results for 2018 show improved satisfaction for irrigation customers in the following categories:

- Continuous, uninterrupted service
- Competitive pricing
- Quick restoration following an outage
- Providing timely outage information
- Minimizing brief service interruptions

Idaho Power has been working to improve the experience for all our customers, with a special focus on our irrigation customers.

Over the past 12 months, we met with irrigation customers across our service area to hear their concerns. Those discussions resulted in a change to the maintenance prioritization process for our distribution system.

Another option available to our irrigation customers is summary billing. This allows

multiple service locations to be billed on one account rather than individually which may provide more convenient billing and payment options.

Do you have questions for Idaho Power? Our ag reps are a great resource for irrigation customers with expertise in irrigation, energy use, energy efficiency programs and more. To better serve you, we've provided our customer care team with additional training on irrigation and agricultural issues.

A redesigned, user-friendly bill created with customer input and was launched in November.

Thank you for being a valued customer. We appreciate the opportunity to serve you, and are committed to continually improving your customer experience.

2019 Idaho Ag Expos

Idaho Irrigation Equipment Show & Conference

Nampa Civic Center
Jan. 10
Booth 17

Eastern Idaho

Holt Arena Pocatello
Jan. 22 to 24
Booth 44

Western Idaho

Caldwell Events Center
Jan. 29 to 30
Booth 56

Agri-Action

College of Southern Idaho
Jan. 31 to Feb. 2



Online Tools Provide Convenient Options and Outage Information

Idaho Power offers convenient online options for managing your energy use, signing up for paperless billing, adding new service for a pump or home and getting outage information.

My Account

Get 24-hour access to:

- Pay your bill
- Track and compare your energy use
- Start, stop or transfer service
- Find energy-saving tips and information

Energy-use tracking is one of My Account's most popular features. Customers can use the charts and graphs to view their pump or home's usage by the hour, day or month. You can access 24 months of previous billing and payment history.

(continued on page 2)

Energy Efficiency Incentives for Irrigators

Do you have worn out sprinkler parts? Are you looking to reduce your electricity bill by using power more efficiently? Idaho Power pays cash incentives to repair or upgrade new equipment. It's easy, simply purchase the replacement parts and submit your invoice with an application. Incentives are available for up to one year.

Here's a list of the eligible parts and the cash incentive for each:

Menu Option Measures All incentive options are limited to two per acre.	Cash Incentive per Item
Flow control nozzles	\$1.50
New nozzle	\$0.25
New or rebuilt sprinkler heads	\$2.75*
New or rebuilt wheel-line levelers	\$0.75
New pivot sprinkler package (head, nozzle and regulator)	\$8.00
New drains for wheel lines and pivots	\$3.00*
Gaskets for wheel line, hand lines and portable main lines	\$1.00*
Wheel line hubs for Thunderbird® wheel lines	\$12.00
Pivot goosenecks with drop tubes	\$1.00
Cut and press and weld pipe repair (per joint)	\$8.00
Center pivot-base boot gasket	\$125.00

*These incentive options are limited to the lesser of the incentive or 50% of invoice cost.

We also pay incentives for new systems or retrofits on existing systems using less energy. Upgrades include reducing operating pressures, creating pressure zones, using high-efficiency pumps and motors and reducing horsepower requirements. Contact your agricultural representative (ag rep), or visit us at idahopower.com/irrigation.

Overhead Power Line Safety



YouTube

Overhead power lines are all around us. Every year people are seriously or fatally injured contacting overhead lines. Most of these accidents occur when people operate heavy equipment or use tall items, such as irrigation pipes, ladders or grain augers. Go to YouTube.com/idahopower and search "Overhead Power Line Safety" to watch the video.

Find additional information at idahopower.com/safety.

Online Tools (cont.)

My Account users have easy access to tips and information about our energy efficiency programs. It's a one-stop shop for saving energy and money.

Paying your bill is quick and easy with My Account. Log in and pay online anytime. Use My Account to sign up for features like Auto Pay and paperless billing.

To get started, visit idahopower.com, click My Account and follow the link to register.

Paperless Billing

Simplify your life with paperless billing. It's free, convenient and clutter-free. With paperless billing, you get a monthly email with links to view and pay your bill.

Service Estimator

Looking to add an irrigation pump, service to a new home or business? Idaho Power's online Service Estimator tool provides an estimate of what it will cost for customers to install service at a new location.

The Service Estimator tool is available for irrigation, residential and commercial customers. To use the tool for irrigation, go to idahopower.com/serviceestimator and select the type of estimate you need. Find your desired location on a map and immediately receive cost options for powering that property. The information can help you decide if you'd like to request a formal cost quote.

Outage Map

The Outage Map provides a real-time look at outages in our service area. The map shows outage locations, number of customers affected, lists the current status of the outage and an estimated time for power restoration. Sign up to receive text alerts about specific outages. From idahopower.com, click "Outages."

For more information about the Irrigation Efficiency Rewards program, including applications, visit our website: idahopower.com/irrigation.