

Idaho Power crews work to install a new distribution line near Horseshoe Bend, Idaho.



## Idaho Power's Essential Work Carries on Through Pandemic

We've made major changes at Idaho Power in response to COVID-19. But our customers' need for electricity continues, and we know you're depending on us now more than ever. So, we're pressing forward and working hard every day.

In fact, our work hasn't slowed down during the pandemic. In the first seven months of 2020, our teams that design new businesses' electrical connections took on 32% more work than during the same period in 2019. And our line crews have built 20% more new business connections this year than in the same period last year.

"We've seen tremendous growth across southern Idaho the past several years, and the pandemic hasn't slowed that pace yet," said Clint Mills, Regional Operations Manager in Canyon County. "We've had to change the way we do a few things, like social distancing while we're out in the field, but the work continues."

New connections are just one part of keeping the lights on, irrigation pumps running and businesses thriving. We're

also hard at work maintaining and repairing existing power lines. One example occurred in May, when a storm blew down dozens of power poles in the Aberdeen area. Idaho Power crews toiled through two nights in a row, securing materials, repairing damaged equipment, building new poles, digging holes for them, setting the new poles and restoring power for more than 800 customers.

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**"Our crews worked hard, fast and — most important — safely. I couldn't be prouder of the effort they gave to make sure our customers had their power back on as soon as possible."**

~ Jon Post, Idaho Power  
Boise Regional Operations Manager

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Idaho Power continues to build new lines and substations to meet the demands of growth. After years of planning and working with the community to find the best route, our crews built the Beacon Light transmission line in just six months. The project will help meet our customers'

growing needs in north Eagle and the surrounding area.

We're building a transmission line in south Meridian; a new distribution line in Horseshoe Bend; a transmission line in Council; and many more projects that will help us continue our 104-year tradition of reliable, affordable energy. Keep up to date with major Idaho Power projects on our interactive map: [idahopower.com/projectmap](https://idahopower.com/projectmap).

Idaho Power is also making progress on larger projects, like the Boardman to Hemingway transmission line, a 290-mile clean energy pipeline that will help us meet your needs during our summer peak for decades to come.

As Idaho and the rest of the world grapple with COVID-19, Idaho Power will continue to answer our customers' call, whether it's helping them get a new business off the ground, working with those who are struggling with bills, or making sure we get the lights back on when outages happen. Our work is essential because our customers are, and we're up to the task.

### Current Outages

Did your lights just go out? Please allow up to 10 minutes for your outage to appear on the map, or use the phone numbers below to report it. Outages impacting less than 10 customers will not be displayed.

#### Number of customers affected:

- 10 - 100
- 101 - 500
- 501 - 1000
- 1001 and above
- Multiple outages

**Please note:** When you click on a pin, shaded areas indicate the outage is within those boundaries, not necessarily that the whole area is without power.

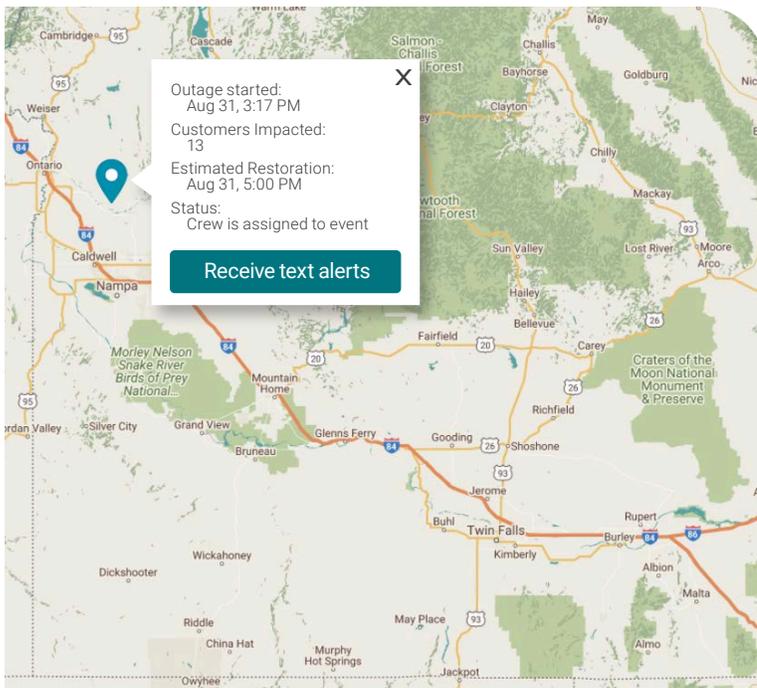
#### Report an Outage

To report an outage or to provide information about the cause of an outage, call one of the following numbers:

**In the Treasure Valley**  
208-388-2323

**Outside the Treasure Valley**  
1-800-488-6151

[Sign Up for Future Alerts](#)



## Outage Map Keeps You Informed When You Need it Most

At Idaho Power, we pride ourselves on the reliable service we provide to our customers. In fact, we keep the lights on 99.972% of the time. So, while we hope you rarely have to look at our outage map, we want to make sure that when you do, you can get the information you need.

If your power just went out, it might take a few minutes before you see your outage on the map. Our map displays all outages — planned or unexpected — impacting 10 or more customers. You can click an outage pin for more information, including an estimated restoration time and how many customers are without power.

The best way to sign up for outage alerts is through My Account, which ensures you'll

be notified any time an outage occurs at a specific address. But if you're interested in alerts for a single outage, you can sign up through the outage map when you click the pin. Some outages can be complex and restoration times can change, so outage alerts are the best way to ensure you have the most accurate information.

If you don't see your outage on the map after 10 minutes — or if you have information on the cause of an outage — call us at 208-388-2323 or 1-800-488-6151. Please avoid approaching crews at work so they can stay focused on their essential work and maintain social distance to keep everyone healthy.

[idahopower.com/outage](http://idahopower.com/outage)

### From the Energy Efficient Kitchen

Oct. 2020  
Snack

#### Grilled Caramel Apples

- 4 large Granny Smith apples, cored
- 16 Red Hot cinnamon candies
- ¼ tsp ground cinnamon
- 8 soft caramel candies
- 4 Tbsp brown sugar

Place each apple on an 18-inch square of tinfoil. Into each apple center, push a caramel, four Red Hots, a tablespoon of brown sugar, a sprinkle of cinnamon and a second caramel. Fold foil over apple and seal tightly. Grill covered over medium heat for 20–25 minutes or until apples are tender.

Recipe selected from Idaho Power's Centennial Celebration Cookbook.

## Idaho Power Text Alerts: Information at Your Fingertips!

In these days of information overload, it can seem impossible to keep up with it all. That's why we designed our outage and account alerts to make sure you never miss what's important about your Idaho Power account.

Outage impacts your home or business? There's a text for that. Did your monthly energy use push your bill past a set amount? There's a text for that, too. Miss a payment? We'll let you know immediately.

No matter how you like to receive your account information, whether text or email, we'll tell you what you need to know, when you need to know it.

Simply log in to your account at [idahopower.com/myaccount](http://idahopower.com/myaccount) and sign up for one or all three alerts in the Alert Center. While you're there, consider signing up for one of our other time and effort-saving programs, such as paperless billing or Auto Pay.

