



People Behind Your Power: Your Neighborhood Team

It takes a lot of people to keep our homes, businesses, and communities energized — from the operators at Idaho Power's generation plants to the customer service representatives who take your calls. And while our hydro facilities, natural gas plants, and customer care center may be out of sight for most, there's a good chance you've seen the folks who make up our regional teams in your neighborhood.

For Troubleman Scott Hellwege, Meter Specialist Richard Wakeling, and Underground Serviceman Kevin VanFossen, taking care of the people in their neighborhoods is the foundation of their service. Whether it's responding to an outage, hooking up a meter to a new home, or helping convert a neighborhood's service from overhead lines to underground, these guys and their hundreds of counterparts throughout the company keep the needs of our customers at the heart of everything they do.

The most recognizable jobs at Idaho Power are perhaps our lineworkers and meter specialists. They're the ones you see in your neighborhood or at your door when the power goes out (or until about 15 years ago, every month when your

meter needed to be read). A troubleman is a type of lineworker who works independently in a specific area. Their work varies day-to-day, from restoring power after an outage, to upgrading a home's electrical load, or fixing or replacing damaged infrastructure.

"My biggest responsibility is responding to outages — could be from weather, car wrecks, fires — we never know what we're going to encounter," Hellwege said. "Sometimes we'll be in the middle of something else — like upgrading service or assisting on another project — when an outage call comes in, and we have to switch gears."

Troublemans are among the company's many first responders, often the first to show up when a car has hit one of our poles. Their response requires an incredible amount of training and quick critical thinking to safely mitigate any public electrical hazards and work to determine what resources we need to repair the line or equipment.

Meter specialists help get power transferred when customers move and troubleshoot when meters aren't functioning correctly. They are also

usually the people at the door of those customers who have fallen behind on their bill. They work with customers to setup payment arrangements or put them in touch with agencies that can help.

"When we can resolve their situation, that's the best part of the job. When we can keep their power on or give them the tools they need to get their power back on — that's what it's all about," Wakeling said.

While a troubleman or meter specialist

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Troubleman Scott Hellwege shows a young customer (and their attentive audience) the repairs he's making to a neighborhood transformer.



helps keep the power flowing for our existing customers, underground servicemen like VanFossen work hard to install service for our customers building new homes or businesses.

"You might see me in your neighborhood if new homes are being built, construction is going on, or if you're upgrading your service," VanFossen said. Like many roles across the company, underground servicemen have a specialized skill that helps us serve new homes and businesses more efficiently and stay nimble to respond to customer needs.

"I enjoy my job because I help power communities," VanFossen shared.

No matter what our neighborhood teams are working on, the safety of their teammates and their communities comes first.

"Safety is in everything we do here. It's in responding to outages, of course, but it's also in how we drive around town. We're always thinking about it — ensuring not only the public's safety, but our own," Hellwege said.

To learn more about Idaho Power's commitment to the safety of our employees and our communities, visit idahopower.com/safety.



Safety Tips for Your Home

We all get our vehicles' oil changed, replace furnace filters, and check our fire alarm batteries regularly, but what about the regular upkeep and safety of electronics in your home? To help your family stay safe and connected, we recommend checking the following items regularly:

- ❑ Check the cords around your house to ensure none are frayed or damaged. If they are, replace them immediately. Also ensure cords — especially any extension cords — are not in areas where they could create a tripping hazard or be damaged by walking.
- ❑ Determine if any outlets need safety covers, especially if you have small children. Never let children play with outlets or power cords.
- ❑ Ensure electric appliances are not near water, and that any outlets near water sources (such as in bathrooms or kitchens) are ground-fault circuit interrupter (GFCI) protected.
- ❑ Plug outdoor lights into GFCI-protected outlets.
- ❑ Keep electric heaters away from flammable materials, including drapes and blankets.
- ❑ If you have a portable generator, review the manufacturer's safety instructions. Never use it indoors, in the garage, or near your house's air intake, and do not connect generators to Idaho Power's system.

Visit idahopower.com/safety for more safety tips.



From the Electric Kitchen

Pumpkin Custard Dessert

- ¾ cup packed brown sugar
- 1 tsp baking powder
- 3 egg whites
- 1 ½ tsp pumpkin pie spice
- ¼ cup flour
- 1 (13 oz) can evaporated skim milk
- 1 (16 oz) can pumpkin
- 2 tsp vanilla



Preheat oven to 350°. Spray a 9 x 9-inch baking dish with nonstick cooking spray. Combine all ingredients in a large bowl and beat until smooth. Pour into pan. Bake 50 to 55 minutes, or until knife inserted in center comes out clean.

Makes 9 servings.


Recipe selected from Idaho Power's Centennial Celebration Cookbook.

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Dessert

idahopower.com

Did You Know?

Our 2,100 employees live and work in the communities they serve, from Pocatello, Idaho, to Halfway, Oregon.

 Please recycle this newsletter.