



Make Your Life Easier: Programs and Alerts that are Right for You

Our goal is to make managing your Idaho Power account easy and convenient. That's why we offer several optional programs and alerts you can sign up for based on your preferences. You can do so with a few simple clicks, all from within My Account. If you don't already have a My Account, grab your Idaho Power account number, and go to idahopower.com/myaccount.

Paperless Billing

Paperless Billing is fast, convenient, and better for the environment. We send you a monthly email with links to view and pay your bill, as well as links to important Idaho Power news and customer information. It's the same great information — all to your inbox. Expert tip: combine Paperless Billing with Auto Pay and Budget Pay for maximum convenience!

Auto Pay

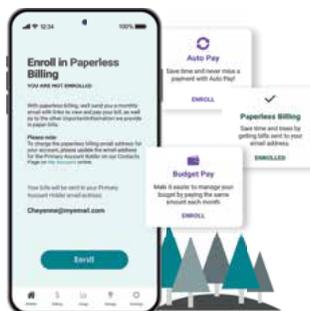
Take remembering to pay your electric bill off your to-do list each month by signing up for Auto Pay. With Auto Pay, the amount of your electric bill is automatically withdrawn from your selected bank account each month on the bill due date.

You will receive an email two business days before reminding you of the

scheduled payment date and amount. Once the payment has been made, you'll get a confirmation email. It's easy to sign up, and you can cancel anytime.

Budget Pay

Budget Pay eliminates billing surprises by leveling out your monthly payments. You are still charged for your actual electricity use, but it's spread out over the year so you pay the same set amount every month.



Budget Pay is available only to residential and small business customers. To qualify, you need to have received service at the same address for at least nine months.

Time-of-Use Trial (TOU)

(available to Idaho residential customers only)

Time-of-Use pricing gives customers a chance to save by shifting their usage to off-peak hours — when electrical rates on this plan are lower. The TOU trial gives Idaho residential customers

a full year to explore TOU pricing with bill protection. As part of the offering, customers won't pay more than \$10 over what they would have under the standard rate while they experiment with new energy use habits. Learn more on our [website](http://idahopower.com) or sign up today.

Alerts

All customers (unless they've opted out) automatically receive emergency alerts related to power outages.

But did you know you can select how you want to receive these alerts (voice call, text, or email), who receives them, and set a do-not-disturb period for voice calls?

You can also set up text or email alerts for when your bill is estimated to go over a selected amount and for when your bill is past due.

Can We Reach You During an Outage?

To ensure we can notify you of potential outages — and to send you the alerts you want — check we have your current contact information by going to: idahopower.com/Account/Login.



Customer Service You Can Count On

At Idaho Power, we understand reliable service means being available when you need us. That's why we have a dedicated, highly trained Customer Service team ready to help you with whatever you need. Whether you're moving to a new home, paying your bill, exploring ways to save energy, or looking for assistance with your account, our team is here to make the process simple and stress-free.

What makes our service unique?

Our team is local. We're your neighbors, living and working in the same communities we serve. We understand what it's like to be a customer here because we are customers, too. That means when you call us, you're talking to someone who truly gets it — and cares about helping you find the right solution. No time for a call? Our website and mobile app let you manage your account on your own schedule.

"Our customers are at the heart of everything we do," says Megan Ronk, Idaho Power's Customer Experience

Director. "We listen with empathy and strive to make everyone feel valued and respected with every interaction."

At Idaho Power, customer service isn't just a department — it's a promise. Whatever your needs, big or small, we're ready to help.

"I just spoke with a customer service representative who did an absolutely fantastic job helping me transfer my service. He made it super easy and quick. I'm always going to be an Idaho Power customer, and I love the fact that you have great people working for you!"

— Idaho Power Customer

From the Electric Kitchen Baked Apple French Toast

- 3 large cooking apples
- 2 Tbsp butter
- ½ cup brown sugar
- 1 (6 oz) package Neufchatel cheese (cream cheese as substitute)
- 2 eggs
- 4 egg whites
- 3 1/2 cups milk
- 10 slices of bread
- 2 Tbsp vanilla
- 2 Tbsp cinnamon

Preheat oven to 350°. Coat the inside of a 9 x 13-inch pan with non-stick cooking spray. Core and thinly slice apples.

In a skillet over medium heat, melt butter with brown sugar and 1 Tbsp water. Add the apples slices and cook, stirring for 3 minutes. Pour into baking dish and spread to cover bottom of pan. Cut Neufchatel cheese into cubes and distribute evenly over the apples. Cut slices of bread in half diagonally and layer over apples/Neufchatel cheese, covering the whole dish. In a large mixing bowl, beat together egg whites, eggs, milk, and vanilla. Pour evenly over bread, moistening all pieces. Sprinkle with cinnamon. Bake for 40–50 minutes, until golden brown and puffed. Let cool before serving. Refrigerate leftovers. Reheats well. Serves 8.

Recipe selected from Idaho Power's Centennial Celebration Cookbook.



March 2026
Breakfast

idahopower.com

Go Mobile With Our App!



Want to manage your Idaho Power account on the go? We have a free, convenient mobile app available for download. You can view and pay your bill, see your energy usage, get outage information, and sign up for push notifications. Learn more at idahopower.com/app or download it today from your app store.

Give Us Your Feedback for the Chance to Win



We are recruiting customers to join our Empowered Community, a group of customers who receive a short, monthly survey from Idaho Power.

The surveys are a chance for you to provide your honest input on topics ranging from outage communications to recreational opportunities. We use the feedback from the surveys to help provide better customer service.

For each survey you submit, you are entered to win one of two \$100 gift cards each month. Visit idahopower.com/join to make your voice heard!

Did You Know?

Reliable, clean hydropower is our largest energy resource, thanks to our 17 hydropower plants on the Snake River and its tributaries. It also helps us keep rates 20–30% lower than the national average!

♻️ Please recycle this newsletter.