

Manager's Message

This year, Idaho Falls Power is working to enhance service offerings to our customers. We are undertaking a thorough review of potential programs which is expected to take much of the coming year.

A number of factors are driving this review process. The evolution of the electric industry and the development of technology that enables enhanced services are among the most notable, but other potential service offerings are directly tied to updates in the City's internal systems that will lead to 21st century functionality.

The first enhancement you'll see is scheduled to occur later this summer as the City completes conversion of our

billing system. This conversion will result in more options related to how you receive and pay your utility bill with the City of Idaho Falls. Our bills will have a new look that will be easier to read, with no more codes to decipher. The new billing system will also allow us to offer new billing and payment options – including paperless billing. Much more detail on this effort will be forthcoming over the next few months.

As we look for ways to enhance the services we provide to you, we are focused on opportunities to add value and enhance efficiencies. We look forward to continuing this conversation with you over the coming year as we identify opportunities and seek your input on priorities.

Sign-ups under way for ICUA Youth Rally

Idaho Falls Power is accepting applications for the 2016 Idaho Consumer-Owned Utilities Association's 2016 Youth Rally. Local high school students are encouraged to apply for one of eight sponsorships to the rally, which is set for July 11-16 at the College of Idaho in Caldwell.

An IFP sponsorship covers all costs associated with the rally, which is an opportunity to learn about the energy industry, electrical safety, future energy needs and the roles that electric companies play in the community.

In addition, the ICUA and Idaho Falls Power will award college scholarships to outstanding rally participants. Last year, students from Idaho Falls received \$2,000 in scholarships.

Applications are due May 2. You can download an application at ifpower.org or pick up a copy in the counselor's office at all local high schools.

For more information about the Youth Rally, please call IFP at 612-8430.

More Ways to Pay

We will be unveiling a new bill format this summer. The new look comes in conjunction with the implementation of new city-wide billing software that will allow more payment options for customers, including paperless billing, electronic payment, auto pay, level pay and prepay. Stay tuned for details.

For now, you can register for level pay, which is intended to make budgeting easier by estimating your monthly payment for the next year based on usage history. You can sign up for this service throughout the year, but the best time to do so is in the spring. Registering in the spring allows you to accumulate credit throughout the spring, summer and fall that's applied to winter bills, which are significantly higher if you have an electric heating system.

To sign up, go to our web site, www.ifpower.org. Click on the My Account tab on the left side of the page and look for the Level Pay section. Or stop by the Treasurer's Office at 308 Constitution Way, which is now offering extended hours (open until 6 pm) on Mondays.



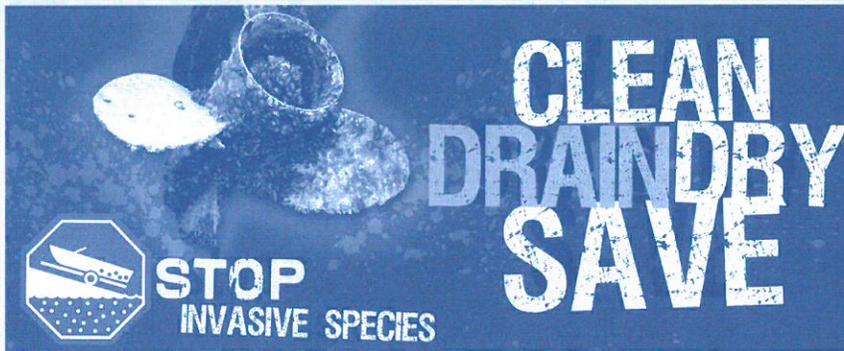
Call before you dig

As the ground begins to thaw, we remind you of the importance of calling Digline before breaking out the shovel for projects in your yard.

Digline is a free service that notifies utilities in the area of your plans. As a result, the utilities dispatch personnel to mark their underground utility lines – electric, sewer, cable, gas, etc. – with paint and/or stakes so that you don't damage them while digging.

Idaho residents have a legal and financial responsibility for damage to these buried lines.

Digline must be notified at least two working days in advance of the project via phone (dial 811) or online at www.digline.com.



Invasive Species on the prowl

With boating season fast approaching, we urge you to take steps to keep invasive species out of Idaho's pristine lakes and rivers. Watercraft are the primary transporters of Quagga and Zebra mussels, which can pollute the waterways and damage hydro plants, driving up your power bill. Remember, you must purchase and display an Idaho Invasive Species Fund sticker in order to launch your boat in Idaho. Go to invasive.species.idaho.gov for more information.

If you've traveled with your boat outside of the state since its last use, or recently bought a boat outside of Idaho, be sure to take the following steps before transporting it:

Inspect all exposed surfaces.

Wash the boat thoroughly with high pressure or hot water.

Remove all plant and animal material.

Drain all water and dry everything.

Wait five days and keep your boat dry between launches.

Trees near power lines



Idaho Falls Power contracts with a tree service company to keep the transmission and distribution lines clear of trees and other vegetation. We've seen a significant drop in the number of outages since launching this program nearly a decade ago. If you see a tree limb encroaching on a power line, please call us at 612-8430.

IFP does not maintain clearance around the secondary lines, which run from pole to property, but we will cut the power to your residence while you take care of the obstruction. There is no charge for this service during business hours. Call 612-8430 for details.

For more information on what trees to plant near overhead lines in accordance with City Code, please see our web site: www.ifpower.org, under the Community Services tab.

FREQUENTLY CALLED NUMBERS

New connects or disconnects:	612-8280
Power Outages:	612-8430
Energy Efficiency Programs:	612-8526
High Electric Bill Questions:	612-8436