

Correspondence
Before
Installation of Smart Meter

September 19, 2011

Vicky L. Davis

Dear Vicky L. Davis,

On or about 08/31/11, an Idaho Power contractor from Tru-Check attempted to exchange our existing meter at your location for a new, technically advanced digital smart meter as part of our Advanced Metering Infrastructure (AMI) program. Our contractor shared with us that you refused access to your property for this purpose due to questions or concerns about the smart meter. This letter will address some common smart meter inquiries we have received, and may include yours. It will also provide next steps for meter installation.

Idaho Power is committed to ensuring customers have equipment that accurately records their energy usage. We provide this, with the support of the Idaho Public Utilities Commission, through our smart meter program. However, there exists a lot of misinformation about AMI and smart meters. The following is an accurate summary of our program and its technology.

- Smart meters are digital, secure and easier to read. They benefit you by providing access to detailed energy usage information, enabling you to monitor and manage your consumption by learning how much energy you use and when.
- Smart meters enable Idaho Power to securely read meters remotely over our power lines, resulting in enhanced customer service through more frequent, updated reads, more accurate billing by eliminating manual mis-reads and better power restoration by providing improved, timelier information about outages. Smart meters also provide environmental benefits through reduced vehicle travel and fuel consumption.
- The smart meter technology we are deploying at Idaho Power utilizes the low frequency 60 hertz (Hz) power line signal as the carrier for our communications. The system we are deploying uses only wired infrastructure to communicate to and from our smart meters. We are aware of some smart meter deployments in other states that have raised questions about potential hazards related to wireless RF transmissions from AMI meters. The technology we are deploying in Idaho is fundamentally different from the technologies in question. The smart meters being deployed in Idaho Power's service territory do not transmit wirelessly; they use only the 60 Hz power line to communicate.
- Smart meters measure energy just like traditional electric meters. They do not count more energy than you are using. For some of our customers the installation of smart meters has coincided with bill impacts from rate changes or from additional energy use due to colder or warmer than normal weather. The smart meter is not the cause of any of these bill changes—it is simply a coincidence when the installation of a smart meter and a higher bill happen at the same time.

- Smart meters are secure, and they do not communicate over public airways or the Internet. We have taken great precaution to protect our communication system physically and have employed cyber security standards of encryption and isolation to further ensure the integrity of the system. In our system, all 'conversations' happen over the power line between individual smart meters and a secure Idaho Power distribution substation using proprietary, highly technical, and secure equipment—there is no meter-to-meter communication. It is physically impossible for these meters to communicate with anything other than our substations. Typically the meters communicate with the substation four times daily to collect usage information.
- Each smart meter goes through a stringent quality control process before it is installed at a customer's location. The manufacturers of our smart meters must meet strict electricity metering accuracy standards, including American National Institute of Standards (ANSI) and National Institute of Standards and Technology (NIST). All new meters come to us with certified factory test results, which we verify ourselves by statistical sample testing on every order received. To date, we have tested 20,000 of the 200,000 meters received; all meters tested met the ANSI and NIST standards for accuracy.
- Idaho Power customer data received from smart meters is secure, confidential, and used only for Idaho Power business purposes. We do not sell customer information, and smart meters have no photo or video capabilities.
- Idaho Power is not installing or using remote service disconnect capability with our smart meter system at this time.

Thank you for taking the time to read this letter. Please contact Chris Bell no later than 10/03/11 to schedule the meter exchange at your location. We anticipate only needing five minutes to exchange the meter; your power will be interrupted for a few minutes at most and you do not need to be home for us to do the exchange. We look forward to working with you to answer your questions and/or address your concerns and to complete the smart meter installation.

Sincerely,



Chris Bell
Customer Representative
208 736-3495

October 7, 2011

Idaho Power
273 Blue Lakes Blvd. South
Twin Falls, ID 83301

Dear Sirs:

I received your letter dated September 19, 2011 regarding my refusal to allow the installation of the Smart Meter. I have not changed my position on the Smart Meter. The analog meter that currently meters my electric usage is suitable to the task. The additional functionality of the Smart Meter is unwelcome at this household.

As an accommodation, I will change to level pay billing so that my current meter will not need to be read more than once per year. Alternately, you can send a representative out to show me how to read the meter and I will read it monthly and call in the usage to you.

Sincerely,

Vicki L. Davis

CC: Larry D. Parke

October 7, 2011

This is to acknowledge the receipt of a hand delivered letter to Idaho Power, attention to Chris Bell.

Name: Sassy Connell

Title: Service Specialist

Date: 10/7/11

Dec 01, 2011

Vicky Davis

Re: AMI Meter Exchange

Dear Ms. Vicky Davis:

As previously explained in my letter to you dated 9/19/2011 Idaho Power must replace existing meters with Advanced Metering Infrastructure pursuant to Idaho Public Utilities Commission Order Nos. 29362, 30102, and 30726. Once installed, this infrastructure will enable Idaho Power to provide enhanced customer services and reduce its operating expenses to keep customer rates as low as possible.

Idaho Power personnel or its exchange contractor, Tru-Check, recently attempted to exchange the meter at : _____ Falls, ID on 08/31/2011; however, you refused the Company access to its meter. Under the terms of service outlined in Utility Customer Relations Rule 302.05 (IDAPA 31.21.01.302.05), a utility may terminate service to a customer that "denied or willfully prevented the utility's access to the meter." Although Idaho Power does not wish to terminate your electric service or take legal action against you, Idaho Power cannot ignore the lawful order of the Idaho Public Utilities Commission to exchange the meter. The Company must be given brief access to its meter to avoid these outcomes. Idaho Power anticipates it will need only five minutes to exchange the meter and that your power will be interrupted for just a few minutes at most. You need not be present at the time the exchange occurs.

Idaho Power requests that you contact Rick Astley at (208) 736-3284 no later than 12/9/2011, to schedule the meter exchange. If the Company has not received a response from you by that date, Idaho Power will seek a declaratory order from the Idaho Public Utilities Commission to exchange the meter and enforce it in District Court if necessary. To the extent Idaho Power must involve the Commission, the courts and/or law enforcement to exchange the Company's meter, Idaho Power may seek court-ordered reimbursement of its expenses from you.

Sincerely,



Rick Astley, Customer Relations Manger

CC: Lisa Nordstrom, Lead Legal Counsel, Idaho Power Company

CC: Chris Bell, Customer Representative

December 6, 2011

Idaho Power
273 Blue Lakes Blvd. South
Twin Falls, ID 83301

Idaho Power
1221 W. Idaho St.
P.O. Box 70
Boise, ID 83707

Dear Mr. Rick Astley,
Mr. Chris Bell,
Ms. Lisa Nordstrom

On December 3, 2011, I received two duplicate letters from Mr. Rick Astley with Mr. Bell and Ms. Nordstrom listed as recipients of carbon copies. I intend to hand deliver this response letter to Mr. Chris Bell at the Idaho Power office in Twin Falls with the expectation that it will be faxed to the recipients who are located in Boise. I will however, mail a copy to Mr. Astley and Ms. Nordstrom via regular mail.

This letter is the response to Mr. Astley's letter dated December 1, 2011 concerning my refusal to allow an Idaho Power employee/contractor access to my property to replace my current power meter with an AMI Smart Meter. I have never refused to allow the Idaho Power meter reader access to the property to read my meter nor have I ever refused access to any other Idaho Power employee/representative who made a request for access for any purpose other than for exchange of the meter. It was misleading to imply otherwise.

As I made clear in conversations with the Tru-Check contractor and Idaho Power Customer Service Representatives both verbally and in writing, I do not want a smart meter installed. Smart Meter technology – regardless of the method of communications, is a surveillance, detection, monitoring, data collection, and communications and control device. Those capabilities are outside the scope of a public utility chartered to provide electric service. If your charter has been changed to Idaho de-Power and Spy, then please advise me of the law that requires me to submit so that I can verify it with the Sheriff's office and my attorney.

In Mr. Astley's December 1, 2011 letter, he states, "Once installed, this infrastructure will enable Idaho Power to provide enhanced customer services and reduce its operating expenses to keep customer rates as low as possible". In my response to the first letter from Chris Bell, as an accommodation to Idaho Power's desire to reduce operating costs, I offered to go on a program of level pay so that the meter will only have to be read once per year. Alternately, I offered to read the meter once a month and call in the reading which would also give Idaho Power the savings of only a once a year reading to verify usage.

My understanding is that the enhanced customer services you wish to provide are optional. The following is 16 USC 2621 (d) obtained through Internet access to the Library of Congress, database of US Code.

(14) Time-based metering and communications

(A) Not later than 18 months after August 8, 2005, each electric utility shall offer each of its customer classes, and provide individual customers upon customer request, a time-based rate schedule under which the rate charged by the electric utility varies during different time periods and reflects the variance, if any, in the utility's costs of generating and purchasing electricity at the wholesale level. The time-based rate schedule shall enable the electric consumer to manage energy use and cost through advanced metering and communications technology.

You offered and I declined. My declination begins with refusal of the installation of the smart meter technology that provides the capability for the enhanced services and communications because once the smart meter is installed, my right of refusal of the offer is effectively nullified.

Your letter states that you wish to keep your operating costs low. I wish to keep the costs of your infrastructure low because as you know, all expenditures for installed equipment and facilities are direct pass through costs to the ratepayers. Replacing perfectly good equipment is an unnecessary expenditure that increases my costs and I object to the expense and the waste of it.

Sincerely,

Vicky L. Davis

CC: Larry D. Parke

December 6, 2011

This is to acknowledge the receipt of a hand delivered letter to Idaho Power, attention to Chris Bell from Vicky Davis.

Name: Julie Patton

Title: Service Specialist

Date: 12-6-11

Please note: This is a business communication. If Chris Bell is unavailable, the letter may be handled by another Customer Service person for the purpose of ensuring that all named Idaho Power employees receive a copy of it no later than 12/9/2011.