

noticed that my monthly power bills were much higher than normal and contacted Idaho Power to do an energy audit. I am a single woman living at the residence and was very concerned when my monthly bills increased.

3. In July of 2006, an Idaho Power Representative, Bill Homan, called me on the telephone and said that Idaho Power had "initially installed a meter with a 20 multiplier and it should have been a 40 multiplier." I was later informed that as a result of the improper multiplier that I was going to be back billed for three (3) years.

4. Idaho Power then sent me a bill for the three (3) years of back billed energy in the amount of \$6,306.34. A true and correct copy of the bill is attached hereto as Exhibit "A" and incorporated herein by reference. I disputed that bill and made a good faith attempt to settle this matter with Idaho Power; however, they rejected that offer. A true and correct copy of the letter I sent to Idaho Power is attached hereto as Exhibit "B" and incorporated herein by reference.

5. I have been a good customer of Idaho Power and from 1994 to 2006, I timely paid my bills in good faith on a monthly basis.

6. Idaho Power has indicated that it is unwilling to negotiate with respect to the amount of its back billed amount and will not reduce the amount of the bill.

7. Had I known of the increased consumption, I would have instituted conservation measures in order to reduce the amount of my power consumption. However, given Idaho Power's mistake, I was precluded from instituting conservation measures for that three (3) year period.

8. A review of my energy consumption since the new meter was installed demonstrates that I have instituted conservation measures. This is depicted from my energy use since I learned of Idaho Power's mistake. My usage has been as follows:

April 2006	5520.00 KWH
April 2007	5160.00 KWH
May 2006	5360.00 KWH
May 2007	4080.00 KWH

9. A review of my energy consumption since the new meter was installed demonstrates that I have instituted conservation measures. This is depicted from my energy use since I learned of Idaho Power's mistake. My power bills have been as follows:

April, 2006	\$314.51
April 2007	\$244.88
May 2006	\$297.58
May 2007	\$198.38

My power consumption in April and May, 2007, were much lower than my consumption in April and May, 2006, due to conservation measures that I implemented.

10. During our conversations and through correspondence, Idaho Power has admitted that it was solely its mistake with regards to the amount billed.

11. After I filed a Formal Complaint, I requested the opportunity to have a professional inspect the meter to determine if it was wired correctly, equipped with a special register and whether or not it was properly working. However, I was told that the meter was destroyed on March 28, 2006. In addition, I requested the opportunity to inspect the meter tag on the meter that was removed from my residence in the spring of 2006, but was also informed that the meter tag could not be found.

12. Attached hereto as Exhibit "C" is a true and correct copy of the November 13, 2006, letter I received from Idaho Power.

13. Attached hereto as Exhibit "D" is a true and correct copy of my Premise Billing History with Idaho Power.

FURTHER YOUR AFFIANT SAYETH NAUGHT.

Jerrene Phillips
Jerrene Phillips

SUBSCRIBED AND SWORN to before me this 6th day of June, 2007.



Darice S. Urrutia
Notary Public for Idaho
My Commission Expires: 4/12/2012

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that on this 7th day of June, 2007, a true and correct copy of the foregoing document was served by first-class mail, postage prepaid, and addressed to; by fax transmission to; by overnight delivery to; or by personally delivering to or leaving with a person in charge of the office as indicated below:

Tammie Estberg
Idaho Public Utilities Commission
P.O. Box 83720
Boise, ID 83720-0074

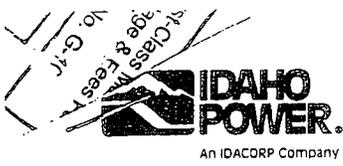
- U.S. Mail
- Fax:
- Overnight Delivery
- Messenger Delivery

Lisa Nordstrom
IDAHO POWER COMPANY
1221 W. Idaho
P.O. Box 70
Boise, ID 83707

- U.S. Mail
- Fax: 388-6936
- Overnight Delivery
- Messenger Delivery

Stan J. Tharp
STANLEY J. THARP

AFFIDAVIT OF JERRENE PHILLIPS IN SUPPORT OF HER MOTION TO DISMISS - 4
00149685



www.idahopower.com

Questions? Contact us at:
 PO BOX 70, Boise, ID 83707.
 Or call (208) 388-2323 (Treasure Valley).
 Se habla español.
 For faster service please call
 Tuesday - Friday, 7:30 a.m. to 6:30 p.m.

Customer Name: JERRENE PHILLIPS
 Account Number: 9796216346
 Billing Date: 08/08/2006
 Print Date: 08/08/2006

Due Date 08/23/2006	Please Pay \$6,613.79
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Account
 Activity

Previous Balance	\$2,606.64
Payments - Thank You	\$245.44 CF
Balance Forward	\$2,361.20
Total Adjustments	\$3,945.14
Current Charges	\$307.45
Account Balance	\$6,613.79

Please Note: Any unpaid balances will be assessed a monthly charge of one percent (1%) for Idaho customers. Returned checks may be resubmitted electronically for payment. Checks remaining unpaid will be charged a \$20 fee.

The amount due includes a past due balance. If you have already remitted payment, thank you. If not, please remit payment to ensure it is received by the due date. Thank you.

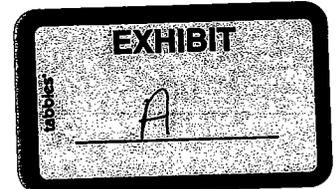
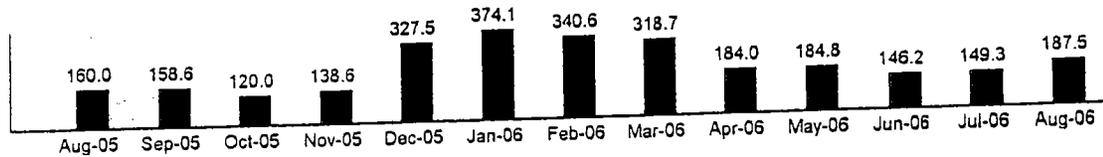
Learn, Reduce & Save
 With New
 ENERGY Tools

Learn about your home's energy use and tips on how to save energy. Become your own Account Manager with *ENERGY Tools* now available at the E-services area of www.idahopower.com.

Please detach and return the portion below with your payment. Please bring entire bill when paying at a pay station. ▼

Your Electric
 Use Pattern

Avg kWh
 Per Day





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Customer Name: JERKENE PHILLIPS
 Account Number: 9796216346
 Billing Date: 08/08/2006
 Print Date: 08/08/2006

www.idahopower.com

Service Agreement No: 4520711845

Next Read Date: 09/05/2006

Service Location: 16625 BASIN WAY/BOISE, ID

Meter Number	Service Period		Number of Days	Reading Type	Meter Readings		Meter Constant	kWh Used
	From	To			Previous	Current		
003C92265314	07/06/06	08/04/06	29	Regular	432	568	40	5440

Residential

07/06/2006 - 08/04/2006 29 days

**Rate Schedule
101**

Service Charge	\$4.00
Summer Energy Charge 0-300 kWh @ \$0.054251 per kWh	\$16.28
Summer Energy Charge Over 300 kWh @ \$0.06106 per kWh	\$313.85
PCA @ -\$0.003689 per kWh	\$20.07 CR
Conservation Program Funding Charge	\$1.75
Federal Columbia River Benefits Supplied by BPA	\$8.36 CR
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Current Charges - Electric Service	\$307.45

Adjustments

Cancel/Rebilled Bill Segment	\$377.75
Cancel/Rebilled Bill Segment	\$610.09
Cancel/Rebilled Bill Segment	\$84.05 CR
Late Payment Charge	\$62.43
Cancel/Rebilled Bill Segment	\$97.18 CR
Cancel/Rebilled Bill Segment	\$675.62
Cancel/Rebilled Bill Segment	\$315.57
Cancel/Rebilled Bill Segment	\$116.51 CR
Cancel/Rebilled Bill Segment	\$159.19 CR
Cancel/Rebilled Bill Segment	\$103.68 CR
Cancel/Rebilled Bill Segment	\$305.05
Cancel/Rebilled Bill Segment	\$186.89
Cancel/Rebilled Bill Segment	\$306.84 CR
Cancel/Rebilled Bill Segment	\$239.95 CR
Cancel/Rebilled Bill Segment	\$659.86
Cancel/Rebilled Bill Segment	\$123.94 CR
Cancel/Rebilled Bill Segment	\$331.34 CR



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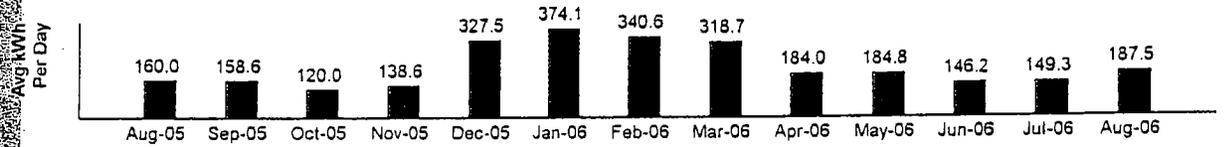
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 Tuesday - Friday, 7:30 a.m. to 6:30 p.m.

Customer Name: JERRENE PHILLIPS
 Account Number: 9796216346
 Billing Date: 08/08/2006
 Print Date: 08/08/2006

Cancel/Rebilled Bill Segment	\$302.58
Cancel/Rebilled Bill Segment	\$118.17 CR
Cancel/Rebilled Bill Segment	\$251.78
Cancel/Rebilled Bill Segment	\$130.96 CR
Cancel/Rebilled Bill Segment	\$204.56
Cancel/Rebilled Bill Segment	\$118.32 CR
Cancel/Rebilled Bill Segment	\$343.60 CR
Cancel/Rebilled Bill Segment	\$287.06 CR
Cancel/Rebilled Bill Segment	\$164.49
Cancel/Rebilled Bill Segment	\$339.22 CR
Cancel/Rebilled Bill Segment	\$293.94
Cancel/Rebilled Bill Segment	\$569.09
Cancel/Rebilled Bill Segment	\$190.68 CR
Cancel/Rebilled Bill Segment	\$94.76 CR
Cancel/Rebilled Bill Segment	\$230.20
Cancel/Rebilled Bill Segment	\$87.58 CR
Cancel/Rebilled Bill Segment	\$152.69 CR
Cancel/Rebilled Bill Segment	\$127.41 CR
Cancel/Rebilled Bill Segment	\$242.87
Cancel/Rebilled Bill Segment	\$201.85
Cancel/Rebilled Bill Segment	\$258.32
Cancel/Rebilled Bill Segment	\$477.10
Cancel/Rebilled Bill Segment	\$172.36
Cancel/Rebilled Bill Segment	\$234.56
Cancel/Rebilled Bill Segment	\$682.17
Cancel/Rebilled Bill Segment	\$231.85
Cancel/Rebilled Bill Segment	\$147.83 CR
Cancel/Rebilled Bill Segment	\$102.32 CR
Cancel/Rebilled Bill Segment	\$191.56
Cancel/Rebilled Bill Segment	\$154.12 CR
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Current Adjustments	\$3,945.14

CR = Credit kWh = Kilowatt-hour PCA = Power Cost Adjustment kW = Kilowatt BLC = Basic Load Capacity G = Generation

Your Electric Use Pattern



Jerrene Phillips
16625 Basin Way
Boise, ID 83714

Idaho Power
Attn: Sam Turner
10790 W. Franklin Rd.
Boise, ID 83709

October 26, 2006

Dear Mr. Turner,

First, I'd like to thank Idaho Power and the Public Utilities Commission for coming to my house in attempt to assess my disputed power bill. Hopefully, we are on the right track to troubleshooting power consumption.

I would like to disagree that the responsibility is entirely mine, as I paid my bills in full and on time according to what I was billed. I also strongly feel that had I received an accurate accounting of my power consumption, I could have taken measures to conserve. However, a mistake beyond my control made by Idaho Power denied me that opportunity.

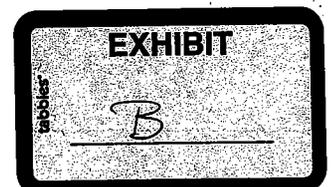
This being said, I would like to make a proposal to settle the disputed amount in a one time payment of \$3153.17. This is an offer of good faith in an attempt to resolve this matter.

Please respond in writing by November 30th, 2006.

Sincerely,

Jerrene Phillips

cc: Public Utilities Commission
Attn: Tammie Estberg
P.O. Box 83720
Boise, ID 83720-0074



November 13, 2006

Jerrene Phillips
16625 Basin Way
Boise, ID 83714

Subject: Disputed Bill

Dear Ms Phillips:

Thank you for your letter dated October 26, 2006.

The offer of a settlement payment has been considered, however given the current circumstances Idaho Power must respectfully decline. The billing problem began in 1994, and continued until March of 2006. During that time, the billings covered only half of the actual usage. It is acknowledged that the billing problem was caused by an error on the part of Idaho Power. The Company has followed the rebilling rules correctly, going back only three of the 12 years the problem existed. While recognizing the point that conservation measures could have been implemented to reduce consumption over the three year account adjustment time frame, there were also nine years of billing which covered only half of the actual usage. The nine years of unbilled consumption could be viewed as fair compensation for the three years of back billing during which conservation measures may have been implemented.

As previously discussed, Idaho Power will allow 36 months for repayment on the billing corrections. Payment arrangements can be made by contacting the Idaho Power Call Center at 388-2323.

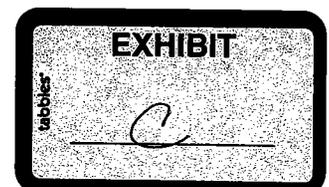
Sincerely,



Samuel R. Turner
Delivery Services Leader

cc: Idaho Public Utilities Commission
Attn: Tammie Estberg
P.O. Box 83720
Boise, ID 83720-0074

Eric Bell
Bill Homan



Read Date	SA Type	Days	Read Code	\$Amount	Usage	Customer
5/7/2007	ER-RS	31 R		\$198.38	4080.00 KWH	Phillips, Jerrene
4/6/2007	ER-RS	30 R		\$244.88	5160.00 KWH	Phillips, Jerrene
3/7/2007	ER-RS	29 R		\$352.03	7440.00 KWH	Phillips, Jerrene
2/6/2007	ER-RS	31 R		\$472.79	9800.00 KWH	Phillips, Jerrene
1/6/2007	ER-RS	31 R		\$466.84	9880.00 KWH	Phillips, Jerrene
12/6/2006	ER-RS	33 R		\$393.81	8520.00 KWH	Phillips, Jerrene
11/3/2006	ER-RS	30 R		\$215.43	4520.00 KWH	Phillips, Jerrene
10/4/2006	ER-RS	29 R		\$135.88	2720.00 KWH	Phillips, Jerrene
9/5/2006	ER-RS	32 R		\$215.49	3760.00 KWH	Phillips, Jerrene
8/4/2006	ER-RS	29 R		\$307.45	5440.00 KWH	Phillips, Jerrene
7/6/2006	ER-RS	30 V		\$245.44	4480.00 KWH	Phillips, Jerrene
6/6/2006	ER-RS	32 R		\$257.42	4680.00 KWH	Phillips, Jerrene
5/5/2006	ER-RS	29 V		\$297.58	5360.00 KWH	Phillips, Jerrene
4/6/2006	ER-RS	30 R		\$314.51	5520.00 KWH	Phillips, Jerrene
3/7/2006	ER-RS	32 R		\$588.67	10200.00 KWH	Phillips, Jerrene
2/3/2006	ER-RS	29 R		\$569.09	9880.00 KWH	Phillips, Jerrene
1/5/2006	ER-RS	31 R		\$682.17	11600.00 KWH	Phillips, Jerrene
12/5/2005	ER-RS	32 R		\$623.24	10480.00 KWH	Phillips, Jerrene
11/3/2005	ER-RS	30 R		\$242.87	4160.00 KWH	Phillips, Jerrene
10/4/2005	ER-RS	32 R		\$231.85	3840.00 KWH	Phillips, Jerrene
9/2/2005	ER-RS	29 R		\$305.05	4600.00 KWH	Phillips, Jerrene
8/4/2005	ER-RS	29 R		\$303.63	4640.00 KWH	Phillips, Jerrene
7/6/2005	ER-RS	30 R		\$251.78	3920.00 KWH	Phillips, Jerrene
6/6/2005	ER-RS	32 R		\$214.73	3920.00 KWH	Phillips, Jerrene
5/5/2005	ER-RS	29 R		\$258.32	5000.00 KWH	Phillips, Jerrene
4/6/2005	ER-RS	30 R		\$377.75	7160.00 KWH	Phillips, Jerrene
3/7/2005	ER-RS	32 R		\$512.11	9440.00 KWH	Phillips, Jerrene
2/3/2005	ER-RS	29 R		\$610.09	11400.00 KWH	Phillips, Jerrene
1/5/2005	ER-RS	33 R		\$666.53	12080.00 KWH	Phillips, Jerrene
12/3/2004	ER-RS	30 R		\$544.44	9760.00 KWH	Phillips, Jerrene
11/3/2004	ER-RS	30 R		\$241.27	4440.00 KWH	Phillips, Jerrene
10/4/2004	ER-RS	32 R		\$164.49	2920.00 KWH	Phillips, Jerrene

