

✓ Complaint
handled by
Marilyn

✓ Gen. Acc.
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IPC-E-08-10

July 31, 2009

RECEIVED

2009 AUG -3 AM 8: 51

Dear Commissioners,

In December of 2008 I received my power bill in the amount of ~~\$277.00~~ ^{\$209.00} almost had a heart attack. I looked up the number to Idaho Power and called to talk to someone that could tell me why my bill was so much. The man told me that he could put me on level pay and that my bill would now be \$149.00 per month and that it would be reevaluated in twelve months. On July 28th I got a letter in the mail stating that my level pay was going up to \$209.00 per month. I sat there and just cried my eyes out wondering how in the world I was going to be able to pay this kind of money each month. Once again I called Idaho Power only to have them tell me that there was a tiered rate that went into effect two weeks after I was put on level pay, and that anyone that uses over 2000 kw hrs. would have to pay more money.

I have only 1700 sq. ft. in my home. I have replaced all the windows on the south side of my home, bought all energy saving appliances, and even bought two Amish fireplaces to help with the heating in the winter. I have cable ceiling heat, which I have turned off to see how much power the fireplaces would use. They used less kw than the cable ceiling but yet my power bill is still more. How does that work?

I am disabled and am on a fixed income. In December of 2008 I got a letter from the people that bought out Albertson's, and they told me I now have to start paying for my health insurance premiums, half this year, \$169.69 and full price, \$339.38 per month starting January 2010. Now with that in mind, plus your increase, plus the price of gas going up, the price of groceries going up, my husbands hours at work being cut, and the unending pile of Dr.s bills, oh ya and a daughter to raise and put through school, HOW am I supposed to pay this amount for power? The people at Idaho Power told me I have a balance now of over \$400.00. How will I ever be able to get this paid? I'm sure I'm not the only one in the situation. I would like to know how you people expect people like me to keep paying and paying and paying? Especially when we can't work to keep up with your raises.

Any help would be greatly appreciated.

Sincerely,

Sue Teeter 208-237-5723

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