IDAHO POWER®
An IDACORP Company

BARTON L. KLINE
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December 11, 2009

VIA HAND DELIVERY

Jean D. Jewell, Secretary
Idaho Public Utilities Commission
472 West Washington Street
P.O. Box 83720
Boise, Idaho 83720-0074

Re: Case No. IPC-E-09-27
ROBERT BRUNO DBA BRUNOBUILT HOMES, COMPLAINANT, VS. IDAHO POWER COMPANY, RESPONDENT.

Dear Ms. Jewell:

Enclosed for filing please find an original and seven (7) copies of Idaho Power Company's Answer in the above matter.

Very truly yours,

Barton L. Kline

BLK:csb
Enclosures

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BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

ROBERT BRUNO dba BRUNOBUILT HOMES, Complainant, vs. IDAHO POWER COMPANY, Respondent.	)	Case No. IPC-E-09-27 **ANSWER**

Respondent, Idaho Power Company ("Idaho Power" or the "Company"), hereby answers the Complaint of Robert Bruno, d/b/a Brunobuilt Homes, in the above-entitled case as follows:

I. BACKGROUND

This case arises out of a dispute between Idaho Power and Mr. Bruno regarding his compliance with Idaho Power's Rule H. Rule H is Idaho Power's tariff that governs line extensions. More specifically, the dispute in this case relates to the standards that Idaho

Power has established for customer-constructed underground service line extensions to residential meters. Underground service includes trenching, installing conduit, backfilling, and pulling cable to attach to the meter.

Prior to 1992, Idaho Power's line extension rules provided that the Company would install underground service lines to residential meters. In 1992, in response to requests from homebuilders, the Company agreed to change its line extension practices to allow homebuilders and their subcontractors to perform certain underground service facility installations so long as they met specifications established by Idaho Power.

In Idaho Power's current Rule H, in accordance with Section 4.b.i., an Applicant can provide trench and conduit for an underground service attachment. This section of Rule H is commonly referred to as the "reduced charge option" because it substantially reduces Idaho Power's charges for an underground line extension. As previously noted, Applicants can take advantage of the reduced cost option if they comply with construction specifications established by Idaho Power. These specifications are published in a brochure entitled *Reduced Cost Option* ('the Brochure"). The Brochure has been published since 1993. The version of the Brochure that was in effect when Mr. Bruno elected to proceed under the *Reduced Cost Option* is Attachment C to the Staff's Decision Memorandum. The Staff's Decision Memorandum was included with the Commission's Summons. For the convenience of the Commission's review, a copy of the applicable Brochure is enclosed as Attachment No. 1. Page 3 of 5 of Attachment No. 1 is the pertinent portion of the Brochure.

II. FACTS OF THIS CASE

Mr. Bruno is a homebuilder doing business under the name of Brunobuilt Homes. In July of this year, Mr. Bruno was constructing a residential dwelling at 10112 Whitecrest in Star, Idaho. Mr. Bruno elected to install the underground service to 10112 Whitecrest under the *Reduced Cost Option*. After Mr. Bruno's excavation subcontractor and electrician subcontractor finished installing the conduit and meter base, they contacted Idaho Power to request that cable be pulled through the conduit and the meter installed. Upon arriving at 10112 Whitecrest, Idaho Power's crew observed that the conduit had not been installed in compliance with the Company's published standards for the *Reduced Cost Option*. The conduit was not sufficiently vertical and was not parallel to the side of the house. Idaho Power notified Mr. Bruno that it could not pull the cable and install the meter until the problems had been corrected. Mr. Bruno's subcontractors subsequently corrected the problems and the cable was pulled and the meter set. However, in accordance with Section 6.j. of Rule H, the Company assessed Mr. Bruno an underground service return trip charge in the amount of $50.00 because the crew had to make two trips to the site to complete the installation. According to the Idaho Public Utilities Commission Staff's Decision Memorandum, Mr. Bruno has lodged both informal and formal complaints objecting to Idaho Power's assessment of the $50.00 return trip charge. In his formal Complaint (Attachment A to the Staff's Decision Memorandum), Mr. Bruno does not assert that the conduit originally installed at 10112 Whitecrest conformed to the standards specified in the *Reduced Cost Option* brochure. Instead, he expresses his opinion that other contractors have been allowed to install non-conforming conduits and that he is being treated unfairly because his non-complying conduit was rejected.

III. COMPLIANCE WITH STANDARDS

As previously noted, in his Complaint, Mr. Bruno does not allege that the conduit installed by his contractor at 10112 Whitecrest complied with the standards set out in the Brochure. Even so, Idaho Power believes it is important for the Commission to see the condition of the conduit installation at 10112 Whitecrest before it was rejected and after it was accepted. Attachment No. 2 is a photograph showing the condition of the conduit installation that Idaho Power rejected. Attachment Nos. 3 and 4 are photographs showing the completed meter installation after it was accepted by Idaho Power.

It is readily apparent that the installation shown in Attachment No. 2 does not comply with the standards as expressed in the drawing on page 3 of 5 in the Brochure (Attachment No. 1) while Attachment Nos. 3 and 4 show the final meter installation in compliance with the drawing on page 3 of 5 of the Brochure.

The reason that Idaho Power insists on underground line extensions complying with the standards set out on page 3 of the Brochure are for both safety and maintenance reasons. First, if the above-ground section of conduit is not close to and parallel to the siding of the house, the chances that it will be hit by lawnmowers, weed eaters, etc., is greatly increased. A cracked or broken conduit can result in exposed wires and increased moisture in the wiring. Second, some amount of settling of the underground conduit almost always occurs. Even with a slip coupling in place, a conduit that is placed at an angle to the house has a tendency to exert downward pressure on the meter base, which increases the likelihood that wiring can become exposed and present a safety hazard. Therefore, when Mr. Bruno admits in his complaint that "my subcontractors had installed a run of

conduit which wasn't perfectly vertical or attached to the building . . . ," it should not be viewed as a mere issue of aesthetics, but instead it is an issue of safety.

The principal complaint Mr. Bruno has with Idaho Power's enforcement of its standards at 10112 Whitecrest is that even though his installation might not have been constructed in accordance with the standards, he believes that other contractors also violate the standards and, as a result, he is the victim of selective enforcement. First, Idaho denies that Mr. Bruno is being singled out. Idaho Power trains its line installation crews to understand the standards that are set out in the Brochure with the intent that they uniformly enforce the standards. While any enforcement of standards requires the application of judgment and experience, Idaho Power denies that it enforces the standards in an arbitrary and capricious fashion as alleged by Mr. Bruno.

In his Complaint, Mr. Bruno claims to have photographs of locations where Idaho Power has installed power to homes with "crooked conduit or unattached conduit showing that it [Idaho Power] picks or chooses who it wants to help or hurt on any given day." Mr. Bruno has not supplied copies of those photographs to Idaho Power or as a part of his Complaint. Therefore, it is impossible for Idaho Power to respond to this allegation.

IV. NOTICE TO CONTRACTORS

In his formal Complaint, Mr. Bruno does not allege he was unaware of the standards his subcontractors would have to comply with when utilizing the *Reduced Cost Option* under Idaho Power's Rule H. However, in their Decision Memorandum, the Staff notes that Mr. Bruno apparently indicated to the Staff investigator that perhaps there had been a recent change in the rules and he was not advised of the change. Any claim of ignorance of the standards should be discounted for several reasons. First, the standards applicable

to the *Reduced Cost Option* for underground secondary line installations have not materially changed since 1993. Enclosed as Attachment No. 5 are copies of the pertinent portions of the standards taken from three versions of the Brochure that precede the version of the Brochure applicable to 10112 Whitecrest. As can been seen in Attachment No. 5, the section dealing with how the conduit should be installed to attach to the meter base has not materially changed since 1993. Second, Mr. Bruno has been in the homebuilding business in Idaho Power's service territory for several years. His excavation contractor and his electrician are experienced subcontractors who are well aware of the standards that are applicable to the underground service installation at 10112 Whitecrest. Third, Idaho Power provides public notice of the standards set out in the Brochure in several different ways. Because the state of Idaho does not require construction contractors to be specifically identified in its licensing data base, there is no convenient list of construction contractors to which the Brochure can be sent. However, Idaho Power sends new versions of the Brochure to the members of the various local chapters of the Idaho Building Contractors Association across Idaho Power's service area. These local chapters include the Building Contractors Association of Southwestern Idaho, the Magic Valley Builders Association, and others. Mr. Bruno is a member of the Building Contractors Association of Southwestern Idaho. In addition, Idaho Power maintains a copy of the Brochure on its website. The hyperlink to the website is as follows:

http://www.idahopower.com/pdfs/ServiceBilling/customerservice/newConstruction/DFE071_ReducedChargeOption.pdf.

Finally, Idaho Power's personnel that provide cost estimates to the excavation contractors and other developers and contractors are trained to answer any questions regarding the standards set out in the Brochure. If a contractor is identified as a new

contractor, the estimators are trained to advise them of the location of the standards on the website and if a hard copy of the Brochure is needed, to make a hard copy available to the contractor.

While Idaho Power believes that it does a good job of making the availability of the Brochure known to potential contractors, Idaho Power has recently added a step to its cost estimating and quotation process in which it requires anyone receiving a cost quote to acknowledge that they have received a copy of the most recent Brochure. A copy of the new cost quote sheet is enclosed as Attachment No. 6 and the new line item addressing the Brochure is in the box below the signature lines. It is hoped that this additional step will ensure that contractors that might somehow be unaware of the standards contained in the Brochure will be put on notice.

V. IDAHO POWER'S POSITION

The Company contends that in its dealings with Mr. Bruno, it has fully complied with Rule H, specifically Section 4.b.i. and 6.j. It is Idaho Power's position that it has properly enforced the standards set out in the Brochure, that it does not enforce the standards in an arbitrary or capricious manner, and that Mr. Bruno was not singled out for unfair treatment.

The Company also contends that it has undertaken reasonable efforts and established reasonable processes for giving notice to the public and appropriate contractors of the availability of the Brochure and the standards contained therein.

Finally, the Company contends that it has reasonably responded to Mr. Bruno's objections to paying the $50.00 return fee. Enclosed as Attachment Nos. 7 and 8 are copies of correspondence between the Company and Mr. Bruno and the Company and Commission Staff regarding Mr. Bruno's Complaint. Idaho Power believes that these

attachments demonstrate that it made a good faith effort to address Mr. Bruno's concerns prior to Mr. Bruno filing this formal Complaint.

VI. COMMUNICATIONS AND SERVICE OF PLEADINGS

Service of pleadings and communications with reference to this case should be sent to the following:

Barton L. Kline
Lisa Nordstrom
Idaho Power Company
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VII. REQUESTED RELIEF

For the reasons stated above, Idaho Power requests that the Commission deny Mr. Bruno's Complaint.

Dated this 11th day of December 2009.

BARTON L. KLINE
Attorney for Idaho Power Company

CERTIFICATE OF MAILING

I HEREBY CERTIFY that on the 11th day of December 2009 I served a true and correct copy of the within and foregoing ANSWER upon the following named parties by the method indicated below, and addressed to the following:

Robert Bruno
BRUNOBUILT, INC.
947 East Winding Creek
Eagle, Idaho 83116

____Hand Delivered
__X__ U.S. Mail
____Overnight Mail
____FAX
____Email

Barton L. Kline

BEFORE THE

IDAHO PUBLIC UTILITIES COMMISSION

CASE NO. IPC-E-09-27

IDAHO POWER COMPANY

ATTACHMENT NO. 1

IDAHO POWER.
An IDACORP Company

Reduced Charge Option for Underground Electrical Service

Revised June 2008

Program Explanation

The Reduced Charge Option is available for new 1–Ø underground electrical services and allows the customer to install the conduit for the service cable. When the installation is complete, inspected, and all requirements have been met, Idaho Power will then install the cable and meter at a reduced charge.

Be sure to connect to the proper equipment. Refer to the *Definitions* section or contact Idaho Power for clarification.

Call **Dig-Line** for locations at least **2 business days** before digging.

Know what's below. Call before you dig.

Dial **811** Nationwide

Conformance

Each installation is **subject to review and inspection** at any time by Idaho Power for conformance to these specifications.

If a non-conformance is discovered such as the conduit length, route, depth, etc., or if you are not ready when the installation crew arrives, the cable **WILL NOT BE INSTALLED** and **you will be charged $50.00** for each return trip. After the non-compliance is corrected, contact Idaho Power to reschedule the installation.

Contact Idaho Power if:

- This is your first time using this program.
- Your service exceeds any of the design limits.
- A conduit stub cannot be found.
- You require service from a pole.

Design Limitations

200 Amp. For self-contained meter bases up through 200 amps that meet the following limitations, you do not need to contact Idaho Power until you are ready for your service to be installed.

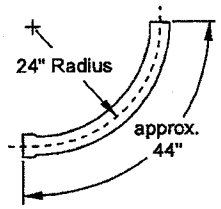
- **Use 2" gray, UL listed, Schedule 40 PVC**
  Use 2" conduit, bends, and fittings unless Idaho Power specifically tells you to use 3".
- **125' maximum service length**
  This is the horizontal distance measured along the service route between Idaho Power's equipment and the meter.
- **Up to 135° of conduit bends.**
  Don't include the bends at the meter or Idaho Power's equipment in the 135° limit.

400 Amp. For larger self-contained meter bases up through 400 amps, you must contact Idaho Power for **approval in advance** to ensure a proper design.

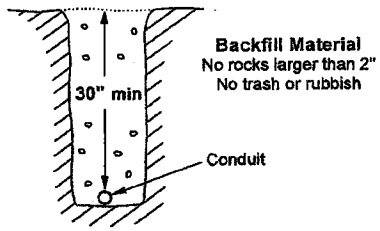
- **3" conduit**
  All services to meter bases larger than 200 amps require 3" conduit, bends, and fittings.

Additional Requirements

Conduit bends. Only use gray colored manufactured bends with a radius of at least 24". **Do not form your own bends!**



Trench and Backfill.



WARNING!

Non-conformances may have to be corrected at the builder's expense.

Important Information

DON'T heat the conduit in any way to shape it or to form bends.

DON'T leave open trenches. Any open trench must be adequately barricaded or protected to ensure public safety as required by local, state, or federal rules and regulations. Keep open trenches to a minimum.

DON'T change conduit sizes in the run.

DO compact the trench particularly near the meter where settling could pull the conduit down and damage the meter base. Although compacting the trench is the builder's responsibility, the homeowner is responsible for any future settling.

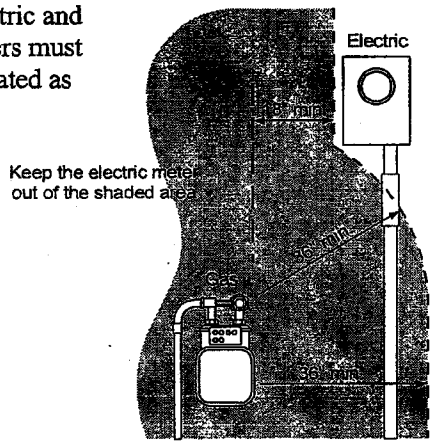
DO make square conduit cuts. Remove burrs from the inside and outside edges.

DO glue conduit joints. All joints must be completely seated and permanently glued with PVC cement.

DO keep dirt and debris out of the conduit.

DO keep proper trench separations. Keep a 12" horizontal and vertical clearance between the electrical conduit and all other utilities and any structures.

DO keep proper meter separations. The electric and gas meters must be separated as shown.



Ownership and Maintenance

Idaho Power assumes ownership of the builder-installed conduit when the electrical service cable is installed. However, the builder is responsible for the condition of the conduit and trench until the ownership of the home is transferred to the first buyer.

After the cable has been installed, **Idaho Power** will own and maintain:

- All conduit and fittings installed below the finished grade.
- The entire length of electric cable and the connections at Idaho Power's equipment.
- The meter.

NOTE. Idaho Power will connect the cable to the meter base but the homeowner will own and maintain the connections.

After the cable has been installed, the **builder** or **homeowner** will own and maintain:

- All conduit and fittings installed above the finished grade.
- The trench and any landscaping.
- The meter base and its connections to the electric cable.
- All wiring and electrical connections on the customer's side of the meter.

Meter Base Guidelines

Refer to the *Meter Base Identification Guidelines* located on www.idahopower.com.

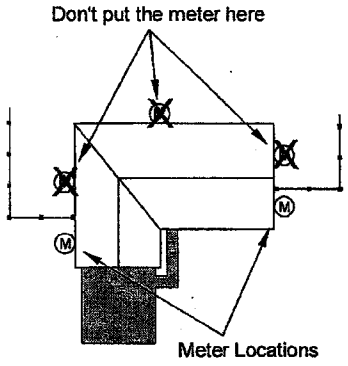
Meter Base Requirements

The meter base must accept 3" conduit if 3" conduit is used for the service.

The meter base and conduit must be on the outside of an outside structure wall and remain accessible to Idaho Power.
Exceptions must be approved in advance!

Locate the meter on the side of the house toward the front.

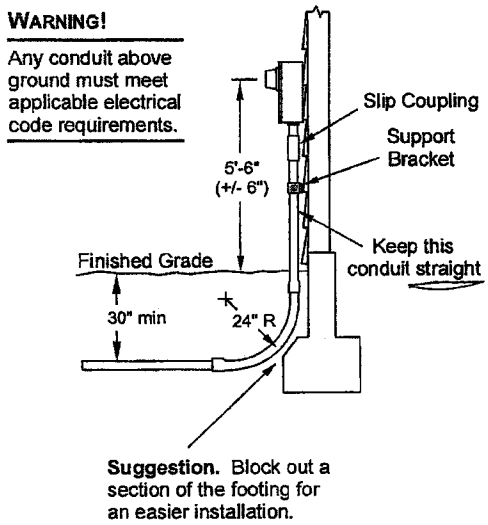
- Don't place the meter behind a fence.
- Don't put the meter at the back of the house.

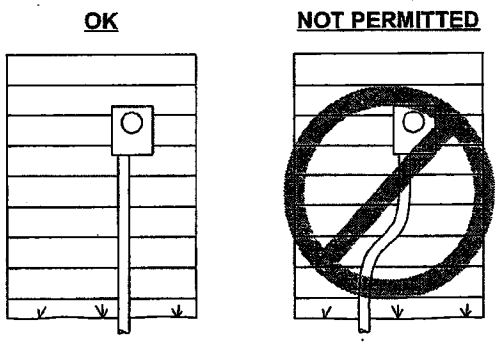


NOTE. Placing the meter in front of the fence will keep the meter reader out of the back yard.

The center of the meter must be 5'-6" (+/- 6") above the finished grade.

Meters installed on a pedestal require a minimum height of 3'-0".

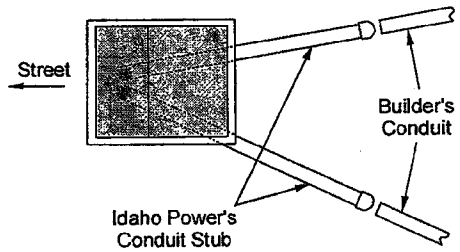


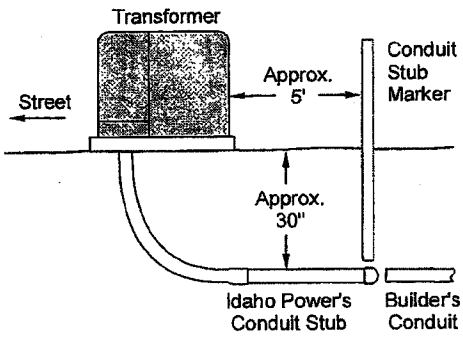


Transformers

Most transformers have 2" or 3" conduit stubs as shown below. Expose the end of the stub and connect your new conduit. If the stub marker cannot be found, contact your Idaho Power representative.

Don't dig under the transformer!



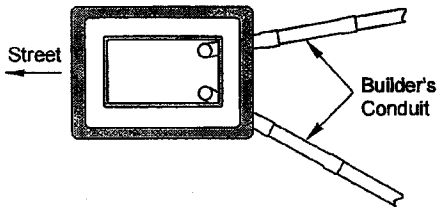


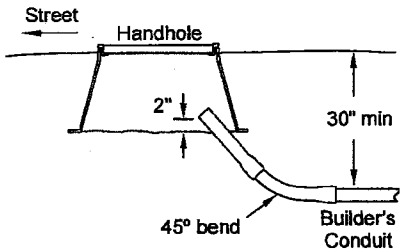
Handholes

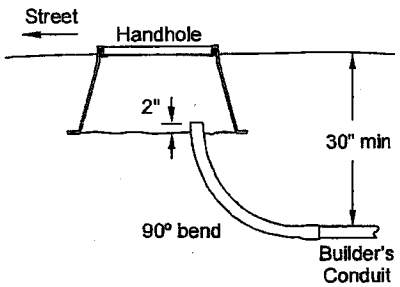
Most handholes do not have conduit stubs.

- Plumb the conduit into the nearest corner of the handhole using a 45° or 90° bend with the end 2" above the handhole floor.
- Plug or cap the open end of the conduit to keep out dirt and debris.

If there is a conduit stub, expose the end and connect your conduit to it.







WARNING!

Call **Dig-Line** for locations at least **2 business days** before digging.

Know what's below. Call before you dig.

Dial **811** Nationwide

Contact Idaho Power if your service involves a pole.

Special Requirements for Poles

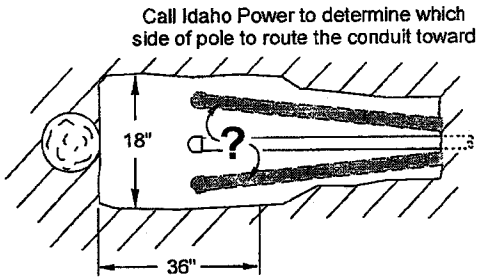
You **must meet** with an Idaho Power representative **prior to digging the trench** to determine:

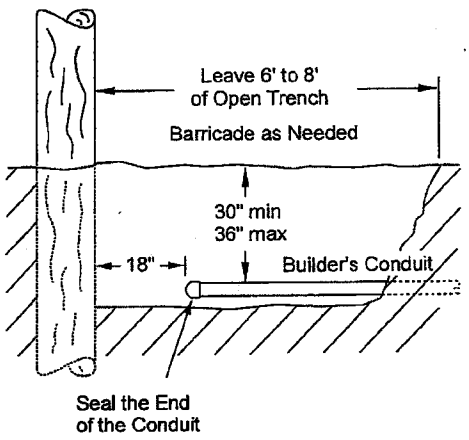
1. If the pole is adequate for your service.
2. Which side of the pole you must route the conduit toward.

Trench all the way to the base of the pole. **If the pole becomes unstable, contact Idaho Power immediately!** When backfilling the trench, leave 6' to 8' open adjacent to the pole.

Any open trench must be adequately barricaded or protected for public safety.

After Idaho Power connects the pole riser and conduit, it is the builder's responsibility to backfill and compact any remaining trench.





Important Idaho Cost Information

The cost information below has been extracted from the "Rule H Line Installation Tariffs". You may view the tariffs on http://idahopower.com/aboutus/regulatoryinfo/tariffPdf.asp?id=32&.pdf . Copies are available by contacting Idaho Power or the respective Public Utilities Commission.

Underground Services (400 amp max.)

The non-refundable charge for a new Schedule 1 or Schedule 7, underground 1–Ø service consists of a Base Charge plus a Distance Charge. These costs do not apply to services with meter bases larger than 400 amps.

Base Charge

From underground	$40.00
From overhead (2" pole riser)	$395.00
From overhead (3" pole riser)	$520.00

Distance Charge

With 1/0 service cable	$2.15/ft
With 4/0 service cable	$3.60/ft
With 350 service cable	$4.65/ft

NOTE. Use the following Distance Charges if Idaho Power provides the trench and conduit:

Distance Charge (IPCo trench & conduit)

With 1/0 cable	$6.90/ft
With 4/0 cable	$7.50/ft
With 350 cable	$9.60/ft

There may also be additional charges for unusual trenching conditions.

Temporary Services

The non-refundable charge for installing a 1–Ø temporary service is:

From **underground** $140.00

The customer-provided meter pole must be securely set within 2' of the handhole or padmounted transformer.

From **overhead** $120.00

The customer-provided meter pole must be securely set in a location that will allow the temporary service conductor to be attached to the permanent meter location by merely relocating it. A maximum of 100' of #2 Tx conductor is allowed.

TEMPORARY SERVICE NOTES.

- Electrical facilities provided by the customer must be properly grounded, electrically and structurally safe, provide adequate clearances, and ready for connection.
- The customer must obtain all permits required by the applicable state, county, or municipal governments before calling Idaho Power and provide copies or verification, as required.
- The site must be inspected, if required.
- All conditions must be met before the service will be connected. *(If any condition is not met, the service will not be connected and the customer will be billed $35.00 per trip each time Idaho Power dispatches personnel to connect it.)*

NOTE. These costs are subject to change.
Call Idaho Power for current pricing.

Contact Idaho Power for Oregon Cost Information

IDAHO POWER. An IDACORP Company

BEFORE THE

IDAHO PUBLIC UTILITIES COMMISSION

CASE NO. IPC-E-09-27

IDAHO POWER COMPANY

ATTACHMENT NO. 2

BEFORE THE

IDAHO PUBLIC UTILITIES COMMISSION

CASE NO. IPC-E-09-27

IDAHO POWER COMPANY

ATTACHMENT NO. 3

BEFORE THE

IDAHO PUBLIC UTILITIES COMMISSION

CASE NO. IPC-E-09-27

IDAHO POWER COMPANY

ATTACHMENT NO. 4

BEFORE THE

IDAHO PUBLIC UTILITIES COMMISSION

CASE NO. IPC-E-09-27

IDAHO POWER COMPANY

ATTACHMENT NO. 5

Trench and Backfill. The conduit must be buried a minimum of 30 inches below the finished grade, but not more than 48 inches.

Acceptable backfill material will meet the Idaho Power specifications shown in **Figure 5.**

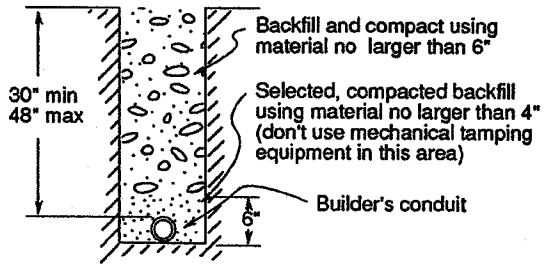


Figure 5: Trench and Backfill Specificatons

Compaction of the excavated trench to prevent it from settling is the responsibility of the builder. Compaction is especially important near the meter base, where conduit damage from settling is most likely to occur.

To help prevent damage to underground utility facilities, ask for them to be located by calling *Dig-Line* at 1-800-342-1585.

Separation from Other Facilities. A 12-inch horizontal and vertical separation must be maintained between the conduit and any other utility facilities or other structures (except that a 36-inch horzontal separation must be maintained from a natural gas line) as specified in the *National Electric Safety Code.*

Ownership and Maintenance Responsibility. In addition to owning and maintaining that portion of the conduit installed by the builder (from 18 inches below finished grade at the meter base end to the transformer, junction box or power pole), Idaho Power will own, install, and maintain the meter, the electric service cable and the connections at the transformer, junction box, or power pole. Also, Idaho Power will make the connections between the electric service cable and the meter base.

The builder or homeowner will own, install, and maintain the meter base, all wiring and electrical connections on the customer side of the meter, and the conduit from the meter base to 18 inches below the finished grade. Also, the builder or homeowner will maintain the connections between the electric service cable and the meter base.

Location of Facilities. The meter base and conduit not owned by Idaho Power must be located on the outside of an outside structure wall so that it will be readily accessible to Idaho Power as shown in **Figure 6.** Exceptions must be approved in advance by the Division Meter Supervisor.

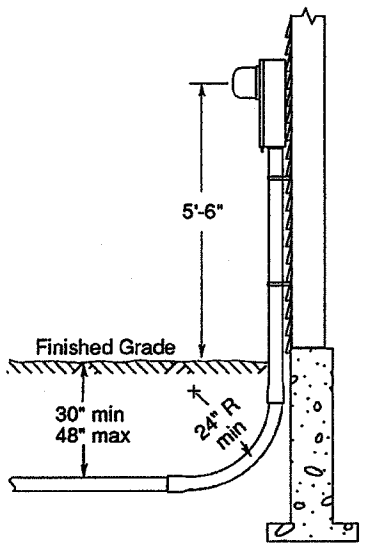


Figure 6: Meter Base and Conduit Location

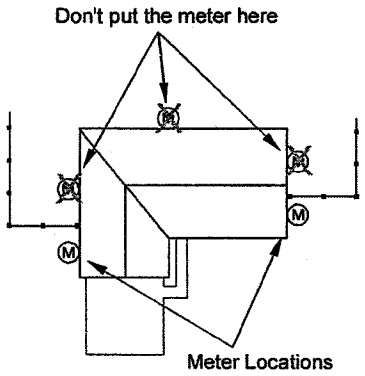
The maximum distance that the meter base may be located from the front of the house is 15 feet.

The meter base must be located so that when it is installed, the meter will be 5 feet 6 inches above the finished grade.

Meter Base Placement

The preferred meter location is on the side of the house toward the front.

- Don't place the meter on the backside of the house.
- Don't place the meter where it will be behind a fence.

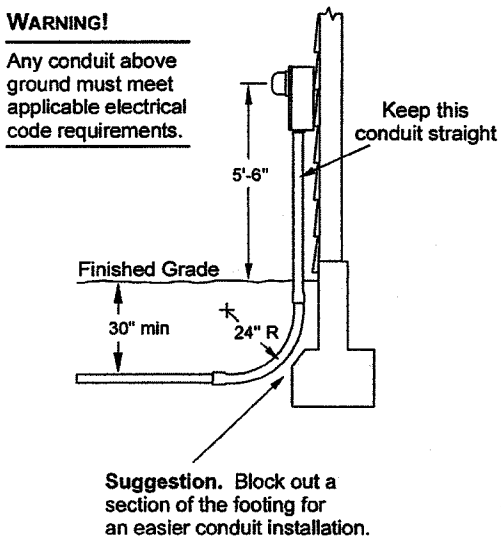


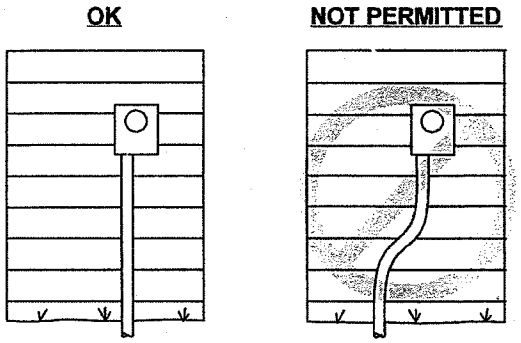
NOTE. Placing the meter in front of the fence will keep the meter reader out of the back yard.

The meter base and conduit must be on the outside of an outside structure wall and remain accessible to Idaho Power. **Exceptions must be approved in advance!**

The center of the meter must be 5'-6" ± 6" above the finished grade.

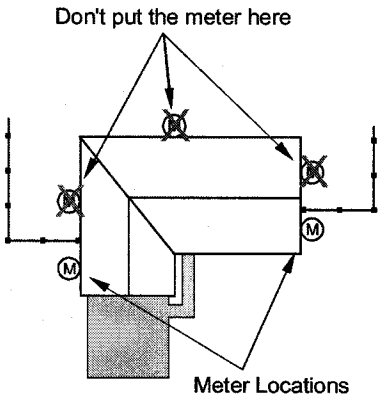
Meters installed on a pedestal require a minimum height of 3'-0".





The preferred meter location is on the side of the house toward the front.

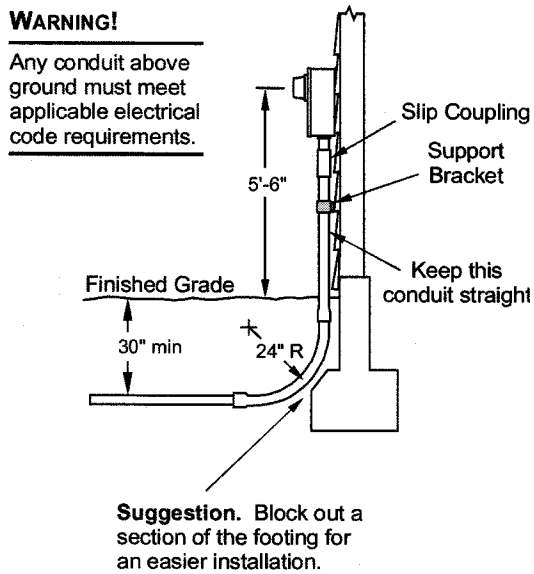
- Don't place the meter on the backside of the house.
- Don't place the meter where it will be behind a fence.

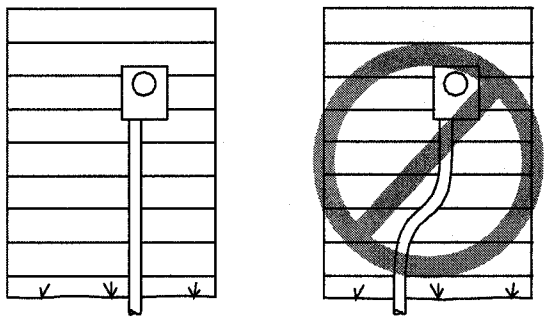


NOTE. Placing the meter in front of the fence will keep the meter reader out of the back yard.

The center of the meter must be 5'-6" +/- 6" above the finished grade.

Meters installed on a pedestal require a minimum height of 3'-0".

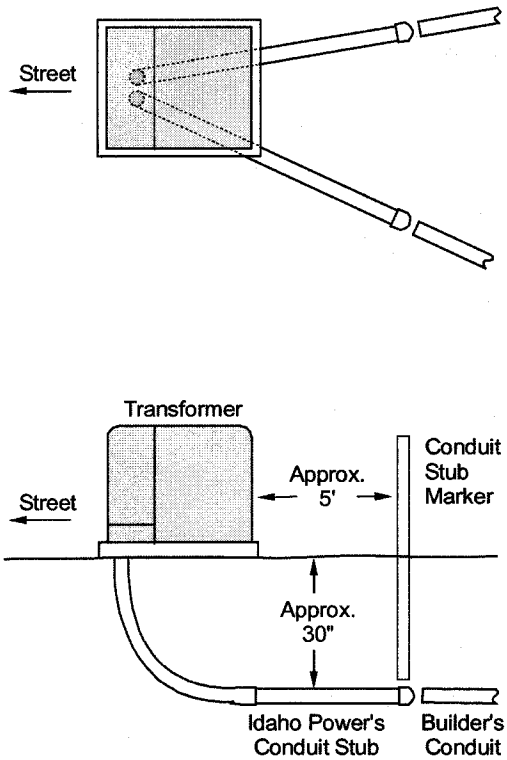




Transformers

Most transformers have 2" or 3" conduit stubs as shown below. Expose the end of the stub and connect your new conduit. If the stub marker cannot be found, contact your Idaho Power representative.

Don't dig under the transformer!



BEFORE THE

IDAHO PUBLIC UTILITIES COMMISSION

CASE NO. IPC-E-09-27

IDAHO POWER COMPANY

ATTACHMENT NO. 6

IDAHO POWER
An IDACORP Company

CUSTOMER COST QUOTE

N/A

Customer or Project Name:	Design Number:	Work Order #:
TOM CABIN	**0000075472**	**27298551**

	Prepaid Fees	Credit	Debit	Totals
1. Line Installation/Upgrade Costs			1,409	
2. Company Betterment		0		
3. Line Installation Allowances				
a. Customer Allowance		0		
b. Terminal Facilities Allowance		0		
c. Salvage Taxable - Credit		0		
4. Line Installation Credit (Customer Provided Trench)		0		1,409
5. Vested Interest Work Order #			0	
6. Bank Letter of Credit (for Unusual Conditions over $10,000)		0		
7. Unusual Conditions			0	
8. Net Construction Cost				1,409
9. Net Vested OR Refundable Construction Cost (Limited to 5 years or 4 additional applicants)				0
10. Construction Cost Not Available for Vesting or Refund				1,409
11. Right of Way Permits (NSR)			0	
12. Billable Engineering Charges (NSR)			0	
13. Underground Service Charge (NSR)			0	
14. Relocation or Removal Charges (NSR)				
a. Relocation or removal with new capacity. (412)			0	
b. Relocation or removal with NO new capacity (415)			0	
c. Non-Taxable Salvage Credit on Relocation or Removal		0		
15. Other Charges			0	
16. Feeder Charge			0	
17. Sub-Total Non-Refundable Charges				0
18. Engineering Fees	$ 0			
19. Right of Way Permits (NSR)	$ 0			
20. Temporary Service Charge (NSR)	$ 0			
21. Total Prepaid Customer Charges	$ 0			
22. Idaho Power Co. Contribution & Bank Letter of Credit		$ 0		
23. Total Work Order Charges			$ 1,409	
24. Total Customer Payment Due (Line 8 + Line 17)				$ 1,409

Notes: _____

Notice: This written quotation shall be binding on the Company until November 30, 2009, subject to changes in information provided by the Customer or changes in the Company's ability to obtain satisfactory rights-of-way or to comply with governmental regulations, including but not limited to the rules, regulations, and tariffs of the Idaho Public Utilities Commission. The Customer must make payment of the quote amount not less than thirty (30) days prior to the start of construction, but the Company does not represent that construction will commence within 30 days of receipt of payment. The start of construction will be subject to the Company's ability to obtain the necessary labor, materials and equipment.

Customer Signature	Date
Quotation Date	IPCo Representative

_____(Customer Initials) Total Customer Payment does not include Underground or Non-Utility Service Charges.

_____(Customer Initials) Received copy of Reduced Charge Option for Underground Electrical Service, also available at idahopower.com

BEFORE THE

IDAHO PUBLIC UTILITIES COMMISSION

CASE NO. IPC-E-09-27

IDAHO POWER COMPANY

ATTACHMENT NO. 7

Smith,Matt

From: Sparks, Scott
Sent: Friday, July 10, 2009 11:26 AM
To: 'Nancy Hylton'
Subject: RE: Bruno Built, Inc. complaint

Hi Nancy,

It looks like you're out of the office today so I'm emailing you what I found regarding this case.

- The Company has made multiple attempts to resolve this issue with the customer through email and phone conversations. These attempts stopped when the customer started using abusive and derogatory language.
- Our Lines Leader (Matt Smith) and line crew foreman met with our field personal to verify consistencies in application and Company requirements followed in the case.
- After additional trips to verify this information, it was determined that the Company's requirements for installation of conduit were not followed (see link http://www.idahopower.com/pdfs/ServiceBilling/customerservice/newConstruction/DFE071_ReducedChargeOption.pdf) and the crew was required to make an additional trip to install wire (Rule H – Return Trip Charge) after the conduit was re-installed to meet Company requirements.
- Company leaders followed up with a conference call to the customer to explain the reason for the charge.
- In the end, the wire was not pulled because distance requirements were not met. The issue was not the clamp as the Company has installed wire in the past without the clamp in place. Our crews merely pointed out that the clamp was not in place.
- The customer was sent the Reduced Charge Option pamphlet to avoid future misinterpretations.

As you know, the Company has specific installation requirements for conduit because the Company assumes ownership of builder-installed conduit at the time the wire is pulled and service is connected. The Company does not feel the charge should be waived in this case nor does it feel the additional costs related to the return trip should be spread across all ratepayers.

Please feel free to call me or mail if you'd like to discuss further.

Sincerely,

Scott

From: Nancy Hylton [mailto:Nancy.Hylton@puc.idaho.gov]
Sent: Thursday, July 09, 2009 8:36 AM
To: Sparks, Scott
Subject: Bruno Built, Inc. complaint

Scott, I'm attaching a complaint that reopened on July 9, 2009. I want to bring your attention to an email contained in the narrative from Matt Smith at Idaho Power on July 7, 1:41 pm. The customer added editorial comments to it that are in parenthesis. I will also forward a photo taken by Idaho Power and provided to us by the customer.

Is IPC willing to waive the charge this time and provide him with a copy of the specs so that he will know what is required by IPC? Please look at the issue raised here of inconsistent application/interpretation of IPC's requirements by its outside techs. Thank you.

<<BrunoBuilt Inc.pdf>>

Nancy Hylton

Utilities Compliance Investigator

nancy.hylton@puc.idaho.gov

208-334-0304

Fax: 208-334-4045

IDAHO POWER®
An IDACORP Company

Reduced Charge Option for Underground Electrical Service

Revised June 2008

Program Explanation

The Reduced Charge Option is available for new 1–Ø underground electrical services and allows the customer to install the conduit for the service cable. When the installation is complete, inspected, and all requirements have been met, Idaho Power will then install the cable and meter at a reduced charge.

Be sure to connect to the proper equipment. Refer to the *Definitions* section or contact Idaho Power for clarification.

Call **Dig-Line** for locations at least **2 business days** before digging.

Know what's below. Call before you dig.

Dial **811** Nationwide

Conformance

Each installation is **subject to review and inspection** at any time by Idaho Power for conformance to these specifications.

If a non-conformance is discovered such as the conduit length, route, depth, etc., or if you are not ready when the installation crew arrives, the cable **WILL NOT BE INSTALLED** and **you will be charged $50.00** for each return trip. After the non-compliance is corrected, contact Idaho Power to reschedule the installation.

Contact Idaho Power if:

- This is your first time using this program.
- Your service exceeds any of the design limits.
- A conduit stub cannot be found.
- You require service from a pole.

Design Limitations

200 Amp. For self-contained meter bases up through 200 amps that meet the following limitations, you do not need to contact Idaho Power until you are ready for your service to be installed.

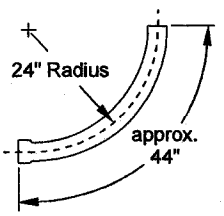
- **Use 2" gray, UL listed, Schedule 40 PVC**
  Use 2" conduit, bends, and fittings unless Idaho Power specifically tells you to use 3".
- **125' maximum service length**
  This is the horizontal distance measured along the service route between Idaho Power's equipment and the meter.
- **Up to 135° of conduit bends.**
  Don't include the bends at the meter or Idaho Power's equipment in the 135° limit.

400 Amp. For larger self-contained meter bases up through 400 amps, you must contact Idaho Power for **approval in advance** to ensure a proper design.

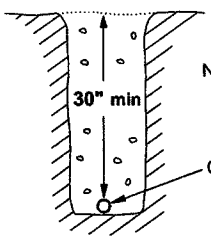
- **3" conduit**
  All services to meter bases larger than 200 amps require 3" conduit, bends, and fittings.

Additional Requirements

Conduit bends. Only use gray colored manufactured bends with a radius of at least 24". **Do not form your own bends!**



Trench and Backfill.



Backfill Material
No rocks larger than 2"
No trash or rubbish

WARNING!

Non-conformances may have to be corrected at the builder's expense.

Important Information

DON'T heat the conduit in any way to shape it or to form bends.

DON'T leave open trenches. Any open trench must be adequately barricaded or protected to ensure public safety as required by local, state, or federal rules and regulations. Keep open trenches to a minimum.

DON'T change conduit sizes in the run.

DO compact the trench particularly near the meter where settling could pull the conduit down and damage the meter base. Although compacting the trench is the builder's responsibility, the homeowner is responsible for any future settling.

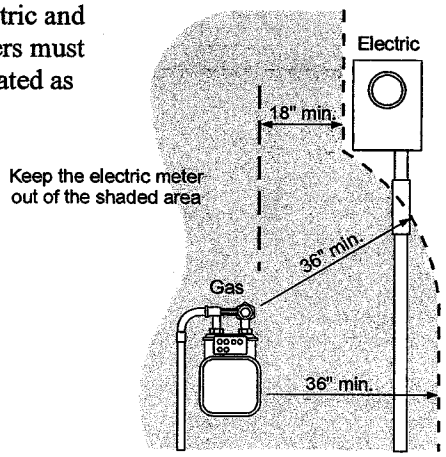
DO make square conduit cuts. Remove burrs from the inside and outside edges.

DO glue conduit joints. All joints must be completely seated and permanently glued with PVC cement.

DO keep dirt and debris out of the conduit.

DO keep proper trench separations. Keep a 12" horizontal and vertical clearance between the electrical conduit and all other utilities and any structures.

DO keep proper meter separations. The electric and gas meters must be separated as shown.



Ownership and Maintenance

Idaho Power assumes ownership of the builder-installed conduit when the electrical service cable is installed. However, the builder is responsible for the condition of the conduit and trench until the ownership of the home is transferred to the first buyer.

After the cable has been installed, **Idaho Power** will own and maintain:

- All conduit and fittings installed below the finished grade.
- The entire length of electric cable and the connections at Idaho Power's equipment.
- The meter.

NOTE. Idaho Power will connect the cable to the meter base but the homeowner will own and maintain the connections.

After the cable has been installed, the **builder** or **homeowner** will own and maintain:

- All conduit and fittings installed above the finished grade.
- The trench and any landscaping.
- The meter base and its connections to the electric cable.
- All wiring and electrical connections on the customer's side of the meter.

Meter Base Guidelines

Refer to the *Meter Base Identification Guidelines* located on www.idahopower.com.

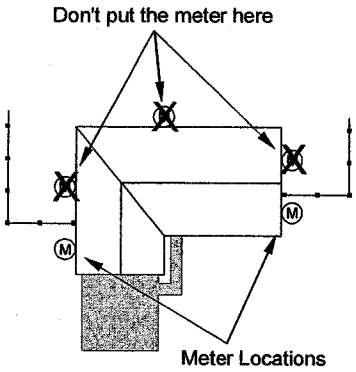
Meter Base Requirements

The meter base must accept 3" conduit if 3" conduit is used for the service.

The meter base and conduit must be on the outside of an outside structure wall and remain accessible to Idaho Power.
Exceptions must be approved in advance!

Locate the meter on the side of the house toward the front.

- Don't place the meter behind a fence.
- Don't put the meter at the back of the house.



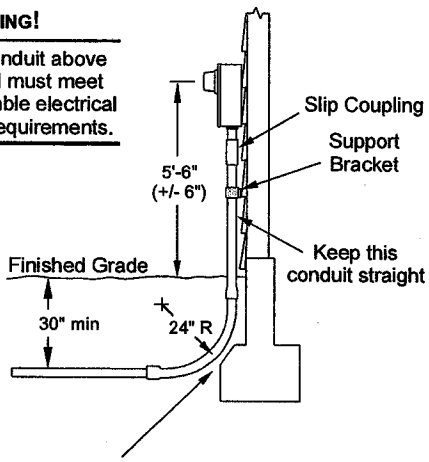
NOTE. Placing the meter in front of the fence will keep the meter reader out of the back yard.

The center of the meter must be 5'-6" (+/- 6") above the finished grade.

Meters installed on a pedestal require a minimum height of 3'-0".

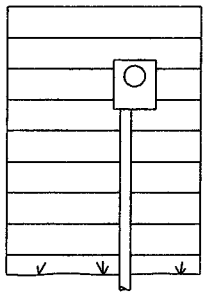
WARNING!

Any conduit above ground must meet applicable electrical code requirements.



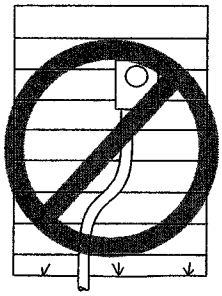
Suggestion. Block out a section of the footing for an easier installation.

OK



Keep the riser straight

NOT PERMITTED

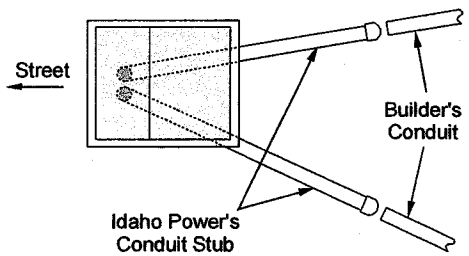


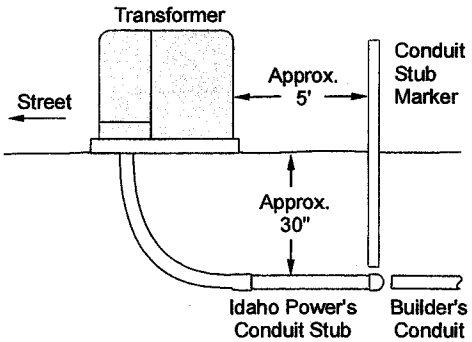
Don't form the PVC conduit with heat or add extra bends

Transformers

Most transformers have 2" or 3" conduit stubs as shown below. Expose the end of the stub and connect your new conduit. If the stub marker cannot be found, contact your Idaho Power representative.

Don't dig under the transformer!



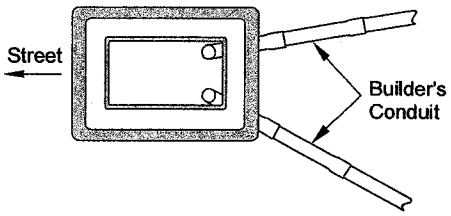


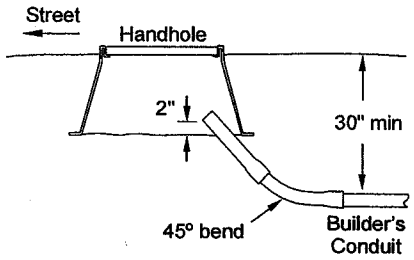
Handholes

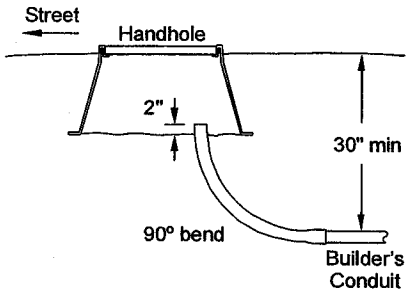
Most handholes do not have conduit stubs.

- Plumb the conduit into the nearest corner of the handhole using a 45° or 90° bend with the end 2" above the handhole floor.
- Plug or cap the open end of the conduit to keep out dirt and debris.

If there is a conduit stub, expose the end and connect your conduit to it.







WARNING!

Call **Dig-Line** for locations at least **2 business days** before digging.

Know what's **below.** **Call** before you dig.

Dial **811** Nationwide

Contact Idaho Power
if your service involves a pole.

Special Requirements for Poles

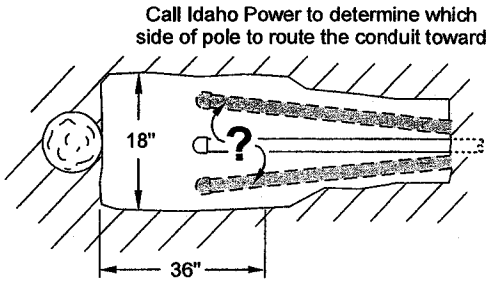
You **must meet** with an Idaho Power representative **prior to digging the trench** to determine:

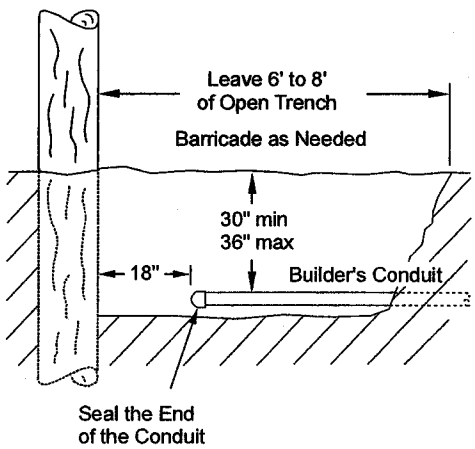
1. If the pole is adequate for your service.
2. Which side of the pole you must route the conduit toward.

Trench all the way to the base of the pole. **If the pole becomes unstable, contact Idaho Power immediately!** When backfilling the trench, leave 6' to 8' open adjacent to the pole.

Any open trench must be adequately barricaded or protected for public safety.

After Idaho Power connects the pole riser and conduit, it is the builder's responsibility to backfill and compact any remaining trench.





Important Idaho Cost Information

The cost information below has been extracted from the "Rule H Line Installation Tariffs". You may view the tariffs on http://idahopower.com/aboutus/regulatoryinfo/tariffPdf.asp?id=32&.pdf . Copies are available by contacting Idaho Power or the respective Public Utilities Commission.

Underground Services (400 amp max.)

The non-refundable charge for a new Schedule 1 or Schedule 7, underground 1–Ø service consists of a Base Charge plus a Distance Charge. These costs do not apply to services with meter bases larger than 400 amps.

Base Charge

From underground	$40.00
From overhead (2" pole riser)	$395.00
From overhead (3" pole riser)	$520.00

Distance Charge

With 1/0 service cable	$2.15/ft
With 4/0 service cable	$3.60/ft
With 350 service cable	$4.65/ft

NOTE. Use the following Distance Charges if Idaho Power provides the trench and conduit:

Distance Charge (IPCo trench & conduit)

With 1/0 cable	$6.90/ft
With 4/0 cable	$7.50/ft
With 350 cable	$9.60/ft

There may also be additional charges for unusual trenching conditions.

Temporary Services

The non-refundable charge for installing a 1–Ø temporary service is:

From **underground** $140.00

The customer-provided meter pole must be securely set within 2' of the handhole or padmounted transformer.

From **overhead** $120.00

The customer-provided meter pole must be securely set in a location that will allow the temporary service conductor to be attached to the permanent meter location by merely relocating it. A maximum of 100' of #2 Tx conductor is allowed.

TEMPORARY SERVICE NOTES.

- Electrical facilities provided by the customer must be properly grounded, electrically and structurally safe, provide adequate clearances, and ready for connection.
- The customer must obtain all permits required by the applicable state, county, or municipal governments before calling Idaho Power and provide copies or verification, as required.
- The site must be inspected, if required.
- All conditions must be met before the service will be connected. *(If any condition is not met, the service will not be connected and the customer will be billed $35.00 per trip each time Idaho Power dispatches personnel to connect it.)*

NOTE. These costs are subject to change.
Call Idaho Power for current pricing.

Contact Idaho Power for Oregon Cost Information

BEFORE THE

IDAHO PUBLIC UTILITIES COMMISSION

CASE NO. IPC-E-09-27

IDAHO POWER COMPANY

ATTACHMENT NO. 8

Smith,Matt

From: Robert [Robert@brunobuilt.com]
Sent: Tuesday, July 07, 2009 2:49 PM
To: Smith, Matt
Subject: RE: RE:

You tell a good lie Mr. Smith

Robert Bruno
BrunoBuilt, Inc.
947 E Winding Creek Drive
Eagle, ID 83616
938-2357

From: Smith, Matt [mailto:MSmith@idahopower.com]
Sent: Tuesday, July 07, 2009 1:41 PM
To: Robert
Cc: Johnston, Guy
Subject: RE: RE:

Dear Mr. Bruno, I originally told you when I spook to you on Thursday July,2 that I would check into why it was turned down. I did that and I was told the conduit was not against the siding and the clamp was not installed to secure the conduit. I shared this with you when we talked this morning and I did say I was told it was aprox 8" away and you disputed that. I then said I would check again and I did. I responded back that the 8 " was more of a guess and that was from the foundation and not the siding and I apologized for that. I also e-mailed you a picture of the conduit and why it was turned down. I talked to your excavator and he said it was 3 ½ or 4 inches from the siding but he agreed that that was too far. I also have talked to your electrician to get his perspective and he thought it was because the clamp was missing. We do want the clamp installed and we do sometimes push wire before the clamp is installed but the main reason this was turned down was the distance from the siding and we also stated that the clamp was missing. He agreed that it should have been closer. You also stated that the siding was stucco and that's why the clamp was not installed and why it was away from the siding, this is not correct as the picture shows. I as I stated before I stand behind the work of my employees and if we make a mistake as we do on occasion I will correct the issue and resolve the dispute. You also stated that we "always" leave the wire ends and trash at your work site, If this does happen please contact me and we will resolve the issue because we expect our employees to clean up their mess. I would encourage you to review the Reduced charge Option for Underground Electrical Service at http://www.idahopower.com/

Matt W. Smith
Lines Leader, Capital Region
Idaho Power Company
(208) 388-2053
msmith@idahopower.com

From: Robert [mailto:Robert@brunobuilt.com]
Sent: Tuesday, July 07, 2009 11:02 AM
To: Smith, Matt
Subject: RE:

For the record Mr. Smith, you told me today that the conduit was 8 inches away from the house and that is why the power wasn't pulled.
You also told me as a result, I was billed a return trip charge.
Your crews told me they wouldn't pull the power because the conduit wasn't clamped down to the house. Something that is a common practice. (Not having a clamped riser until trim out)
Get your stories straight.
You won't make a good witness if you don't.

Robert Bruno
BrunoBuilt, Inc.
947 E Winding Creek Drive
Eagle, ID 83616
938-2357

From: Smith, Matt [mailto:MSmith@idahopower.com]
Sent: Tuesday, July 07, 2009 9:27 AM
To: Robert
Subject:

Matt W. Smith
Lines Leader, Capital Region
Idaho Power Company
(208) 388-2053
msmith@idahopower.com