

Note: I don't have a scanner so I had to type it.

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 \*\*\*\*\*, Twin Falls, ID on 8/31/2011; 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. 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 Manager