

# CURRENTS

LOOKING  
**BACK**  
MOVING  
**FORWARD**

page 3



Then & Now

page 1

Trust and  
R-E-S-P-E-C-T

page 2

Inspiring Good  
Health & Happiness

page 7

 **IDAHO POWER**  
An IDACORP Company

Third/Fourth Quarter 2010

# Do you know an employee STORY?

This year we introduced you to our re-designed *Currents* employee publication. In three issues, we told you stories that would inform, inspire, motivate and engage you in a personal way. Our stories communicated important information supporting our company's mission to be regarded as an exceptional utility.

One thing is clear, our employees go above and beyond in their jobs to ensure our legacy of success.

There are more stories to tell in 2011 and we want to hear about them. Please share with us examples of employees who are living the Idaho Power brand—those who demonstrate their commitment to our company's vision/values/mission, tell our story, support our critical success factors and use high performance cultural practices. If you have a story to share, contact:

Anne Alenskis, editor (2460), Bridgett Hanna (2903), Tracey Willnerd (2217) or Krista West (5361) in Corporate Communication.

## CURRENTS Third/Fourth Quarter 2010

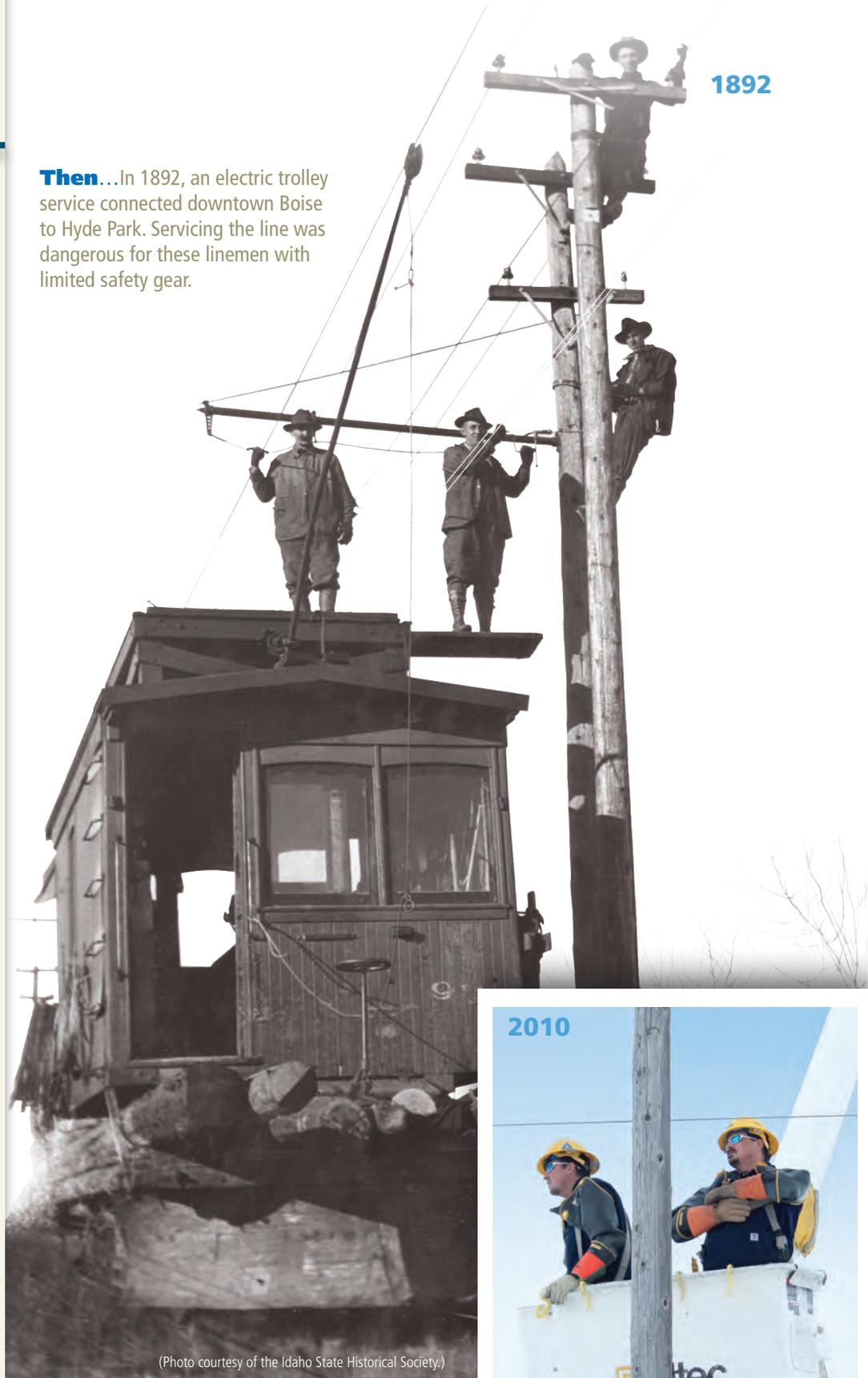
*Currents* is published quarterly to communicate our business initiatives, critical success factors, mission and vision; compelling readers to be informed, inspired, motivated and engaged in taking action on a personal level to support Idaho Power's success.

Printed on recycled paper 

# THEN & Now

1892

**Then...** In 1892, an electric trolley service connected downtown Boise to Hyde Park. Servicing the line was dangerous for these linemen with limited safety gear.



(Photo courtesy of the Idaho State Historical Society.)

2010



**Now...** Today, safety comes first at Idaho Power. Our linemen are protected with hard hats, rubber gloves and sleeves, flame-retardant clothing, safety glasses, bucket trucks and fall-protection gear.

# Trust And R-E-S-P-E-C-T

Standing For Each Other's Success

Power was out from McCall to Cascade following a June 28 microburst storm that left communities devastated. Sandy Brown, Materials leader for Payette/Emmett/McCall, didn't know how bad the damage was until she arrived in Valley County the next morning.

"It was big," she said. "Several lines of wire were down. It looked like spaghetti hanging off our power poles. They were leaning over, trees were on top of campers, lines were all over the ground... you'd have thought a tornado had hit."

It was chaotic at the new Long Valley Operations Center (LVOC)—the staging area for our emergency crews. Typically, one full-time crew works out of McCall. On this day, there already were eight crews on-site from Payette, Emmett and Boise. They were dealing with everything from repair and maintenance to building new lines.

Crews needed lots of materials—and quickly. They would rely on Sandy as their main contact, and Annie Harmon, materials coordinator at the LVOC, to orchestrate the supply and demand for this emergency.

Sandy could tell the guys were concerned about getting what they needed for their jobs. They seemed a little reluctant. Most had never worked directly with her or Annie so they didn't know their capabilities.

"The first time the semi-truck pulled in, we unloaded it, set the material on the ground and the guys were like a swarm



Sandy Brown, Materials leader

of bees; they'd grab their stuff and go," described Sandy. "It was like a hurricane had gone through the materials. We decided, 'No more of this!'"

She and Annie began sorting everything by wire and size. The 30-plus transformers were organized by voltage and size. Everything had its place. After that, all a crew had to do was tell them what they wanted and they were directed to a specific pallet where the crew grabbed materials. If a certain transformer was needed, they were able to pull right up to the row and make their selection.

A total of seven semi-loads of materials were delivered between Tuesday and Friday. A separate load of poles and three or four pickup loads of materials also arrived at the center.

Field Services Leader Andy Wood was in McCall that week in his prior position as the BOC Eagle crew foreman. He described the frantic scene. "There was a lot of confusion going on. Sandy and Annie had 10 crews asking them questions, but they knew what they were doing. And, when they didn't have

what we asked for, they improvised and adapted to our needs. It was a pleasure to work with them!"

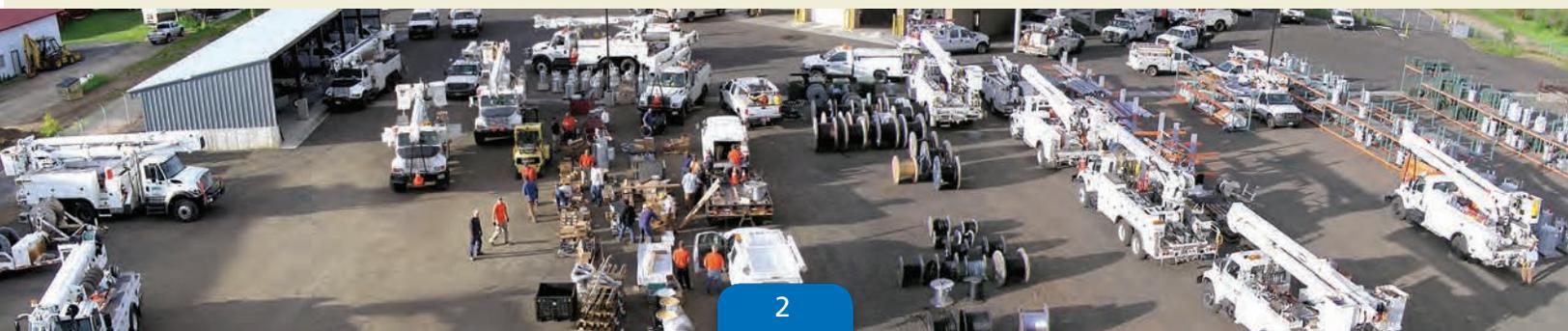
It became apparent to Sandy the crews were impressed with the quality of their work—the pace they were able to keep up and their ability to lift nearly 100 pounds without help.

"Crews were so complimentary during and after those few days we were together," Sandy recounts. "They acted like they were amazed at our ability to unload a pole off their trailer or truck. They'd say, 'I can't believe you can do that!'"

It was organized chaos, with so many trucks and employees in the yard at one time. Eventually, the LVOC supported a total of 11 crews from throughout our service area with 27 trucks, plus 10 service trucks, not including the designers' and foreman's pickup trucks. There were more than 40 vehicles in the yard at any given time.

The potential to have an accident was "huge," according to Steve Case, who was

[continued on page 6](#)





L O O K I N G  
**B A C K**  
M O V I N G  
**FORWARD**

Eric Hartruff,  
Dispatch project coordinator

It was a day like any other in August. No shade and 95 degrees in the mid-afternoon. Two bucket trucks parked in a remote field west of Caldwell lifted crews 50 feet overhead to rebuild a 12.5-kilovolt distribution line.

Ready to call it a day, Lineman Eric Hartruft worked on the eighth and final pole. He was thinking about buying a new truck. Water skiing after work. His wife, Stephanie, six months pregnant with their second child.

It happened so suddenly. A loud crackling spark. Eric's body became stiff, then limp, thrown against the inside of the bucket to the surprise of second-year Apprentice Lineman Jon Post.

Eric's heart stopped.

"My first instinct was to grab him," said Jon. "But I thought better and flew the bucket up just enough to get off the hot line. I yelled at him but he didn't respond. So I popped him in the chest just trying to get him to say something or come to."

"I owe my life to Jon," Eric said. "He was pounding on my chest when I woke; I thought I'd had a seizure."

Eric was in pain—not able to move or stand. Jon got him out of the bucket and onto the ground where Eric rolled under the truck to avoid the heat of the sun. He lay in the dirt as Jon cut off his leather gloves, exposing his hands covered with white film. The ambulance was on its way.

"Steph, I've got good news and bad," Jon told Eric's wife on the cell phone. "Eric's had a contact. You need to meet him at the hospital."

He handed the phone to Eric. "I'm okay, but my hands are screwed."

The last details Eric remembers are his swollen arms and the last overpass out of Caldwell on the way to the hospital where Stephanie waited.

## Keep your head in the game.

Six weeks in a Salt Lake City burn unit, two months of rehabilitation in Chicago, 10 surgeries and five years later, Eric reflects on what took place that day, Aug. 3, 2005, and why.

"Complacency. I was thinking about everything except what was in front of me. There are so many things that go through your mind on a daily basis that aren't work-related. As a lineman that's the most dangerous part of the job."

On that fateful day, an energized conductor was stretched out on fiberglass spreader arms. Eric and Jon pulled new wire into the insulator, tying it in. A ground cable from a pole band hung over the bucket.

"I didn't realize it was there. We tied in two of the phases and on the third one, it had just enough give that it swung into the 7,200-volt line."

Eric had leaned against the tool board and the ground cable. Like the bird-on-the-wire scenario, he was fine until he tied in the grounded line. Because he was isolated, electricity had nowhere else to go but through his leg, stomach, and out both arms and hands.

"It happened so fast—less than a couple of blinks," he recalls. "Electricity is a quiet animal. You don't really see it unless you're in trouble with it. And, once you know it has hit you, it's too late."

It's a story he openly shares, whether talking to Northwest Lineman's College students visiting Grid Operations, where Eric now is a Dispatch project coordinator, or with new employees. Eric reminds us to keep our head in the game.

"I think it's important to know how I've come to having my wife opening my ketchup bottle," he grins.

[continued on page 5](#)

## TAKING SAFETY TO THE NEXT LEVEL

*In an e-mail Oct. 13, President and CEO LaMont Keen thanked all employees for improvement in our safety culture over the past five years, demonstrating safety as a core value. He said it is time to take safety to the next level.*

Our forward-looking safety plan includes increased involvement from all employees to develop and improve our safety processes. Some of our best safety processes today are direct results of your ideas.

A new safety structure has been put in place to facilitate "taking safety to the next level." A steering committee was established to evaluate and prioritize opportunities for improvement. The committee identified two areas to focus on—the CARES assessment tool and near misses. Employee teams are working on ways to improve these areas. Our goals are to redefine safety activities for all employees at every level of the company; provide training to ensure we each understand our responsibilities; and develop effective measurements to help us improve, recognize our efforts and continue our journey toward zero injuries.

I am asking each employee to engage in our efforts to further develop our safety culture. Today, continue your daily safety observations, encourage others to practice safe work behaviors and get ready to take safety to the next level.

  
LaMont Keen, President and CEO

## Safety is everyone's responsibility.

What happened to Eric was not only life-changing for him, but also for his wife, children, his crew, fellow-employees and...for our company. That event had a profound impact on our way of life at Idaho Power, creating a new culture in which "safety is a value."

Eric's accident was the last serious injury-causing electrical contact for an Idaho Power employee. Prior to that, between 1960 and 2000, the company recorded 153 electrical contact injuries and 11 fatalities. Two electrical contacts followed, in 2003 and 2004.

Returning from a Salt Lake City burn unit after the 2004 incident, Customer Operations Vice President Warren Kline and Operations Executive Vice President Dan Minor committed themselves to improving the company's safety culture.

"I said, 'Never again. We will make sure this never happens again,'" Dan recalls. "When the accident with Eric happened, I realized we can do more. It was a tipping point that changed everything."

"When I hear about an accident, I think 'What could I have done?'" said Warren. "I was determined we operate with no injuries."

It was at the next board of directors meeting that Dan had an "ah-ha" moment. His safety presentation was abruptly interrupted by Jack Lemley, a board member who was adamant that it wasn't the safety manager's responsibility to improve our safety culture. He explained to Dan that safety is everyone's responsibility and it begins at the top. All leaders are safety managers for their departments and all employees should be engaged in the effort.

Leadership accepted responsibility and ownership for safety. Jim Duke joined the company as Safety manager, bringing a new perspective that received leadership support. We shifted from a culture of reactionary compliance-based safety to a proactive-based safety management system. A safety council

was established and communication to employees became a priority. The CARES approach was introduced: Commitment, Assessments, Root cause investigations, Employees and Safe behaviors. From safety observations to post-job briefings in the field, a new safety culture emerged.

Our philosophy is that "all injuries can be prevented." By keeping safety at the forefront of our minds, we will return home safely to our families every day, throughout our careers.

"My family and my life away from work is my priority. But when I come to work, I leave all those things behind," said Eric. "The focus needs to be on what's in front of us each day. Every accident is avoidable."

## Complacency is the biggest risk.

"You've got to be mindful of safety if you expect it to be present in everyday work practices," said Warren. "What we do is important, but how we do it can have a huge impact on lives."

There are few days that go by that Jon doesn't think about Eric's accident. "Rules are there for a reason—to protect you," said Jon. "And if you follow them every time, you have a heck of a better chance of not seeing an accident like that."

## Life goes on.

For Eric, it was difficult keeping his attitude in check following the ordeal. Over time, he had to adjust to a new job and the challenge of learning to use prosthetic arms. Fortunately, life goes on. In fact, Eric says he's "attacking life," keeping busy fishing, waterskiing, coaching his son's little league team and playing golf.

"We have a strong faith in God and his plan for our lives, but there were days that I wasn't chipper. I depended on my new baby's smiles to keep me from focusing on the bad," he said.

It's no wonder when she was born four months after the accident, Stephanie and Eric named her, Ashlyn *Faith* Hartruft. ■



*"The focus needs to be on what's in front of us each day. Every accident is avoidable."*

Host Ty Pennington (L) and Mark Lupo (R), Community Relations representative



## Extreme MAKEOVER HOME EDITION

When the television program “Extreme Home Makeover” arrived in Idaho last August to surprise a Pocatello family, Idaho Power and our employee volunteers were there to support the community effort.

During the week long construction, line crews disconnected old overhead services to the home, installed temporary power, changed out the transformer and installed the pole riser for new underground service.

“This was a great opportunity for southeastern Idaho,” said Mark Lupo, Community Relations representative. “We had a wonderful group of Idaho Power volunteers who stepped up to help when it was needed.”

The program aired Nov. 6 on ABC. ■

(L to R) Mark, Area Materials Leader Richard Higashi and Linemen Marc Gauthier and Bryce Blackwell



### Trust And R-E-S-P-E-C-T continued

in his first week as new McCall area manager. “Sandy and Annie managed the yard in an extremely safe manner.”

If they had been at the old McCall facility, it would not have gone so smoothly, explained Sandy. “Maybe three trucks could have fit in the old yard. I would have been pulling my hair out because there would have been no room at all for everything we had to have out. It would have been a mess.”

The new facility is strategically located to handle this type of valley wide emergency. LVOC employees pitched in wherever and however they could, such as acquiring resources like hotel reservations and meals—at all hours of the day.

“When there’s a critical situation, everyone stands together,” Sandy stated. “Everyone was helpful, communicated well and focused on getting the lines back on and being safe. I thought it worked wonderfully.”

She appreciated how leadership supported her and Annie—especially Materials Services Leader Alan Lounsbury who called

regularly to check on how they were doing. According to Alan, Sandy and Annie did a great job and earned a lot of respect by demonstrating their knowledge of materials and logistics, and simply “taking care of business.”

“I’ve got a lot of trust in Sandy,” said Alan. “Once she was on-site in McCall, everything flowed like a machine.”

With more than 13 years working in Materials at Idaho Power, Sandy is passionate about her work and ensuring crews get the correct materials in the timeliest manner.

“It was an eye-opener for some who observed and worked right next to us,” Sandy said. “They know if you are hired for a position, it’s because you can do it. And we showed them that all week.”

When power was restored in Valley County and their work was done, a foreman told her, “I have a new respect for what you do.” ■



# Inspiring GOOD HEALTH & Happiness



Before and After  
Ryan Anderson, financial analyst

Ryan Anderson crossed the finish line at the St. George Marathon in October, qualifying for the Boston Marathon in April. For most people, this feat would be an enormous accomplishment. For Ryan, a financial analyst at the CHQ, it's just another step toward accomplishing goals he set in 2009.

About two years ago, the married father of four found day-to-day activities difficult—at 318 pounds.

“I tried to do everything—camping, hiking. But at some point there were things I couldn't do; I missed out on many opportunities with my family,” he said. “When I read stories to my kids in bed at night, I was out of breath just from the weight of my own chest.”

Ryan's 5-year-old son Zachary said he remembers nights watching the “Biggest Loser” television show with his dad. During commercials, they would run to the corner of the block and back. Zachary was proud when he won the race.

Today, more than 135 pounds lighter, Ryan is winning his own race. He's running marathons and living a healthy lifestyle. A big part of his transformation was due to a health clinic offered to employees as part of Idaho Power's total rewards package.

According to Ryan, the clinic was a good “eye-opener” for him about food choices and the importance of exercise. His initial



P.O. BOX 70  
BOISE ID 83707-0070

goal was to lose 50 pounds, which he accomplished in three months. Motivated by that success, his next goal was to lose 75 pounds; and within five months he'd lost 100 pounds.

Last spring, Ryan shared his journey in-person and on video at more than 15 Idaho Power health clinics around our service area. Employees who heard his story were inspired. In fact, 211 employees signed up for the Health Challenge 2010 weight loss competition. By October, participants had lost a total of 1,850 pounds and 307 inches from their waists and hips. Data also documented improved blood pressure, lower blood sugar levels and reduced cholesterol—all resulting in healthier lifestyles and lower healthcare costs.

“It was a wonderful experience participating in the health clinics and a powerful motivator to keep me moving forward each day,” Ryan said. “I try to make better choices and set a good example for my family.”

He shared the secrets to his success—to make a change and do it every day, no matter what it is. If you can walk a half-hour a day, do it every day. Ryan set another goal—not in pounds. His goal was to run a marathon. Goal accomplished.

“What you don't see is how losing weight gives back your self-esteem and confidence,” said Ryan. “It's a whole new level of happiness.” ■