

LISA D. NORDSTROM
Lead Counsel
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February 17, 2021

VIA ELECTRONIC FILING

PUC.FilingCenter@state.or.us

Re: Oregon Tariff Advice No. 21-02
Schedule 67 – Residential Arrearage Management Program

Attention Filing Center:

Idaho Power Company (“Idaho Power” or “Company”) requests authorization from the Public Utility Commission of Oregon (“OPUC” or “Commission”) pursuant to Oregon Revised Statute 757.205 to implement Schedule 67, an optional Residential Arrearage Management Program (“AMP” or “Program”) to become effective March 24, 2021. Additionally, the Company is also submitting an updated Schedule Index with this filing to include the newly proposed Schedule 67, as well as several other edits incorporating approved tariff changes since the Schedule Index was last updated.

As referenced above, the Company herewith transmits for filing the following proposed tariff sheets:

Original Sheet No. 67-1
Original Sheet No. 67-2
Seventh Revised Sheet No. iii Cancelling Sixth Revised Sheet No. iii

The Company requests authorization to implement the AMP in accordance with the Stipulated Agreement on the Effects of the COVID-19 Pandemic on Energy Utility Customers (“Stipulated Agreement”) approved by the Commission through Order No. 20-401 issued in Docket UM 2114. The Company’s AMP is designed to prevent bad debt from accumulating on utility accounts.

BACKGROUND

On June 9, 2020, the Commission conducted a Special Public Meeting on the “Impact to Utility Customers during the COVID-19 Pandemic and Future Economic Recovery.” During this public meeting, the Commission heard from investor-owned utilities, customer groups, and other stakeholders regarding the impacts of the COVID-19 pandemic, including actions already taken by the utilities, as well as additional actions still needed to protect customers during the COVID-19 health and economic crisis. The Commission then assembled a team of representatives from across the state, led by Commission Staff, to address various aspects of the COVID-19 challenge.

At the request of Commission Staff, Docket No. UM 2114 – Investigation into the Effects of the COVID-19 Pandemic on Utility Customers – was opened to assist in these efforts. After a thorough investigation consisting of several workshops held between June 2020 and September 2020, the Commission authorized Staff, affected energy utilities and stakeholders to execute a stipulation incorporating the term sheet that was developed during the UM 2114 investigation. Between September 24, 2020 and October 23, 2020, OPUC Staff, Avista, Cascade Natural Gas, Idaho Power, NW Natural, Pacific Power, Portland General Electric, Oregon Citizens’ Utility Board, Community Action Partnership of Oregon, Northwest Energy Coalition, Verde, and Multnomah County Office of Sustainability (collectively, the “Parties”) refined the term sheet for energy utilities and incorporated it into a Stipulated Agreement. On November 5, 2020, the Commission issued Order No. 20-401 approving the Stipulated Agreement.

IDAHO POWER’S PROPOSED ARREARAGE MANAGEMENT PROGRAM

As provided in Paragraph 18 of the Stipulated Agreement, the Company proposes utilizing \$519,908, or one percent of its 2019 Oregon retail revenues, to initially fund its AMP. The AMP’s funds will be used to provide relief to Idaho Power’s Oregon residential customers who have account balances at least 31 days past due and who have expressed or declared financial hardship due to the COVID-19 pandemic. As reflected below, as of December 31, 2020, Idaho Power had 1,765 residential accounts that were at least 31 days in arrears with an average arrearage balance of \$297.

Past Due Balance	Number of Accounts	Dollars
\$2,500+	15	\$47,233
\$2,000 - \$2,500	6	\$13,815
\$1,500 - \$2,000	37	\$65,232
\$1,000 - \$1,500	63	\$77,044
\$500 - \$1,000	164	\$114,694
\$400 - \$500	69	\$30,911
\$300 - \$400	111	\$37,925
\$200 - \$300	197	\$48,350
\$100 - \$200	374	\$54,515
Less than \$100	729	\$33,758
Total	1,765	\$523,477

Any Oregon residential customer who has an active service agreement, an account balance at least 31 days past due, has expressed or declared financial hardship due to the COVID-19 pandemic, and has not previously participated in the Program (“Qualified Customer”) will be eligible to participate in the AMP. If approved as filed, a Qualified Customer can enroll in the AMP beginning March 24, 2021, by calling the Company’s Customer Service Center. In order to facilitate a seamless process for its Oregon customers, the Company has a dedicated team of Customer Service Representatives (“CSRs”) who are familiar with the terms of the Stipulated

Agreement and the AMP; these CSRs will field credit and collections calls from all of the Company's Oregon customers. The CSRs will also be trained to work with each customer to understand their financial needs and, if eligible, explain the options available under the AMP.

Qualified Customers enrolling in the AMP will be able to choose one of the three options, as described below, that best meets their financial needs. Each Qualified Customer can participate in the Program one time and may receive up to \$1,500 in financial credit. The total amount of financial assistance will be determined, and considered "committed dollars" in the Program, based on the option selected and the Qualified Customer's past due balance at the time of enrollment in the AMP. Additionally, the Company will develop and provide the Commission with reporting as specified in paragraph 26 of the Stipulated Agreement.

Option 1: 40/60 Balance Split

The first option, the 40/60 Balance Split, provides relief to Qualified Customers with larger arrearages who can make a lump sum payment totaling 40 percent of their past due account balance. The 40/60 Balance Split is financially the most beneficial option for customers with past due balances of at least \$167 and who are able to make the required lump sum payment.

After the customer speaks with a CSR and initiates or provides proof of payment for 40 percent of their past due balance, the CSR will apply a one-time credit, up to \$1,500, to satisfy the remaining 60 percent of the customer's past due balance as of the time of enrollment in the Program. This option will bring the customer's past due balance down to zero, except for when the past due balance is greater than \$2,500. The amount credited will be displayed on the customer's next bill under "Program Split."

If a customer's payment is missed, declined, or is otherwise unable to be processed, the customer will be notified, and the credited amount will be reversed. Should the credited amount be reversed, and if Program funds are available, the customer will be allowed to renegotiate the terms of a new arrangement, under the AMP and per the Stipulated Agreement, once. When discussing this AMP option with the Customer, the payment and crediting process will be explained so the customer understands what steps are needed to receive the 60 percent credit.

Option 2: Payment Arrangement Match

The second option, the Payment Arrangement Match, provides relief to Qualified Customers who are unable to make a lump sum payment, but can make payments over time. The Payment Arrangement Match will match the Qualified Customer's equal-pay Time Payment Arrangement ("TPA") payments related to the past due amount, up to a cumulative total of \$1,500, for up to 12 months.

After speaking with a CSR and enrolling in an equal-pay TPA up to 24 months in duration, all customer payments related to the past due amount, for up to the first 12 months, will be matched and reflected on the customer's next monthly bill under "Program TPA." Additionally,

the customer will receive a letter upon enrolling in an equal-pay TPA outlining the agreed upon monthly installment amount, the AMP's total committed payment, and their total past due balance.

If a customer's payment is missed, declined, or is otherwise unable to be processed, or if the customer breaks the terms of the agreed upon TPA, the customer will be notified and allowed to renegotiate the terms of a new arrangement, if Program funds are available, under the AMP and per the Stipulated Agreement, once. When discussing this AMP option with the Customer, the equal-pay TPA terms and payment matching process will be explained so the Customer understands what steps are needed to receive the Payment Arrangement Match.

Option 3: Instant Grant

The third option, an Instant Grant, provides immediate debt relief to Qualified Customers with smaller arrearage balances or for those who are unable to make a payment of any amount. After speaking with a CSR and enrolling in the AMP's Instant Grant option, the CSR will apply a one-time credit to the customer's account for up to \$100. The total amount credited will not exceed the customer's past due amount at the time of acceptance into the Program and will not result in a credit being left on the customer's account. Additionally, the Instant Grant amount will be displayed as a credit on the customer's next monthly bill under "Program Grant." The Company estimates the Instant Grant option could potentially satisfy the balances of approximately 41 percent, as of December 31, 2020, of the Company's residential accounts 31+ days in arrears.

STAKEHOLDER FEEDBACK

Over the course of the workshops held throughout the second half of 2020 and the first part of 2021, Idaho Power listened to feedback from OPUC Staff and other interested stakeholders as it developed its proposed AMP. On December 17, 2020, the Company participated in a Staff-led workshop where it presented its initial AMP concepts to Staff and other stakeholders. During that workshop, the Company received feedback on its initial concepts and similarly listened to feedback provided during other energy utilities' presentations.

On January 5, 2021, the Company met with the Energy and Weatherization Assistance Director of Community in Action ("CinA") and the Programs Manager of Community Connection of Northeast Oregon ("CCNO"), both of whom represent agencies that actively engage with and assist customers in Idaho Power's Oregon service area, to present and receive feedback on the Company's proposed AMP; Attachment 1 is the presentation the Company delivered at the meeting. During this meeting, the agency representatives expressed support for the Program's concepts, as presented in Attachment 1, and discussed the importance of how the AMP would be marketed. Specifically, Idaho Power was encouraged to develop marketing materials, such as a specialized postcard, that would attract customer attention rather than relying entirely on traditional bill stuffers that customers may discard before viewing.

Finally, the Company participated in an additional Staff-led workshop held on February 1, 2021, where an Idaho Power representative presented the Company's final concept for its AMP. The slide deck presented at the February 1, 2021 workshop is included as Attachment 2 to this

tariff advice. Notably, the Company determined that while representatives from CinA and CCNO were supportive of the Company's initial concept to provide matching installment payments for six months under the Payment Arrangement Match, the Company's final design, as presented in this filing, includes matching installment payments for up to 12 months in response to broader feedback received from all stakeholders participating in the ongoing workshops.

Ultimately, the Company has endeavored to, through its proposed AMP, ensure its customers' needs are being addressed while also ensuring the funds allocated for the AMP are efficiently used to reduce past due balances. The Company will use monthly reporting to evaluate the AMP's effectiveness and, if needed, will re-evaluate and adjust the Program to better serve customer needs.

COMMUNICATION

The Company plans to market its proposed AMP to residential customers using a variety of means, including automated phone calls, pamphlets, and a specialized postcard prompting the customer to contact Idaho Power. Attachment 3 to this filing is a draft of the communication the Company intends to send to all residential customers with a past due balance on March 1, 2021, and Attachment 4 to this filing is a draft of a direct mail postcard the Company intends to mail to all residential customers with a past due balance upon approval of this filing.

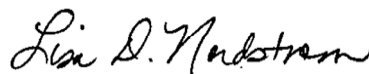
Additionally, Idaho Power intends to have a CSR personally, via phone, contact its Oregon residential customers with past due balances exceeding \$1,000 to provide an additional touchpoint. The Company will also provide hard and soft copies of its pamphlets to CinA and CCNO in order to maximize the number of customers aware of its AMP and other financial assistance programs that may be available to help Idaho Power residential customers pay down their arrears.

CONCLUSION

To better assist customers with past due balances and maintain continuous service during the COVID-19 health emergency, Idaho Power respectfully requests the Commission authorize Schedule 67, an optional Residential Arrearage Management Program, and the proposed revisions to the Schedule Index to be made effective March 24, 2021.

If you have any questions regarding this filing, please contact Regulatory Analyst Riley Maloney at 208-388-5418 or rmaloney@idahopower.com.

Sincerely,



Lisa Nordstrom

SCHEDULE 67
RESIDENTIAL ARREARAGE
MANAGEMENT PROGRAM
(OPTIONAL)

PURPOSE

The Residential Arrearage Management Program (Program) is an optional program designed to identify and manage residential Customer arrearages associated with the COVID-19 pandemic.

AVAILABILITY

The Program is available to all Oregon residential Customers , with an account balance at least 31 days past due associated with an active service agreement who have notified Idaho Power Company of an existing financial hardship due to the COVID-19 pandemic, and have not previously participated in the Program (Qualified Customer).

ENROLLMENT

Customers may request to participate in the Program by contacting Idaho Power Company at 1-800-388-6040.

PROGRAM DESCRIPTION

The Program provides Qualified Customers with up to \$1,500 in the form of a financial bill credit and is available for a limited time based on funding availability. Qualified Customers can select one of the three following options to help manage and reduce past due account balances:

1. 40/60 Balance Split: Upon the Qualified Customer completing a lump sum payment totaling 40 percent of the applicable past due account balance, a one-time bill credit equal to the remaining 60 percent of the past due account balance, as of the date the Qualified Customer enrolled in the Program, will be applied.
2. Payment Arrangement Match: Upon the Qualified Customer enrolling in an equal-pay time payment arrangement, Program funds will be provided to match the Qualified Customer's monthly payments toward the past due amount, up to a cumulative total of 50 percent of the total past due account balance, as of the date the Qualified Customer enrolled in the Program, for up to 12 months.
3. Instant Grant: A one-time grant of up to \$100 will be credited toward the Qualified Customer's past due account balance. The total amount credited will not exceed the Qualified Customer's past due account balance at the time of acceptance into the Program.

The Company will defer and seek recovery of all associated Program costs in accordance with Commission Order No. 20-377.

CUSTOMER TERMS AND CONDITIONS

Upon acceptance into the Program, Qualified Customers will be subject to the following terms and conditions:

1. A Qualified Customer electing to receive a Payment Arrangement Match must be enrolled in an equal-pay time payment arrangement of up to 24 months in duration.
2. If a Qualified Customer's payment is missed, declined, or is otherwise unable to be processed while enrolled in the Program, the Program's payments will not be credited to the account (Broken Arrangement).

SCHEDULE 67
RESIDENTIAL ARREARAGE
MANAGEMENT PROGRAM
(OPTIONAL)

CUSTOMER TERMS AND CONDITIONS (Continued)

3. A Qualified Customer with a previous Broken Arrangement will be provided one opportunity to negotiate continued participation in the Program per the Stipulated Agreement, subject to Program funding availability.
4. A Qualified Customer has participated in the Program when their obligation under one of the three Program options, as outlined above, has been fulfilled or if they are no longer eligible to negotiate continued participation in the Program.
5. Ineligible Customers will be subject to disconnection in accordance with OAR 860-021-0405.

TERM

The Program will remain effective through October 1, 2022, or until the Program reaches its funding limit, as specified in Commission Order No. 20-401, or until the Commission ends the Program.

SCHEDULE INDEX

<u>SCHEDULE</u>	<u>TITLE</u>	<u>SHEET NUMBER</u>
1	Residential Service	1-1 – 1-2
5	Residential Service Time-Of-Day Pilot Plan (Optional)	5-1 – 5-3 (N)
7	Small General Service	7-1 – 7-2
9	Large General Service	9-1 – 9-4
15	Dusk to Dawn Customer Lighting	15-1 – 15-2
19	Large Power Service	19-1 – 19-6 (C)
23	Irrigation Peak Rewards Program (Optional)	23-1 – 23-8
24	Agricultural Irrigation Service	24-1 – 24-5
27	Irrigation Efficiency Rewards Program	27-1 – 27-4
40	Nonmetered General Service	40-1 – 40-2
41	Street Lighting Service	41-1 – 41-5 (C)
42	Traffic Control Signal Lighting Service	42-1
55	Annual Power Cost Update	55-1 – 55-3
56	Power Cost Adjustment Mechanism	56-1 – 56-3
60	Off-Grid Solar Photovoltaic Service	60-1 – 60-6
61	Power Quality Program	61-1
62	Green Energy Purchase Program Rider (Optional)	62-1 – 62-2 (C)
66	Miscellaneous Charges	66-1 – 66-3
67	Residential Arrearage Management Program	67-1 – 67-2 (N)
68	Multi-Family Energy Savings Program	68-1 (D)
71	Educational Distributions	71-1 – 71-2
72	Heating and Cooling Efficiency Program	72-1 – 72-2
73	Home Products Program (Optional) SUSPENDED	73-1
74	Residential Air Conditioner Cycling Program (Optional)	74-1 – 74-3
75	Simple Steps Smart Savings Programs	75-1 – 75-2
76	Flex Peak Program (Optional)	76-1 – 76-5
77	ENERGY STAR® Homes Northwest	77-1
78	Residential Energy Conservation Program	78-1 – 78-6
79	Weatherization Assistance for Qualified Customers Program	79-1
82	Commercial Energy Conservation Services Program	82-1 – 82-3
84	Customer Energy Production Net Metering	84-1
85	Cogeneration and Small Power Production Standard Contract Rates	85-1 – 85-13 (C)
87	Manufactured Housing Energy Efficiency Programs	87-1
88	Solar Photovoltaic Pilot Program	88-1 – 88-6
89	Commercial and Industrial Energy Efficiency	89-1 – 89-15
91	Energy Efficiency Rider	91-1
92	Boardman Operating Life Adjustment	92-1
93	Solar Photovoltaic Pilot Program Rider	93-1
95	Adjustment for Municipal Exactions	95-1
98	Residential and Small Farm Energy Credit	98-1

99	Community Solar Program Start-Up Cost Payment Authorization.....	99-1	(N)
100	Oregon Community Solar Interconnection and Power Purchase Agreement.....	100-1 – 100-6	(N)
101	Community Solar Program (Optional)	101-1 – 101-5	(N)

Meet our Idaho Power Team

Cheryl Paoli: Low Income Program Specialist
Connie Aschenbrenner: Regulatory Affairs
Megan Poshka: Customer Service

COVID-19 Impacts in Oregon Jurisdiction



- March 2020
 - Idaho Power voluntarily suspended disconnections and began waiving late fees for customers in its Oregon and Idaho service area
- June 2020:
 - OPUC opened an investigation (UM 2114) to understand the Impact to Utility Customers during the COVID-19 Pandemic and Future Economic Recovery
- November 2020:
 - OPUC approved an energy settlement agreement, authorizing resumption of normal collection activity for residential customers on April 1, 2021

Settlement Agreement UM 2114



- Arrearage Management Program:
 - Each Utility will establish a program to identify and manage residential customer arrearages associated with the pandemic to prevent bad debt accumulating on utility accounts.
 - Idaho Power's initial funding amount is ~\$520k (not to be increased without prior Commission approval).
- Deferral:
 - All costs to fund a COVID-19 arrearage management program, including arrearage amounts waived and associated program costs are appropriately included in the deferral.

Overview of Strawman: Oregon Arrearage Management Program



Idaho Power's Oregon Service Area



Baker

- Bridgeport
- Halfway
- Richland
- Unity

Harney

- Drewsey

Malheur

- Juntura
- Ontario
- Vale

Total Residential Customers as of November 2020: 13,704

Customer Support Options

Payment Support Options to support pandemic hardship

- Expanded Payment Arrangement Offerings
- Discontinued reminder notices, final notices, and late fees
- Project Share
- Arrearage Management Programs(AMP)

Payment Plan and Rate	Payment Amount
Promise to Pay	Full balance - Within 10 days
Standard Pay	2 equal installments <ul style="list-style-type: none"> • 1 installment due within 10 days • 2nd installment due within 30 days
3 Month Equal Pay	3 installments: <ul style="list-style-type: none"> • 1st installment = 1/3 of balance (no CB included) • 2 remaining installments = 1/3 of balance + CB
4 Month Equal Pay	4 installments: <ul style="list-style-type: none"> • 1st installment = 1/4 of balance (no CB included) • 3 remaining installments = 1/4 of balance + CB
7 Month Equal Pay	7 installments: <ul style="list-style-type: none"> • 1st installment = 1/7 of balance (no CB included) • 6 remaining installments = 1/7 of balance + CB
12 Month Equal Pay	12 installments: <ul style="list-style-type: none"> • 1st installment = 1/12 of balance (no CB included) • 11 remaining installments = 1/12 of balance + CB
12 Month Level Pay	12 equal installments: <ul style="list-style-type: none"> • 1/12 of balance + the average monthly bill
24 Month Level Pay	24 equal installments: <ul style="list-style-type: none"> • 1/24 of balance + the average monthly bill

Arrearage Management Program: Idaho Power Bill Assistance



What qualifies a Customer to participate in the Arrearage Management Program?

A residential customer who (1) expresses or declares financial hardship due to the pandemic impacting their ability to make a payment, and (2) has past due payment(s) (31+ days in arrears)

Arrearage Management Program: Idaho Power Bill Assistance

<h2>\$100 One-Time Grant</h2>	<ul style="list-style-type: none"> Customers who do not have the ability to make a payment 45% of our Customers have less than a \$100 past due whereby selecting this program option would bring them down to a \$0 balance 	
<h2>40/60</h2> <p>Customer pays 40% of their balance, program covers the remaining 60%</p>	<ul style="list-style-type: none"> Customers who have the ability to make an up-front payment Ability to reduce past due balances down to \$0 	<p>Example: Customer has \$300 past due Customer pays \$120 Program pays \$180</p>
<h2>6 Month Payment Match</h2> <p>Customers are enrolled in a TPA and the program matches payments for 6 months totaling 50% of the past due balance</p>	<ul style="list-style-type: none"> Provides longer term support for Customers with larger balances Provides additional time to make payments and receive the match 	<p>Example: Customer has \$300 past due Month 1: Customer: \$25 Program: \$25 Month 2: Customer: \$25 Program: \$25 Month 3: Customer: \$25 Program: \$25 Month 4: Customer: \$25 Program: \$25 Month 5: Customer: \$25 Program: \$25 Month 6: Customer: \$25 Program: \$25 Customer pays \$150 Program pays \$150</p>

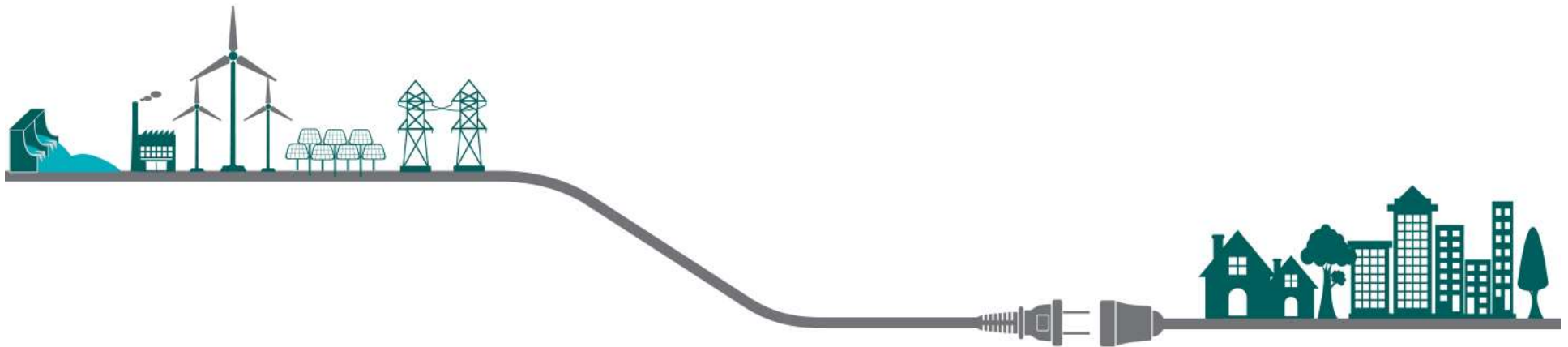
Arrearage Management Program (AMP): Customer Communication and Outreach Strategy

- Proactive Dialers to all past due Customers
- Marketing Material educating on all payment arrangement options including Arrearage Management Program options
 - Brochures (English & Spanish versions)
- Social Media
- Partnership with CAP Agencies

Questions and/or Feedback?



Overview of Residential Arrearage Management Program



Gina Powell – Customer Service Senior Manager
OPUC Stakeholder Workshop (UM 2114)
February 1, 2021

Idaho Power's Oregon Service Area



*Data as of 12/31/20

13,711 Oregon Residential Customers

- # of customers past due: 1,765
- Total dollars past due: \$523,477
- Average balance: \$296

Baker County

(Bridgeport, Halfway, Richland, Unity)

Harney County

(Drewsey)

Malheur County

(Juntura, Ontario, Vale)

Arrearage Management Program: Idaho Power Bill Assistance



40/60 Balance Split

Customer pays 40% of their past due balance, program covers the remaining 60%

- Relief to Customers who can contribute a lump sum payment towards their past due amount
- Provides the largest amount of program assistance

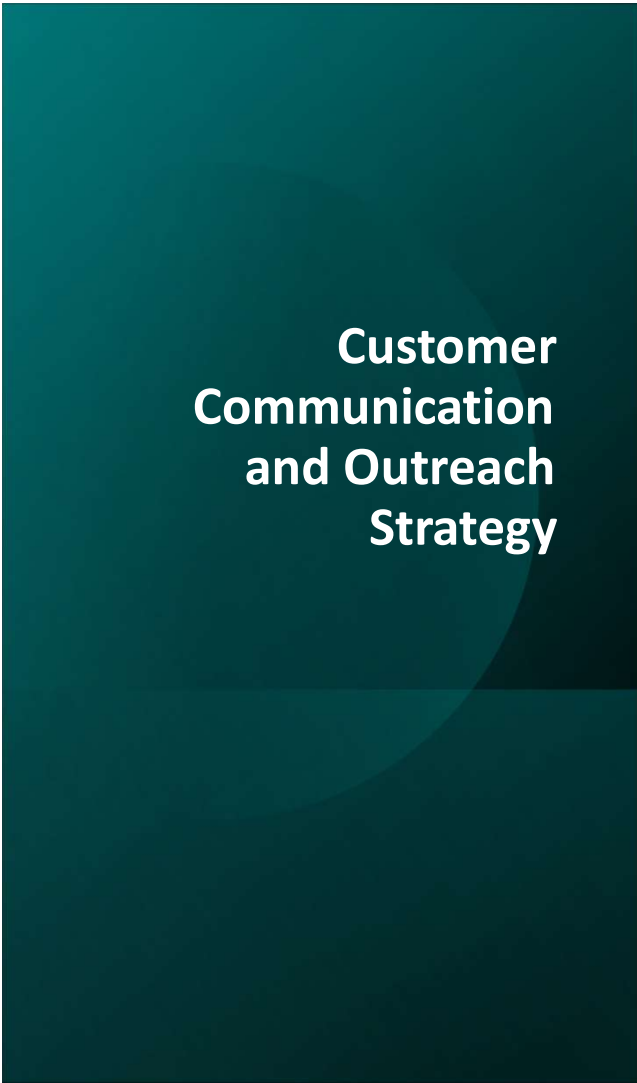
Payment Arrangement Match

The program will match payments, up to 12 months, for customers who are enrolled in a TPA

- Relief for Customers who are unable to make a lump sum payment, but who can enroll in a TPA to satisfy the past due program
- Customers can enroll in a TPA up to 24 months in duration

Instant Grant

- Relief up to \$100 intended to help customers with smaller past due balances who may not be able to contribute to their past due balance



**Customer
Communication
and Outreach
Strategy**

- Proactive Dialers
- Postcards and Brochures (English, Spanish, Somali versions)
- CSR calls to Customers with large past due balances
- Social Media
- Partnership with CAP Agencies

Questions and Answers





Payment Arrangements and Bill Assistance

for Oregon Residential Customers



Do you need some **HELP**
paying your power bill?

Whether it's partnering with you to make a payment plan or connecting you with bill assistance programs, we can help.



Ways to Pay

Online

Go to idahopower.com/pay to make an electronic bank payment for no fee with My Account.

Credit Card or Check-by-phone

Call the Customer Care team at **1-800-388-6040** to pay by check or credit card over the phone. A convenience fee of \$2.75 per transaction will be assessed.

Cash or Check at a Pay Station

Submit your payment and billing statement at a local pay station. For a list of pay stations, visit idahopower.com/dropbox.

For more information on ways to pay, visit idahopower.com/pay.

Si le gustaría recibir esta información en español, favor de llamar Idaho Power: 208-388-2323 en el área del valle del Tesoro o al 1-800-488-6151.

After voluntarily suspending disconnections since March 2020, Idaho Power will resume disconnections for past due bills starting in April 2021

Idaho Power is offering additional payment solutions and assistance in response to the struggles many are facing due to the coronavirus pandemic. If you are unable to pay your bill in full, please contact us to make payment arrangements or to learn more about bill assistance funds. As always, disconnection is the last resort.

Customer Care Team
1-800-388-6040 (toll free)

We can also connect you with local energy-assistance resources.



Idaho Power has created additional payment plans to provide greater flexibility to customers during this unique time.



Please call our Customer Care team at 1-800-388-6040 to discuss your options.

Pay in Full

Pay the balance within 10 days.

Half Now, Half Later

Pay 1/2 of the balance within 10 days.

Pay the remaining 1/2 of the balance, plus any charges from a new bill, within 30 days.

Level Pay – 12 or 24 Months

Pay off your balance in 12 or 24 equal installments, plus the amount of your average monthly bill.

The first payment is due within 10 days.

Total payment will remain the same for the duration of the payment arrangement.

Equal Pay – Up to 24 Months

Pay a portion of the balance (determined by the length of the payment plan) within 10 days.

In the following months, pay an equal portion of the balance, plus any charges from the new bill.

Total payment will vary based on the current month's bill.

COVID Assistance Funds

Oregon residential customers who are behind on their power bill and experiencing financial hardship due to the COVID-19 pandemic may qualify for assistance funds. Idaho Power has submitted a proposal to the Oregon Public Utility Commission, that if approved, will be available on March 24, 2021.

If the proposal is approved by the OPUC, qualified customers can participate in the program one time and choose one of three options:



40/60 Balance Split

This option is best for those who can make a lump sum payment totaling 40% of their past due balance. One-time assistance funds will be used to pay off the remaining 60%, up to \$1,500.



Payment Arrangement Match

This option is for those who are unable to make a lump sum payment but can make payments over time. Assistance funds will be used to match monthly customer installment payments, up to a cumulative total of \$1,500, for up to 12 months.



One-Time Grant

This option provides a one-time payment up to \$100 for customers with smaller balances or who are unable to make a payment of any amount.

If you need additional help beyond payment arrangements and COVID assistance funds, energy assistance funds may be available for those who qualify.

Low-income Home Energy Assistance Program (LIHEAP)

LIHEAP is a federally funded program that provides assistance with energy bills. Eligibility is based on a number of factors, including household size and income. To apply for this program, contact your county energy-assistance agency listed below.

In response to the coronavirus pandemic, energy-assistance agencies may have additional resources available.

Project Share

Project Share is an Idaho Power program funded by donations from customers and shareholders. This program provides a one-time payment of up to \$300 per year to assist with energy bills. Contact your local energy-assistance agency listed below or The Salvation Army to apply.

Please be aware the application process may take longer than usual due to the rapidly changing situation around the coronavirus pandemic.

Energy-Assistance Agencies

Harney County	Malheur County	Baker County
541-573-6024	541-889-9555	541-523-6591

Do you need some **HELP**
paying your power bill?



Whether it's partnering with you to make a payment plan or connecting you with bill assistance, **we're here to help.**



P.O. Box 70 (83707)
1221 W. Idaho St.
Boise, ID 83702

PRE-SORTED
STANDARD
U.S. POSTAGE
PAID
BOISE, ID
PERMIT NO. 679

After voluntarily suspending disconnections since March 2020, Idaho Power will resume disconnections for past due bills starting in April 2021.

Idaho Power is offering additional payment arrangements and bill assistance in response to the struggles many are facing due to the coronavirus pandemic. Please contact us if you are unable to pay your bill in full. As always, disconnection is the last resort.



Customer Care Team
1-800-388-6040 (toll free)

Si le gustaría recibir esta información en español, favor de llamar Idaho Power: 208-388-2323 en el área del valle del Tesoro o al 1-800-488-6151.

COVID Assistance Funds Now Available

Oregon residential customers who are behind on their power bill and experiencing financial hardship due to the COVID-19 pandemic may qualify for assistance funds beginning March 24, 2021, or upon approval by the Oregon Public Utility Commission.

Call our **Customer Care team** at **1-800-388-6040** to learn more and enroll while funds are available.

Qualified customers can participate in the program one time and choose one of three options:

- 1 **40/60 Balance Split**
This option is best for those who can make a lump sum payment totaling 40% of their past due balance. One-time assistance funds will be used to pay off the remaining 60%, up to \$1,500.
- 2 **Payment Arrangement Match**
This option is for those who are unable to make a lump sum payment but can make payments over time. Assistance funds will be used to match monthly customer installment payments, up to a cumulative total of \$1,500, for up to 12 months.
- 3 **One-Time Grant**
This option provides a one-time payment up to \$100 for customers with smaller balances or who are unable to make a payment of any amount.

Additional help may be available through local energy assistance agencies.
Find more information and details at idahopower.com/energyassistance.

