

Idaho Power Voluntary Program



Project Share Overview



- Year-round bill pay assistance
- Up to \$300 to qualified customers per year
- Funded by:
 - Customers
 - Shareholders
 - Private donations



Project Share has been providing energy assistance for Idaho Power customers since **1982**.

If you find yourself **behind on your energy bills**, and fall within income guidelines, Project Share may be able to help. Project Share is a local assistance program that helps our neighbors in need with their energy bills by providing **a one-time payment of up to \$300** per household.

See back for full details and how to apply



Process – Project Share Funding



1. Marketing

Idaho Power promotes the program to customers for donation

2. Contributions

Customers contribute by “rounding up” or adding dollars to their monthly bill payment

3. Payment

Idaho Power tallies donations and sends via direct deposit to Salvation Army

Process – Customer Application



1. Application

Customer applies for funds through outreach office by mail, email, phone or in person

2. Criteria

Outreach office determines customer eligibility on a first come, first served basis based on criteria

3. Pledge

Outreach office pledges funds to customer account

4. Payment

Salvation Army sends payment to Idaho Power. Idaho Power applies to customer account.

Eligibility Criteria

- Idaho Power customer
- Heat sources other than NG
- Income qualified
- Past due balance

Revisions and Improvements



- Simplified application
- Simplified application process
 - From in-person only to allowing by mail, e-mail or phone
- Enhanced marketing for donations
 - Bill messages
 - Social media posts
 - Website home page card
 - Bill inserts
 - My Account pop-up



Questions?

