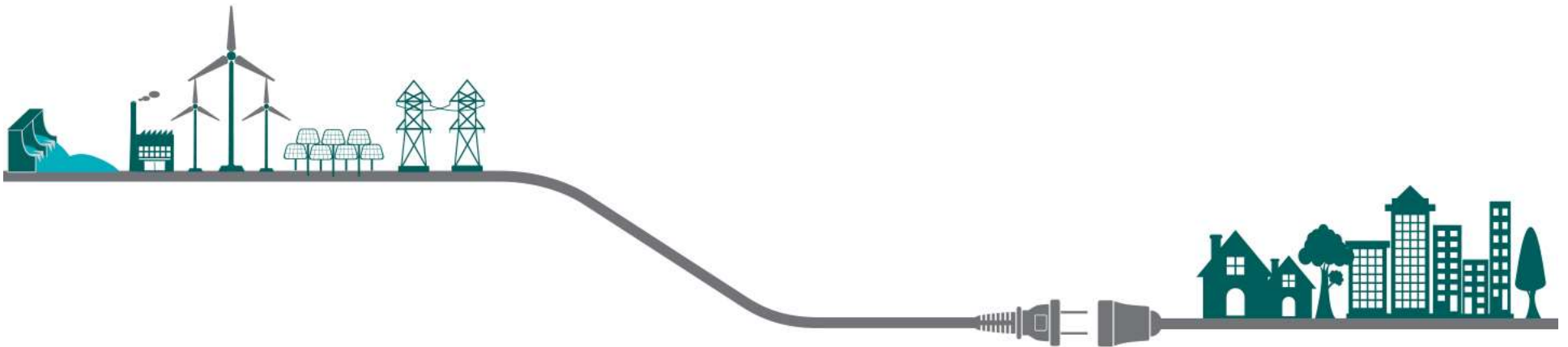
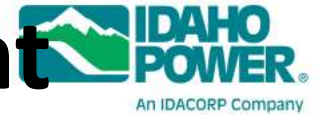


Residential Arrearage Management Program Updates



Gina Powell – Customer Service Senior Manager
OPUC Stakeholder Workshop (UM 2114)
June 21, 2021

Idaho Power's Oregon Service Area



*Data as of May 2021

13,711 Oregon Residential Customers

- # of customers 31+ days past due: 1,387
- Total dollars past due: \$631,515
- Average balance: \$455

Baker County

(Bridgeport, Halfway, Richland, Unity)

Harney County

(Drewsey)

Malheur County

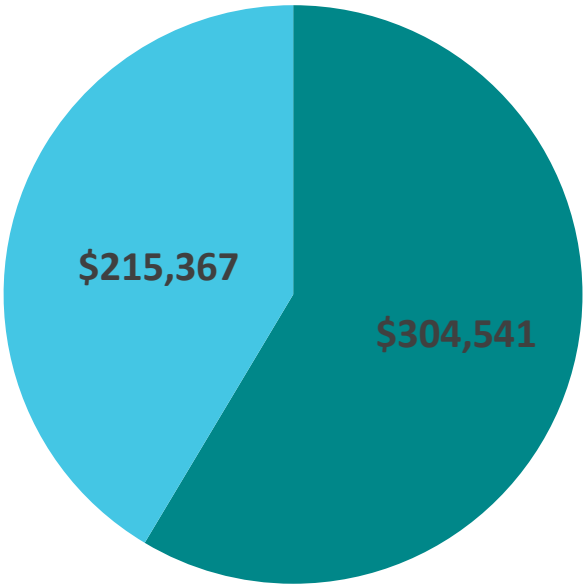
(Juntura, Ontario, Vale)

Arrearage Management Program: Idaho Power Bill Assistance

40/60 Balance Split Customer pays 40% of their past due balance, program covers the remaining 60%	<ul style="list-style-type: none">• This option may be 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 \$1,200.
Payment Arrangement Match Customers are enrolled in a TPA and the program matches payments for 12 months totaling 50% of the past due balance	<ul style="list-style-type: none">• This option is for those who would like to make payments over time. Assistance funds will be used to match monthly customer installment payments, up to a cumulative total of \$1,200, for up to 12 months.• Customers can enroll in a TPA up to 24 months in duration
Instant Grant	<ul style="list-style-type: none">• One-time immediate debt relief up to \$250, regardless of a customer's ability to make a payment.

Arrearage Management Program implemented on March 24, 2021

AMP Paid & Remaining



■ Remaining AMP Funds ■ AMP Funds Paid/Committed

Program Data

**Arrearage Management Program
Options**

512 AMPs

40/60 Match

44%

\$112,021

**Payment Arrg
Match**

14%

\$7,669

Instant Grant

42%

\$48,342

Payment Arrg Match:

12 month = 13

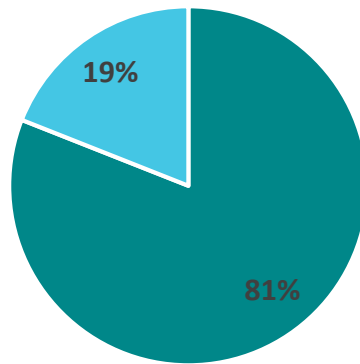
18 month = 7

24 month = 49

Renegotiated Program: 3

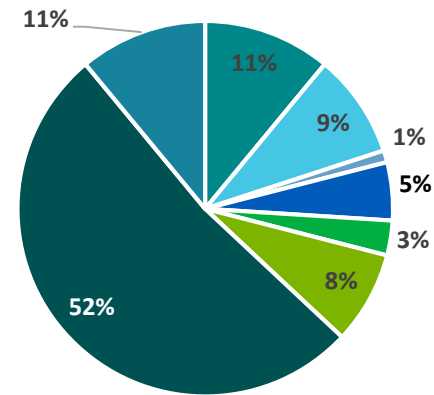
Program Data

Customers Participating After Speaking with a CSR



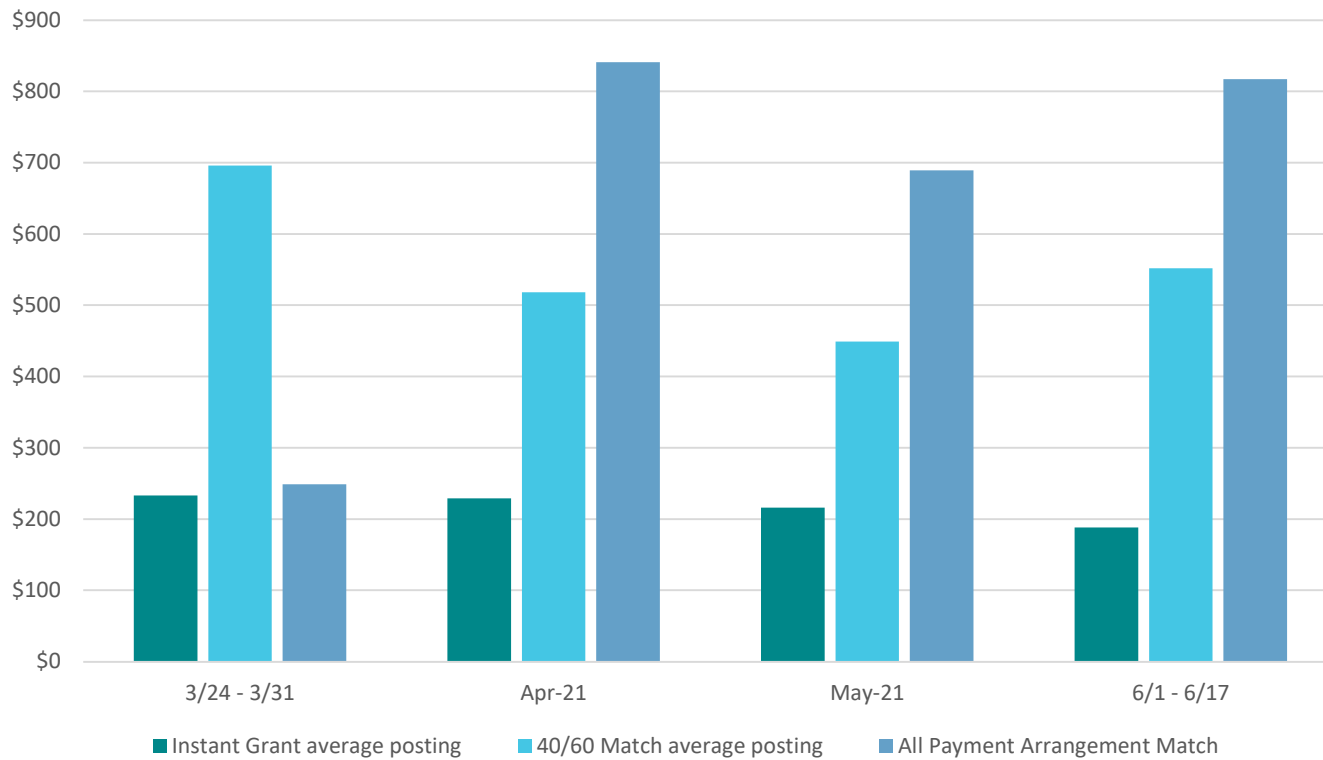
■ Yes ■ No

How Did Customer Hear about AMP

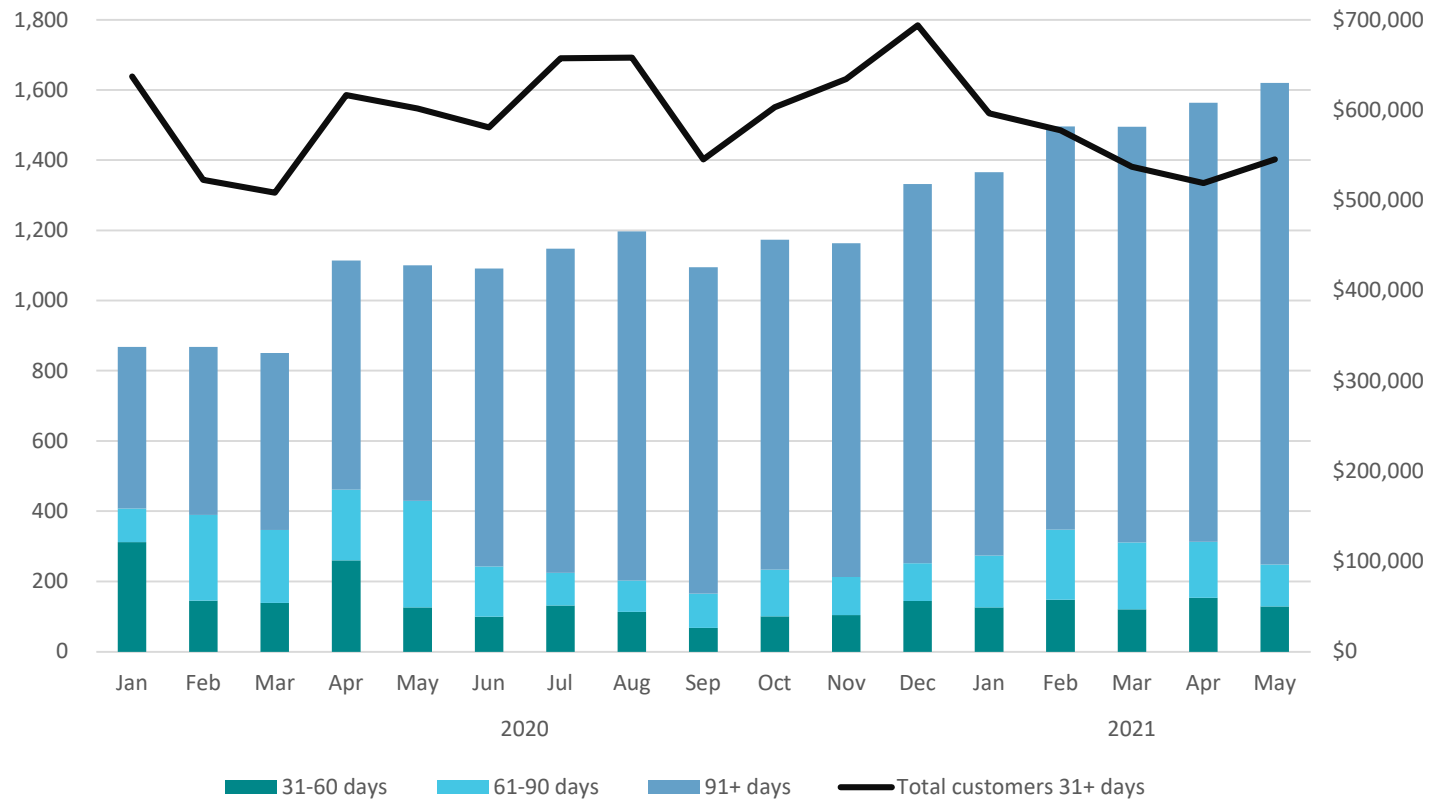


■ CSR Outreach ■ Postcard ■ Social Media ■ Email
■ IPC Field Emp ■ Other ■ Inbound call ■ Dialer Call

Average Payment Amount



Residential Arrears by Age Bucket



Customer Communication and Outreach Strategy



We know many customers are still struggling from the economic impacts of the pandemic. If those struggles have caused you to fall behind on your power bill, Idaho Power has funds available to help qualified Oregon residential customers get caught up.

Eligible customers can receive one-time bill assistance through one of three options:

- **Option 1: 40/60 Balance Split**
This option may be best for those who can make a lump sum payment totaling 40% of their past due balance. Assistance funds will be used to pay off the remaining 60%, up to \$1,200.
- **Option 2: Payment Arrangement Match**
This option is for those who would like to make payments over time. Assistance funds will be used to match monthly customer installment payments, up to a cumulative total of \$1,200, for up to 12 months.
- **Option 3: Instant Grant**
This option provides a grant up to \$250, regardless of a customer's ability to make a payment.

A member of our Customer Care team can help you decide which option is right for you. Call us today at [1-800-388-6040](tel:1-800-388-6040), Monday through Friday from 7:30 a.m. to 6:30 p.m. MDT.

Idaho Power

[1221 W. Idaho St., Boise, ID 83702](https://www.idahopower.com)

[Unsubscribe](#) - [Unsubscribe Preferences](#)



Customer Communication and Outreach Strategy

Dear customer,

After suspending disconnections since March 2020, Idaho Power will resume disconnections for past due bills starting in August 2021 for Oregon residential customers.

As always, disconnection is the last resort. Bill assistance funds and extended payment arrangements may be available in response to the struggles many are facing due to the coronavirus pandemic. We can also connect you with local energy-assistance resources.

If you are unable to pay your bill in full, please call 1-800-388-6040 to set up a payment arrangements or learn more about bill assistance funds.



Customer Communication and Outreach Strategy

COVID Assistance Funds Now Available

Oregon residential customers who are behind on their power bill and experiencing financial hardship due to the pandemic may qualify for assistance funds.

Idaho Power is also offering additional payment arrangements in response to the struggles many are facing due to the coronavirus pandemic.

Call our Customer Care team at 1-800-388-6040 to learn more.



Si le gustaría recibir esta información en español, favor de llamar Idaho Power: 1-800-388-6040.

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

- 40/60 Balance Split**
This option may be best for those who can make a lump sum payment totaling 40% of their past due balance. Assistance funds will be used to pay off the remaining 60%, up to \$1,200.
- Payment Arrangement Match**
This option is for those who would like to make payments over time. Assistance funds will be used to match monthly customer installment payments, up to a cumulative total of \$1,200, for up to 12 months.
- Instant Grant**
This option provides a grant up to \$250, regardless of a customer's ability to make a payment.



If you need additional help, energy assistance funds may also be available for those who qualify. Contact the Community Action Partnership agency in your county to learn more:

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

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



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

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



COVID assistance funds are now available for qualified Oregon residential customers. Call us today to learn more.

Customer Communication and Outreach Strategy

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



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

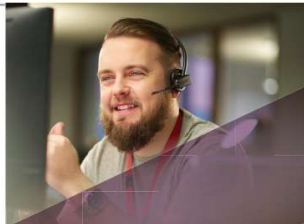
Submit your payment and billing statement at a local pay station. For a list of pay stations, visit idahopower.com/dropbox.

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

Si le gustaría recibir esta información en español, favor de llamar Idaho Power: 1-800-388-6040.

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.

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

COVID Assistance Funds Now Available

Oregon residential customers who are behind on their power bill and experiencing financial hardship due to the pandemic may qualify for assistance funds.

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

1 40/60 Balance Split
This option may be best for those who can make a lump sum payment totaling 40% of their past due balance. Assistance funds will be used to pay off the remaining 60%, up to \$1,200.

2 Payment Arrangement Match
This option is for those who would like to make payments over time. Assistance funds will be used to match monthly customer installment payments, up to a cumulative total of \$1,200, for up to 12 months.

3 Instant Grant
This option provides a grant up to \$250, regardless of a customer's ability to make a payment.

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

Learn more at idahopower.com/energyassistance.

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.

**Customer
Communication
and Outreach
Strategy**

**Calls to Customers with Balances \$1,000+
and 91+ Days**

	3/25/21- 4/9/21 (\$1,000+)	5/11/21- 5/27/21 (91+ Days)	6/2/21- 6/17/21 (\$1,000+)
Customers	137	329	153
Attempts	228	329	232
Reached	46	47	32
AMPS	23	22	17



Customer Communication and Outreach Strategy

This is Idaho Power calling to let you know that bill assistance funds may be available to help customers who are behind on their bill and experiencing financial hardship due to the pandemic. Please call our Customer Care Team at 1-800-388-6040 between 7:30am and 6:30pm Mountain Time to learn more.

This is Idaho Power calling with important information regarding your electrical service. After temporarily suspending disconnections, we will be resuming regular collections and disconnection processes in August. We understand many people are still struggling and have bill assistance funds and extended payment arrangements to help. Please call our Customer Care Team at 1-800-388-6040 between 8:00am – 5:30pm to make arrangements.

My Account Pop-up



If you are unable to pay your bill in full, we can help! Please call us at 1-800-388-6040 to learn more about payment arrangements or bill assistance funds.

Customer Communication and Outreach Strategy

- Continuing to work with CAP Agencies to help communicate about the AMP Program
 - COVID Clinics
 - Child Care
 - Pay Station entry
 - MCCDC Childcare Fun Night
 - Zumba classes
 - Department of Human Services
 - Nyssa School District
 - Drive through COVID clinic
 - City Hall
 - Prior LIHEAP recipients
 - Grocery Stores
 - Bus driver handing out
- Helping to leverage funds with CAAs whenever possible
- Future Outreach Plans:
 - County Fair
 - Recreation Center/Splash Pad Area
 - Summer school
 - Veteran's Office
 - Spanish Radio Station and Local Radio Station

Conclusion

- Maintain current Arrearage Management Program options
- Continue outreach to our customers
- Continue meeting with Community Action Agencies

Questions and Answers

