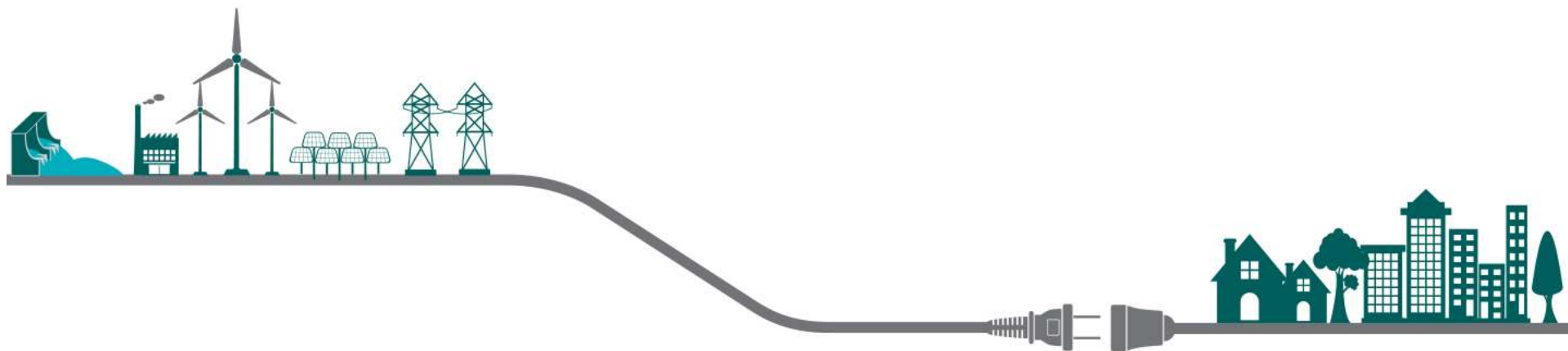
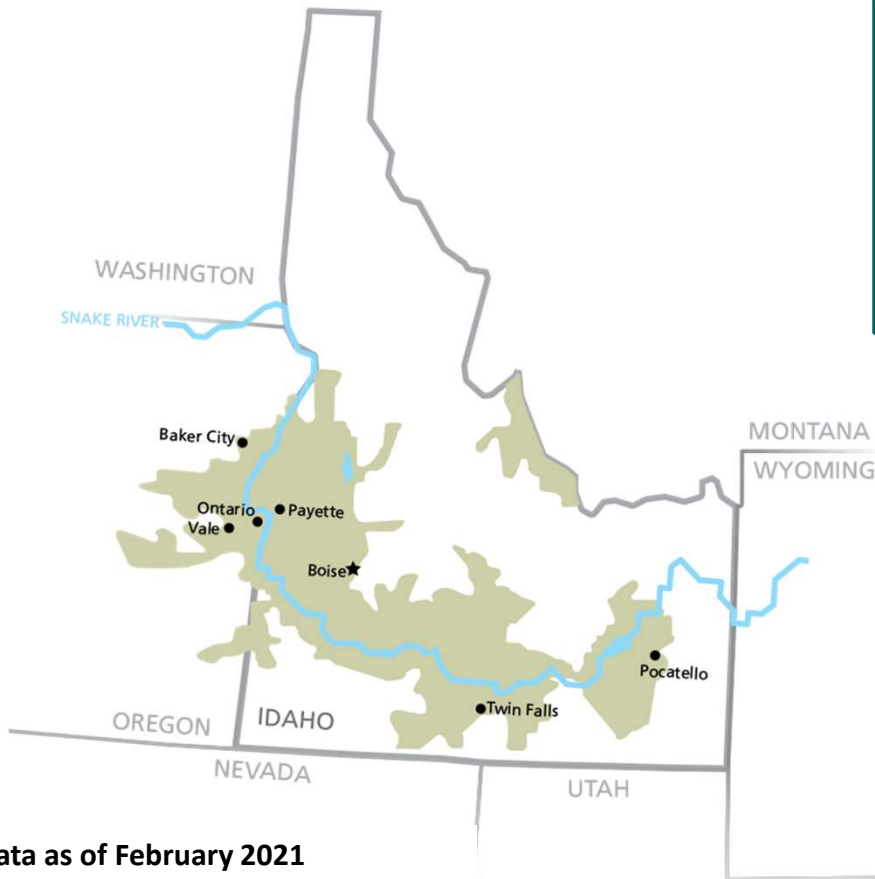


# Overview of Residential Arrearage Management Program



Gina Powell – Customer Service Senior Manager  
OPUC Stakeholder Workshop (UM 2114)  
April 12, 2021

# Idaho Power's Oregon Service Area



\*Data as of February 2021

13,720 Oregon Residential Customers

- # of customers 31+ days past due: 1,463
- Total dollars past due: \$586,561
- Average balance: \$400

## Baker County

(Bridgeport, Halfway, Richland, Unity)

## Harney County

(Drewsey)

## Malheur County

(Juntura, Ontario, Vale)

# Arrearage Management Program: Idaho Power Bill Assistance

<b>40/60 Balance Split</b> Customer pays 40% of their past due balance, program covers the remaining 60%	<ul style="list-style-type: none"><li>• 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.</li></ul>
<b>Payment Arrangement Match</b> 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"><li>• 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.</li><li>• Customers can enroll in a TPA up to 24 months in duration</li></ul>
<b>Instant Grant</b>	<ul style="list-style-type: none"><li>• One-time immediate debt relief up to \$250, regardless of a customer's ability to make a payment.</li></ul>

Arrearage Management Program implemented on March 24, 2021

## Customer Communication and Outreach Strategy

- Communication Efforts:
  - Email
  - Postcards (English, Spanish, Somali versions)
  - CSR calls to Customers with large past due balances
  - Proactive Dialers
  - Partnership with CAP Agencies
- Training
- Coaching

# 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

## 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?



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



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

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

**Customer  
Communication  
and Outreach  
Strategy**

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

**143**  
Customers

**138**  
Attempts

**46**  
Reached

**23**  
AMPs

## 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.*





## Customer Communication and Outreach Strategy

- Outreach and ongoing relationships with CAAs
  - Working with CAP Agencies to help design or consult on your AMPs ✓
    - Workshops with agencies
  - Prominent and easy access to CAAs on your websites ✓
  - Frequent or ongoing meetings with CAAs ✓
  - Simplifying processes with CAAs wherever possible ✓
  - Helping to leverage funds with CAAs whenever possible ✓
  - Other innovative things that you may be doing ✓

## Customer Communication and Outreach Strategy

*"Thanks, that's  
really great"*

*"You are a princess,  
grateful"*

*"Extremely happy,  
surprised with  
40/60 match,  
relieved and  
grateful"*

*"Wow! Alright Cool-  
Makes me feel a lot of  
relief I have been having  
a bad year- Thank you  
guys so much"*

*"I have been dreading  
calling you guys, I am  
gonna cry, I don't  
know how to thank  
you guys!"*

## Customer Communication and Outreach Strategy

- Media Requests

MALHEUR COUNTY ECONOMY

# Hundreds in Malheur County behind on utility bills but new help arrives

Malheur County customers won't see their utilities shut off in coming weeks as the utilities and state regulators roll out new programs to help with past-due bills.

The Enterprise

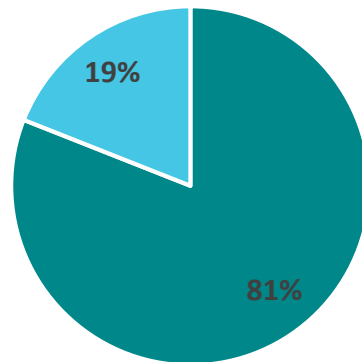
April 5, 2021 at 10:56am





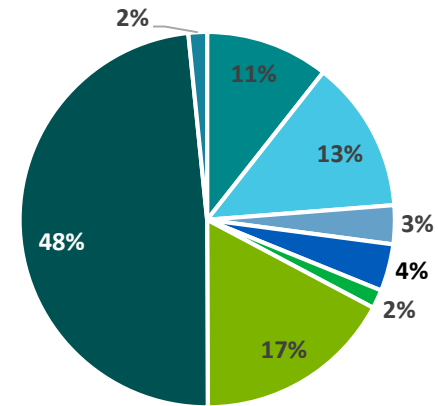
# Program Data

## Customers Participating After Speaking with a CSR



■ Yes ■ No

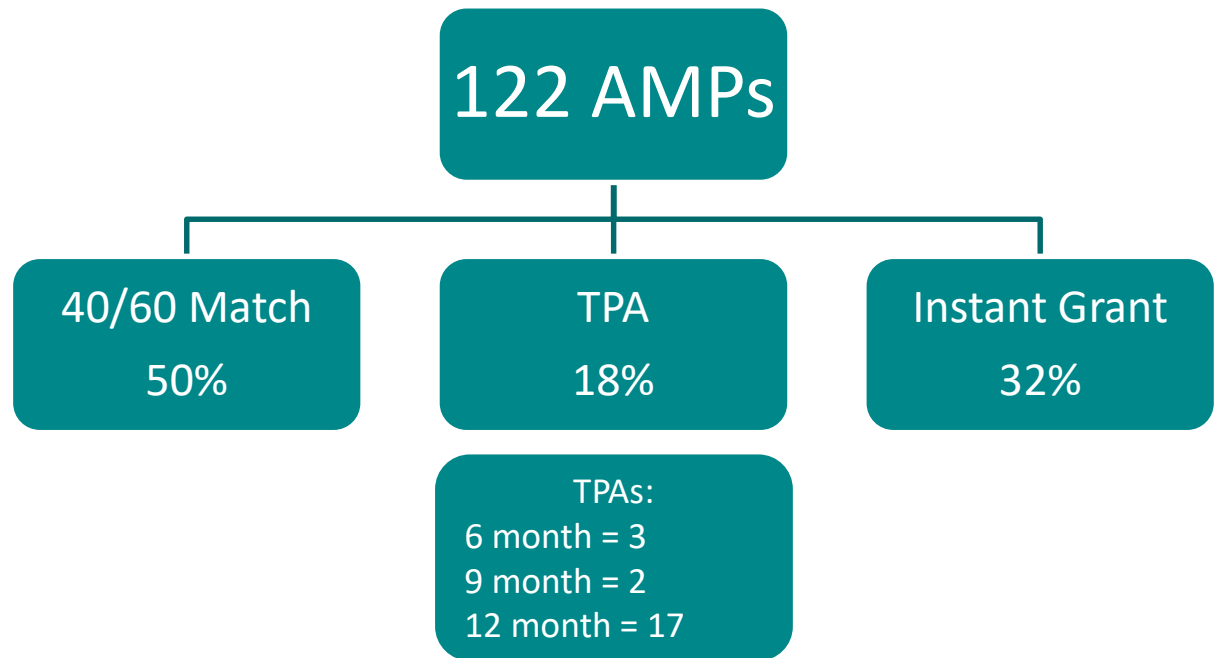
## How Did Customer Hear about AMP



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

**Program Data**

**Arrearage Management Program  
Options**



# Questions and Answers



# Idaho Power Customer Data

Past Due Balance	Number of Accounts	Dollars
\$2,500+	21	\$ 68,604.69
\$2,000 - \$2,500	15	\$ 33,482.60
\$1,500 - \$2,000	29	\$ 51,458.55
\$1,000 - \$1,500	79	\$ 98,017.44
\$500 - \$1,000	203	\$ 144,405.06
\$400 - \$500	91	\$ 40,463.38
\$300 - \$400	135	\$ 47,367.33
\$200 - \$300	180	\$ 43,801.31
\$100 - \$200	269	\$ 39,697.54
Less than \$100	441	\$ 19,262.66
<b>Total</b>	<b>1463</b>	<b>\$ 586,560.56</b>

Past Due Balance	# of Customers	Dollars
\$3,000+	11	\$ 40,755.41
\$2,000 - \$2,999	25	\$ 61,331.88
\$1,000 - \$1,999	108	\$ 149,475.99
\$500 - \$1,000	203	\$ 144,405.06
\$400 - \$500	91	\$ 40,463.38
\$300 - \$400	135	\$ 47,367.33
\$200 - \$300	180	\$ 43,801.31
\$100 - \$200	269	\$ 39,697.54
Less than \$100	441	\$ 19,262.66

\*Data as of February 2021