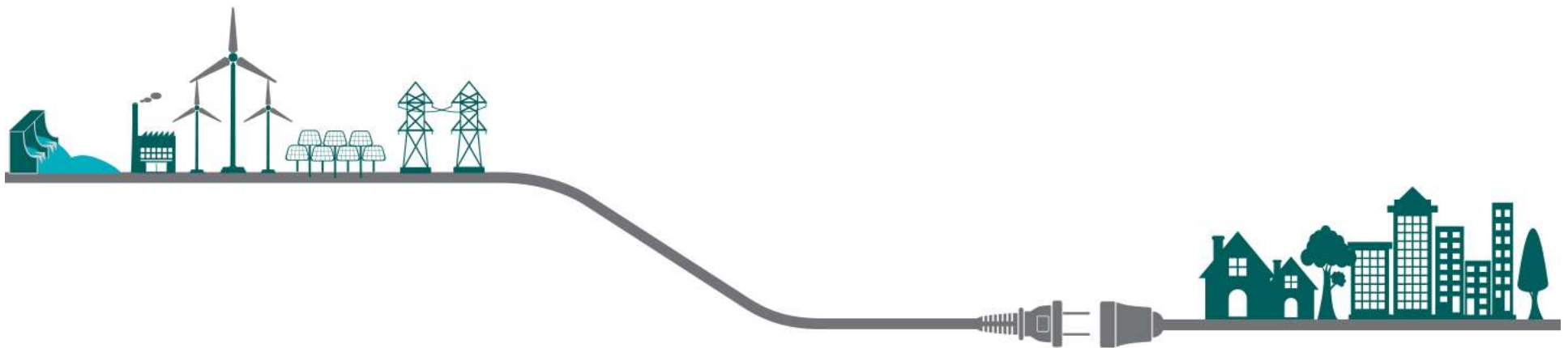


Overview of Residential Arrearage Management Program



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

