



# 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.



After 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.



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.

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### **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.

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### **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.

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### **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 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:



### **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 beyond payment arrangements and COVID assistance funds, energy assistance funds may be available for those who qualify.

Learn more at

**[idahopower.com/energyassistance](http://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.

## **Energy-Assistance Agencies**

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

# Ways to Pay

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## Online

Go to [idahopower.com/pay](https://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](https://idahopower.com/dropbox).

For more information on ways to pay, visit [idahopower.com/pay](https://idahopower.com/pay).

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

