

Si desea una copia en español de este resumen de los derechos y responsabilidades del consumidor, por favor llame a Idaho Power al 1-800-488-6151. Su llamada será gratuita.

Копию брошюры на русском языке о правах и обязанностях потребителей можно заказать, позвонив в Idaho Power по телефону 1-800-488-6151.

Một bản tóm lược về quyền lợi của người tiêu thụ & trách nhiệm được in bằng ngôn ngữ này có sẵn, nếu cần xin gọi Idaho Power qua số điện thoại miễn phí 1-800-488-6151.

សេចក្តីសង្ខេបពីសិទ្ធិនិងកាមទទួលខុសត្រូវរបស់អ្នកប្រើប្រាស់ដែលបោះពុម្ពជាភាសាខ្មែរ អាចរកបានដោយទូរស័ព្ទទៅ Idaho Power តាមលេខមិនអស់លុយ 1-800-488-6151 ។

ມີຫ້ວງສື່ກ່ຽວກັບສິດຂອງລູກຄ້າແລະການຮັບຜິດຊອບພິມໃນພາສາລາວໃຫ້ທ່ານໂທຫາໂຮງການ Idaho Power ໂທບໍ່ໄດ້ຈ່າຍ 1-800-488-6151.

Idaho Power Company
Customer Care Team
Toll-free 1-800-488-6151

Oregon Public Utility Commission
Consumer Services Section
PO Box 1088
Salem, OR 97308

1-800-522-2404 or 503-378-6600
puc.consumer@puc.oregon.gov



Rights and Responsibilities Summary for Oregon Electricity Consumers

- Disconnect Notices
- Third-party Notices
- Winter Protection Program
- Deposits
- Financial Assistance
- Medical Certificates
- Payment Plans
- Late Charges
- Resolving Disputes
- Consumer Organizations

If you are applying for service or have service with a utility company in Oregon, you have certain rights and responsibilities. The following is a summary of those rights and responsibilities we have prepared in cooperation with the Consumer Services Section of the Oregon Public Utility Commission (OPUC). This information applies only to electricity services regulated by the OPUC.

Idaho Power's responsibility is to provide you with reliable service at prices approved by the OPUC. Your responsibilities are to pay for the services you use; to provide Idaho Power with access to the meter; to not damage or tamper with electrical equipment; and to notify us if you move, wish to change your service, or have a problem with your electricity.



Disconnection Notices

Before Idaho Power disconnects service for non-payment, we will notify you. We are required to give you a 20-day notice, another notice five business days before disconnection, and we will try to contact you again the day the disconnection is scheduled.

Third-party Notices

You have the option to ask that another person receive your bills and notices if, for any reason, you are unable to receive or understand them. You may also ask us to provide you with notices in another language if you do not speak English.

Winter Protection Program

Service will not be turned off during the months of December through March to any residential customer who declares they are unable to pay in full and whose household includes children, elderly, or infirm persons. Any customer who enrolls in the Winter Protection Program must pay the balance due or negotiate a time payment arrangement on or after April 1 to avoid service termination.

Deposits

If circumstances warrant, we may ask you to pay a deposit. If a deposit is required, you have the right to pay it in several installments. Our Customer Care Team can work with you to make arrangements.

Financial Assistance

Depending on your circumstances, you may be eligible for programs to help to pay utility bills. If you would like more information on Idaho Power's programs, or a list of organizations that provide financial assistance, please visit our website at idahopower.com or call our Customer Care Team toll free at 1-800-488-6151.

Medical Certificates

If you or a member of your household has a serious health problem and you are having trouble paying your utility bills, you may obtain a medical certificate from your doctor or a qualified medical professional prescribing medical care. A medical certificate will prevent immediate disconnection of your service and allow you to set up a payment plan to pay any overdue balance.

Payment Plans

You may take advantage of one of several special payment options designed to make it easier to pay your electric bills. You may pay your bills on a levelized-payment plan, which spreads your payments out evenly over one year. If you are unable to pay your electric bills for a period of time and we notify you that we intend to disconnect your service, you also may enter into a special agreement to pay the overdue amount over a set period of time.

Late Charges

Customers have the option to select their preferred billing date on an annual basis and are responsible for paying their utility bills on time. Under certain circumstances, Idaho Power may add late-payment charges to bills not paid on time.

Resolving Disputes

You may, at any time, file a complaint and request a conference with an Idaho Power representative. After Idaho Power receives a complaint, we will immediately start an investigation. The results will be given to you, and you will be given the opportunity to discuss the results.

If you have a dispute with Idaho Power that is not resolved by contacting us, the OPUC's Consumer Services Section is available to help you. You may contact the OPUC by calling toll-free at 1-800-522-2404.

Consumer Organizations

The OPUC's Consumer Services Section maintains a list of consumer organizations that participate in OPUC proceedings and details of how to contact them. This list is available by calling the OPUC's toll-free number, 1-800-522-2404.

If you have questions about any of the information described in this summary, visit idahopower.com, call Idaho Power at 1-800-488-6151, or contact the OPUC's Consumer Services Section. If you do not speak English, please try to arrange in advance for an interpreter to help you. Idaho Power and the OPUC are sensitive to the needs of customers who do not speak English, but our offices may not have someone available who speaks your primary language.

We appreciate the opportunity to serve you and are committed to providing you reliable electricity at a fair price.