

SCHEDULE 67
RESIDENTIAL ARREARAGE
MANAGEMENT PROGRAM
(OPTIONAL)

PURPOSE

The Residential Arrearage Management Program (Program) is an optional program designed to identify and manage residential Customer arrearages associated with the COVID-19 pandemic.

AVAILABILITY

The Program is available to all Oregon residential Customers with an account balance at least 31 days past due that is associated with an active service agreement, who have notified Idaho Power Company of an existing financial hardship due to the COVID-19 pandemic, and who have not previously participated in the Program (Qualified Customer).

ENROLLMENT

Customers may request to participate in the Program by contacting Idaho Power Company at 1-800-388-6040.

PROGRAM DESCRIPTION

The Program provides Qualified Customers with up to \$1,200 in the form of a financial bill credit and is available for a limited time based on funding availability. Qualified Customers can select one of the three following options to help manage and reduce past due account balances:

1. 40/60 Balance Split: Upon the Qualified Customer completing a lump sum payment totaling 40 percent of the applicable past due account balance, a one-time bill credit equal to the remaining 60 percent of the past due account balance, as of the date the Qualified Customer enrolled in the Program, will be applied.
2. Payment Arrangement Match: Upon the Qualified Customer enrolling in an equal-pay time payment arrangement, Program funds will be provided to match the Qualified Customer's monthly payments toward the past due amount, up to a cumulative total of 50 percent of the total past due account balance, as of the date the Qualified Customer enrolled in the Program, for up to 12 months.
3. Instant Grant: A one-time grant of up to \$250 will be credited toward the Qualified Customer's past due account balance. The total amount credited will not exceed the Qualified Customer's past due account balance as of the date the Qualified Customer enrolled in the Program.

The Company will defer and seek recovery of all associated Program costs in accordance with Commission Order No. 20-377.

CUSTOMER TERMS AND CONDITIONS

Upon acceptance into the Program, Qualified Customers will be subject to the following terms and conditions:

1. A Qualified Customer electing to receive a Payment Arrangement Match must be enrolled in an equal-pay time payment arrangement of up to 24 months in duration.
2. If a Qualified Customer's payment is missed, declined, or is otherwise unable to be processed while enrolled in the Program, the Program's payments will not be credited to the account (Broken Arrangement).

SCHEDULE 67
RESIDENTIAL ARREARAGE
MANAGEMENT PROGRAM
(OPTIONAL)

CUSTOMER TERMS AND CONDITIONS (Continued)

3. A Qualified Customer with or without a previous Broken Arrangement will be provided one opportunity to negotiate continued participation in the Program or enroll in a new Program option, subject to Program funding availability.
4. A Qualified Customer has participated in the Program when their obligation under one of the three Program options, as outlined above, has been fulfilled or if they are no longer eligible to negotiate continued participation in the Program.
5. Ineligible Customers will be subject to disconnection in accordance with OAR 860-021-0405.

TERM

The Program will remain effective through October 1, 2022, or until the Program reaches its funding limit, as specified in Commission Order No. 20-401, or until the Commission ends the Program.