



## Rights And Responsibilities Summary For Oregon Electricity Consumers

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

Idaho Power's main obligation is to provide you with reliable service at rates approved by the Commission. Your main obligations are to pay for the services you use, to provide us with access to the meter, to not damage or tamper with our equipment, and to notify us if you move, wish to change your service or have a problem.

**DISCONNECTION NOTICES:** Before Idaho Power can disconnect your service for non-payment, we must notify you. We are required to give you a 15-day notice, another notice five days before disconnection, and we will try to contact you 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 some reason, you are unable to receive or understand those bills and notices. Also, you may ask us to furnish you with notices in another language if you do not understand English.

**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 Service Center can work with you to make deposit arrangements.

**FINANCIAL ASSISTANCE:** Several programs can provide financial help to pay utility bills, depending on your circumstances. Please contact our Customer Service Center for information.

**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 other qualified medical professional who provides your health care. A medical certificate will prevent immediate disconnection of your service and allow you to set up a payment plan to pay any overdue bill.

**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 will spread your payments out evenly over a one-year period. 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 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:** If you have a dispute with Idaho Power that is not resolved by contacting us, the Commission's Consumer Services Division is available to help you. You may contact the Commission by calling toll-free 1-800-522-2404.

**CONSUMER ORGANIZATIONS:** We have lists of consumer organizations that provide assistance in the communities we serve. If you would like a list of these organizations, please visit our Web site at [www.idahopower.com](http://www.idahopower.com) or call our Customer Service Center toll free at 1-800-488-6151. The Commission's Consumer Services Division maintains a list of consumer organizations that participate in Commission proceedings and how to contact them. This list is available by calling the Commission's toll-free number, 1-800-522-2404.

If you have questions about any of the matters described in this summary, please call Idaho Power at 1-800-488-6151 or the Commission's Consumer Services Division. If you do not speak English, please try to arrange in advance for an interpreter to help you. Idaho Power and the Commission are sensitive to special needs of persons 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.

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.**

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

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

IDAHO POWER COMPANY  
CUSTOMER SERVICE CENTER  
1-800-488-6151

OREGON PUBLIC UTILITY COMMISSION  
CONSUMER SERVICES DIVISION  
1-800-522-2404  
or 503-378-6600

