



RESIDENTIAL PROGRAMS

LOW-INCOME PROGRAMS

Low Income Weatherization – Rocky Mountain Power (RMP) partners with community agencies (Eastern Idaho Community Action Partnership in Idaho Falls and SouthEastern Idaho Community Action Agency in Pocatello) to offer weatherization services at no cost to income eligible households. RMP covers 75% of the cost of installing eligible measures as described in Schedule 21. RMP provides up to \$150,000 annually for weatherization services.

Lend A Hand – Energy Assistance is provided through contributions from customers, employees and RMP. The funds are administered through the two local agencies listed above. RMP distributes donation envelopes in November, February and June customer bills to solicit donations. The company contributed over \$31,000 during the 2007/2008 program year with customers and employees contributing almost \$9,000 for a total contribution of \$40,000.

ENERGY EFFICIENCY PROGRAMS

Home Energy Analysis – A free self-audit is available that provides details on a home's energy use.

Home Energy Savings – Provides incentives for products and services for residential customers with new or existing homes. Incentives are available to customers who buy energy-efficient appliances, lighting, space conditioning equipment, windows, insulation and services such as duct sealing and air conditioning equipment tune-ups. Schedule 118 is the tariff outlining customer eligibility, delivery through a program administrator, and directing customers to a dedicated program web site. The web site can be found at www.homeenergysavings.net/idaho/home and provides incentive levels and eligible equipment specifications.

See Ya Later, Refrigerator – Customers recycle their old refrigerator or freezer and receive a \$30 rebate.

Time of Day – This program provides discounted pricing for shifting energy use away from on-peak hours.

Rocky Mountain Power
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PAYMENT PLANS

Equal Payment Plan (Level Pay Plan) – Customers with no arrears have the opportunity to choose to pay their monthly bill in equal payments. The monthly payments equal 1/12 of the estimated annual billing based on current rates and the previous year's usage history.

Winter Payment Program – Allows customers who are unable to pay their utility bill in full, the option of paying an amount equal to one-half of the Equal Payment Plan amount during the months of November through March. And, participants must declare the need for winter protection from disconnection.

Equal Time Payment Program – Customers are allowed to pay their past due balance over an agreed upon time period up to twelve months in addition to their current monthly billing which is based on their calculated Equal Payment Plan payment.

Time Payment Program – Customers are allowed to pay their past due balance over a period up to 12 months in addition to their current monthly billing which is based on their actual usage.

OTHER

Bright Ideas Booklets – The booklet includes such topics as energy efficiency tips, safety information and instructions on how to read a meter. The booklets are available in English and Spanish. A supply is given to RMP's partnering agencies that serve low-income households.

Bill Templates – To assist Spanish speaking customers, RMP provides templates that can be placed over monthly bills.

Large Print Bills – Customers may request to receive a bill in large print.

Choose Due Date – Customers may choose their due date from a range of dates.

Gift Payments – Individuals are able to help a family member or friend with their electric bill by making a gift payment.

www.rockymountainpower.net - Information on a variety of topics such as payment plans, energy efficiency, energy assistance, energy saving resources and safety is provided. Also, a secure login component is coming soon which will allow customers to view their bill and usage on-line.