

# Consumer Information



We think our customers deserve excellent service. But what do we mean by that? Giving you clear, straightforward answers when you have questions, for one thing. This summary was written in cooperation with the Idaho Public Utilities Commission to give you answers to some common questions about bills, credit, deposits and other parts of your electric service. If you'd like more information on any of the topics we cover here, please call Rocky Mountain Power toll free at 1-888-221-7070 or visit [RockyMountainPower.net/Regulation](http://RockyMountainPower.net/Regulation).

*Si desea una copia en español de este resumen de los derechos y responsabilidades del consumidor, por favor llame al 1-888-225-2611. Su llamada será gratuita.*

## Your rights and responsibilities as an Idaho utility consumer

Rocky Mountain Power has prepared this summary of your rights and responsibilities when you apply for an account with, or are a current customer of the company in Idaho.

### Customer Service Guarantees

When we say we're going to give you a certain level of service, we mean it. Our seven Customer Service Guarantees cover service issues such as restoring and switching on power, keeping appointments, responding to billing inquiries, resolving meter problems and notifying customers of planned interruptions. If for some reason we can't live up to a commitment, we'll pay you. To find out more about our Customer Service Guarantees, please call us toll free at 1-888-221-7070 or visit [RockyMountainPower.net/Guarantees](http://RockyMountainPower.net/Guarantees).

### Customer responsibilities

- Use services safely and pay for them promptly.
- Contact Rocky Mountain Power when you have a problem with payment, service, safety, billing or customer service.
- Notify Rocky Mountain Power about billing or other errors.
- Contact Rocky Mountain Power when you anticipate a payment problem to try to set up a payment plan.
- Notify Rocky Mountain Power when you are moving to another location.
- Notify Rocky Mountain Power about stopping service in your name or about stopping service altogether.
- Allow safe, unobstructed access to your property to Rocky Mountain Power personnel and equipment for meter reading, tree pruning and other essential work.
- Provide notice to Rocky Mountain Power if you are making any significant change that may affect the electrical character of your load affecting you or others.

### Deposits

If you are a current customer with a good payment record or a new customer who has good credit with your previous utility company, you will not need to make a security deposit. If you don't meet these requirements, however, you may be asked to make a security deposit. A deposit required as a condition of service shall not exceed one-sixth of the company's estimate of annual billings for residential and small commercial customers. If you can't pay all the required deposit, you can arrange to pay half of the deposit when you apply for service and the rest the following month. Rocky Mountain Power will pay the current interest rate set yearly by the Idaho Public Utilities Commission on all deposits at the time the deposit is returned.

### Billing

You will receive a bill for electric service each month, based on the number of kilowatt-hours of electricity registered on your electric meter during the billing period. Your bill will show the date on which your payment is due, the applicable rate schedule and the amount of the bill.

### Payment plans

In deciding on the reasonableness of a payment plan, the company will take into account your ability to pay, the size of the unpaid balance, your payment history, and the amount of time and reasons why the debt is outstanding. There are three payment plans that may be available to you throughout the year:

**1. Payment arrangements** – If you pay only part of your total bill, your payment will be applied toward the oldest portion of your outstanding balance. If you cannot pay a bill in full, we may be able to make special arrangements with you. To decide if we can offer you these arrangements, we take into account your ability to pay, how much you owe, your payment history and the reasons why you may not have been able to pay. You can make payment arrangements over the phone or by mail. Your first payment will be due on the next business day after the arrangements have been made. If you miss the first payment, or the check you write to make the payment is not honored by the bank, your service may be disconnected after we make a diligent attempt to contact you 24 hours prior to disconnection of service.

**2. Equal Payment Plan** – Our Equal Payment Plan is available if you'd like to

spread out your payments evenly over a full year. The plan divides the total cost of electricity used each year into 12 equal monthly payments. Every year your account is reviewed to determine if your usage has changed. Any price changes will automatically be figured in the Equal Payment amount.

**3. Equal Time Payment Plan** – Our Equal Time Payment Plan works the same as our Equal Payment Plan. You are allowed to pay your past due balance with the arrears rolled in to the plan's monthly payments.

### Winter payment plan

If you tell us that you are unable to pay your electric bill in full and you have children, elderly persons or persons with medical needs living in your household, you may qualify for our winter payment plan. This plan requires that your bill be paid in full, but allows for a lower monthly payment from November to March. Your monthly payments during this time cannot be less than one-half of the amount you would pay if you were using our Equal Payment Plan. You can use any source of funds to make winter payment plan monthly payments. If you have an outstanding balance under this plan, you must either pay this balance or make a new payment arrangement on or after April 1. If you don't pay your balance or don't make payment arrangements on or after this date, your service may be disconnected. You may participate in the winter payment plan in following years if you have made payments as arranged and the balance you owe as of November 1 is not more than \$75 or not more than your bill for the previous 30 days, whichever is greater.

### Disconnection notices

Before we disconnect your service, in most instances, we will send you a written notice mailed at least seven calendar days before the disconnection date. However, only a diligent attempt to contact you will be made 24 hours prior to disconnection of service when you do not make a first payment according to a payment arrangement, when you tender a payment with a dishonored check, or you make an electronic payment with insufficient funds. At least 24 hours before the service is disconnected, we will attempt to contact you in person or by phone and repeat the information on the original notice. If we do not shut off the service within 21 days after the proposed date, we will make another attempt to contact you and remind you that your service can be disconnected after 24 hours. Before disconnecting your service, we will try to reach an adult in your household or another person you have told us to call in case you cannot be reached. If someone in your household is seriously ill or has a medical emergency, you can get an extension of up to 30 days by giving us a physician's or public health official's certificate of medical emergency. Also, if someone in your household uses an iron lung, respirator, dialysis machine or other life-sustaining equipment, please let us know.

We can disconnect your service at any time without notifying you if: (a) a situation exists that is immediately dangerous to life, physical safety of property or to prevent a violation of health and safety codes; (b) if the IPUC, a court or other authorized public agency orders a disconnection; or (c) if you obtained service through fraud or without our permission.

If you cannot pay the total bill, installment payments may be arranged in the form of a "deferred payment agreement." This agreement says that you will pay your past due bill in installments and keep your current bills paid when due. If you keep the conditions of the agreement, service will not be disconnected.

### Public Safety Power Shutoff

Some areas we serve are at an increased risk of catastrophic wildfires. As a safety precaution, electricity could be turned off in wildfire high risk areas during extreme weather events for public safety in an effort to prevent a fast-moving, hard-to-fight wildfire. The measure would only be used as a last resort to help ensure community safety. We rely on customers to let us know about medical needs dependent on electricity so we can provide additional outreach prior to a Public Safety Power Shutoff. If you or someone in your household has electricity-dependent medical needs, please contact our customer care specialists at 1-888-221-7070 or complete the contact form on our website.

### Winter moratorium

During December, January and February, we will not disconnect your service if there are children, elderly persons or persons with medical needs in the house. You must notify us if any of these conditions exist, and we will work with you to set up a payment plan.

### Third-party notices

You may ask that another person receive your bills and notices if you are unable to receive or understand them.

Moving

You need to let us know as soon as possible if you plan to move. It's a good idea to do this yourself and not depend on someone else to do it for you. We can't close your account or process your closing bill until you provide us with your move-out date.

Consumer organizations

We have lists of consumer organizations that provide assistance in the various communities we serve. If you would like a list of the organizations in your community, call us toll free at 1-888-221-7070.

Complaints and disputes

We will promptly investigate every complaint or dispute we receive, and we'll report to you on the results. Contact us through our toll-free phone number at 1-888-221-7070. This number is also printed on your bill. If you're not satisfied with the assistance you receive from the first person you talk to at Rocky Mountain Power, you have the right to request that your problem be handled by that person's supervisor, and we'll give you the supervisor's name and how they can be reached.

If you talk to the supervisor and still aren't satisfied, you can call or write the Idaho Public Utilities Commission. Their toll-free phone number is 1-800-432-0369. The address is PO Box 83720, Boise, ID 83720-0074. Rocky Mountain Power will not knowingly disconnect your service while you are honestly pursuing a complaint with a supervisor or the Commission.

Privacy

Keeping your personal and financial information private and protected is vitally important to Rocky Mountain Power. The company will not provide, rent or sell your sensitive personal and financial information to company affiliates or nonaffiliated third parties without your advance knowledge. Rocky Mountain Power may be legally required to provide information in limited circumstances which include: requests for information through subpoenas, warrants, court orders or other comparable legal processes. If this should ever occur, Rocky Mountain Power endeavors to cause the party receiving such information to agree to maintain the confidentiality of the information.

Rocky Mountain Power may use the phone number you voluntarily provide for informational purposes only. This includes, but is not limited to: notice of planned service interruptions, scheduled work in your area, notice of potential disconnection and updated outage information.

Rocky Mountain Power maintains physical, electronic and procedural safeguards in compliance with federal, state and industry regulations to guard your sensitive personal information. Customer information is secured from outside access through secure firewall technology. Additionally, Rocky Mountain Power restricts access to your sensitive personal information to only those employees who require access to that information to provide services to you.

You may review Rocky Mountain Power's Privacy Policy in its entirety at RockyMountainPower.net/Privacy.

Price Information

Schedule 1 – Standard Service

Best for residential customers who use most of their power during the weekdays.

Monthly bill:	
Customer service charge	\$20.75
Energy charges:	
Summer (June–October)	
First 700 kWh	12.7078¢ per kWh
All additional kWh	14.5923¢ per kWh
Winter (November–May)	
First 1,000 kWh	10.8601¢ per kWh
All additional kWh	12.4305¢ per kWh
Seasonal Service:	
\$249.00 minimum for metered house or cabin used on a seasonal basis	

Schedule 36 – Optional Time of Day Residential Service

Good for residential customers who use most of their power during off-peak hours.

On-peak hours:	
June through October:	3 p.m. to 11 p.m., all days
November through May:	6 a.m. to 9 a.m. and 6 p.m. to 11 p.m., all days

Off-peak hours: All other hours.

Holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Monthly bill:	
Summer (June–October)	
Customer service charge	\$23.50 per customer
On-peak energy charge	20.1061¢ per kWh
Off-peak energy charge	7.4727¢ per kWh
Winter (November–May)	
Customer service charge	\$23.50 per customer
On-peak energy charge	17.4508¢ per kWh
Off-peak energy charge	6.9970¢ per kWh

Minimum bill:	Customer service charge
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Seasonal Service:	\$282.00 plus energy charges for metered hours or cabin use on a seasonal basis.
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Schedule 7/7A – Security Area Lighting

Lighting level	LED Equivalent Lumens	kWh	Rate per lamp*
Level 1	0 - 5,500	19	\$13.32
Level 2	5,501 - 12,00	34	\$15.36
Level 3	12,001 and Greater	57	\$18.56

\*Includes Energy Cost Adjustment (Schedule 94) and Federal Tax Act Adjustment (Schedule 197).

Explanation of terms:

**Customer service charge:** A fee charged that helps pay for the costs of providing service.

**Kilowatt-hour (kWh):** A measure of electrical energy equal to the amount of energy used by a 100-watt light bulb for 10 hours or one 1,000-watt hair dryer for one hour.

All customers are subject to additional charges/credits as set forth in Rocky Mountain Power's retail tariffs approved by the Idaho Public Utilities Commission including Adjustment Schedule 191.

Rates are in effect as of November 2025 and are subject to change by Commission order.

**Working to keep prices down:** Delivering safe, reliable, low-cost power is a responsibility we take seriously. We continuously work to keep prices down by lowering our operating costs and improving how we do business.

These rate tables do not include specific pricing information for Schedules 9, 11, 12, 19, 24, 34 or 35/35A since relatively few customers are billed this way. However, the schedules are available by calling toll free at 1-888-221-7070 or on our website at RockyMountainPower.net/Rates.