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October 13, 2022

VIA ELECTRONIC FILING

Public Utility Commission of Oregon
Filing Center
201 High Street SE, Suite 100
P.O. Box 1088
Salem, Oregon 97301

RE: UM 2211 – Summary of Idaho Power’s Residential Bill Payment Assessment Survey Responses

Attention Filing Center:

During Idaho Power Company’s (“Idaho Power” or “Company”) Second HB 2475 Workshop hosted on September 28, 2022, Oregon Public Utility Commission (“OPUC” or “Commission”) Staff (“Staff”) and other stakeholders asked that a summary of Idaho Power’s Residential Bill Payment Assessment survey results (“Survey Results”) be provided for review. This filing includes a copy of the Residential Bill Payment Assessment survey (“Survey”) sent to all of the Company’s residential customers¹ as well as the requested summary of Survey Results. Also included with this filing is a copy of the Survey translated to Spanish, which was available to be mailed upon customer request.

As Staff noted in their April 27, 2022, Letter on Implementation of Differential Rates and Programs in Oregon within Docket No. UM 2211, the Company has expressed concerns as to whether a differential rate program is an ideal tool to reduce customers’ energy burden given its service area’s economics and limited customer base. While Staff acknowledged these concerns within their April 27, 2022, letter, the Company was asked to “ground these concerns as truths shared by their community and customers.”

After meeting with and receiving feedback from Staff and its local CAP agencies, the Company moved forward with developing and administering a survey to gather its residential customers’ feedback regarding their interest and support of a bill assistance program, value of an educational series, and awareness of the Company’s existing weatherization and Project Share programs. During the development of the Company’s Survey in late April 2022 and May 2022, Idaho Power solicited feedback from Staff, its local Cap agencies, and other various stakeholders to gain alignment regarding the Survey’s implementation, questions and/or phrasing of such questions.

In mid-July 2022, following the Survey being sent to all of the Company’s Oregon residential customers, the Company began analyzing the Survey’s results and determined that of

¹ Residential customers with an email on file were emailed a link to an electronic version of the Survey, and residential customers without an email on file were mailed a hard copy of the Survey (which included a prepaid return envelope).

Public Utility Commission of Oregon

October 13, 2022

Page 2

the 11,445 Surveys delivered, 1,243 were responded to, or an approximate 11 percent response rate. Although Survey respondents' submitted demographics vary compared to the demographics of the counties within the Company's service area, as reported by the U.S. Census Bureau's 2020 American Community Survey 5-Year Estimates, the approximate 11 percent response rate does allow the Company to be 95 percent confident that the Survey's results are representative, within ± 2.6 percent, of its residential customer population.

The Company appreciates the involvement of all stakeholders to date and looks forward to continued collaboration as it develops a final recommendation that could be filed with the Commission.

If you have any questions regarding this filing, please contact Regulatory Analyst Riley Maloney at rmaloney@idahopower.com.

Sincerely,



Connie Aschenbrenner

CA:sg

Oregon Bill Payment Assistance Assessment Survey

<<NAME>>
 <<NAME2>>
 <<ADDRESS_1>>
 <<ADDRESS_2>>
 <<CITY>>, <<STATE>> <<ZIP>>

To help ensure we're meeting our residential customers' needs and providing affordable service, Idaho Power is seeking feedback regarding your power bill and whether a customer-funded bill assistance program should be implemented.

Thank you in advance for your valuable insights.

1. My power bill is affordable.

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

2. I have trouble paying my monthly power bill.

- Always
- Usually
- Sometimes
- Seldom
- Never

3. I pay ___ % of my monthly household income towards my monthly power bill.

- Less than 5%
- 5–9%
- 10–15%
- More than 15%

4. There is a need to develop a new program to assist customers who struggle to pay their power bills.

- Strongly agree **SKIP TO Q6**
- Somewhat agree **SKIP TO Q6**
- Neither agree nor disagree **SKIP TO Q6**
- Somewhat disagree **SKIP TO Q5**
- Strongly disagree **SKIP TO Q5**

5. Why isn't there a need to develop a new program to assist customers who struggle to pay their power bills? **SKIP TO Q11**

28. My residence was originally built ...

- Before 1960
- 1960–1979
- 1980–1989
- 1990–1999
- 2000–2009
- 2010–2019
- 2020–2022
- Don't know

29. I rent/own my residence.

- Own
- Rent

30. The fuel used most often to heat my residence is best described as ...

- Electricity
- Natural Gas
- Propane
- Fuel Oil
- Wood
- Other (please specify)

31. In which county do you live?

- Malheur
- Baker
- Harney

Below is my email address and/or phone number to be entered into the sweepstakes drawing for one of five \$100 gift cards.

Email: _____ Phone: _____

Si desea recibir una copia de esta encuesta traducida al español, por favor, contacte a 1-800-388-6040.

6. The costs of a bill-payment assistance program should be collected in rates paid by Idaho Power customers in Oregon.

- Strongly agree **SKIP TO Q9**
- Somewhat agree **SKIP TO Q9**
- Neither agree nor disagree **SKIP TO Q9**
- Somewhat disagree **SKIP TO Q7**
- Strongly disagree **SKIP TO Q7**

7. Why shouldn't the costs of a bill-payment assistance program be collected in rates paid by Idaho Power customers in Oregon?

8. How should a bill-assistance program be managed and funded? **SKIP TO Q11**

9. I would voluntarily contribute to a program to assist customers who struggle paying their power bills.

- Strongly agree **SKIP TO Q10**
- Somewhat agree **SKIP TO Q10**
- Neither agree nor disagree **SKIP TO Q10**
- Somewhat disagree **SKIP TO Q11**
- Strongly disagree **SKIP TO Q11**

10. I would voluntarily contribute ____ per month to fund a bill-assistance program for helping customers who struggle paying their power bills.

- \$0
- \$1
- \$2-5
- \$6-10
- More than \$10

11. My household has requested energy bill assistance at some point since January 2021 (e.g., LIHEAP).

- Yes
- No
- Not sure

12. I have had a past due balance on my Idaho Power bill at some point since January 2021.

- Yes **SKIP TO Q13**
- No **SKIP TO Q15**
- Not sure **SKIP TO Q13**

13. I am aware of the Arrearage Management Program offered by Idaho Power to help Oregon customers resolve past-due power bills.

- Yes **SKIP TO Q14**
- No **SKIP TO Q16**

14. I participated in Idaho Power's Arrearage Management Program.

- Yes **SKIP TO Q15**
- No **SKIP TO Q16**

15. Idaho Power's Arrearage Management Program helped me resolve a past-due balance on my power bill.

- Yes
- No

16. I would find value in an educational workshop that focused on helping identify ways to reduce my power bill.

- Yes **SKIP TO Q17**
- No **SKIP TO Q18**

17. I would attend an educational workshop that focused on helping identify ways to reduce my power bill.

- Yes **SKIP TO Q19**
- No **SKIP TO Q18**

18. Why would an educational workshop to help identify ways to reduce power bills not provide value? **SKIP TO Q20**

19. Which of the following would be your preferred format for an educational workshop?

- In-person
- A virtual webinar
- Other (please specify) _____

20. I am aware of Idaho Power's residential weatherization program for low-income customers offered through my local assistance agency.

- Yes **SKIP TO Q21**
- No **SKIP TO Q22**

21. I have received weatherization assistance from Idaho Power's program offered through a local assistance agency.

- Yes
- No

22. I am aware of Idaho Power's Project Share program administered through The Salvation Army.

- Yes **SKIP TO Q23**
- No **SKIP TO Q25**

23. I have contributed to Idaho Power's Project Share program.

- Yes
- No

24. I have received assistance from Idaho Power's Project Share program administered through The Salvation Army.

- Yes
- No

25. My age is best described as ...

- Under 25
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 or older

26. The highest level of education I have completed is ...

- Some high school
- High school graduate/GED
- Some college
- Two-year Associates degree or trade/technical school
- Four-year college degree
- Some graduate courses
- Advanced degree
- Prefer not to answer

27. My residence would be best described as ...

- Mobile home
- Manufactured home
- Single-family home—detached
- Apartment, condo, townhouse or multi-family with 2-4 units
- Apartment, condo, townhouse or multi-family with 5 or more units
- Other (please specify) _____

Asistencia para el Pago de Facturas Eléctricas en Oregón

Encuesta de evaluación

<<NAME>>
 <<NAME2>>
 <<ADDRESS_1>>
 <<ADDRESS_2>>
 <<CITY>>, <<STATE>> <<ZIP>>

27. Mi vivienda podría definirse como ...

- Casa móvil
- Casa prefabricada
- Casa unifamiliar; independiente
- Apartamento, condominio, casa adosada (townhouse) o vivienda multifamiliar con 2-4 unidades
- Apartamento, condominio, casa adosada (townhouse) o vivienda multifamiliar con 5 unidades o más
- Otra (especifique, por favor) _____

28. Mi vivienda fue construida originalmente ...

- Antes de 1960
- 1960–1979
- 1980–1989
- 1990–1999
- 2000–2009
- 2010–2019
- 2020–2022
- No lo sé

29. Soy dueño/pago renta por mi vivienda.

- Dueño
- Renta

30. El combustible que más a menudo se utiliza para la calefacción de mi vivienda podría definirse como ...

- Electricidad
- Gas natural
- Gas propano
- Aceite combustible
- Madera
- Otro (especifique, por favor) _____

31. ¿En cuál condado vive?

- Malheur
- Baker
- Harney

A continuación, proporciono mi correo electrónico o número de teléfono para participar en el sorteo de una de las cinco tarjetas de regalo de un valor de \$100 cada una.

Correo electrónico: _____ Teléfono: _____

Para asegurarse de satisfacer las necesidades de sus clientes residenciales y brindarles un servicio asequible, Idaho Power desea saber lo que usted piensa sobre su factura eléctrica y si debería implementarse un programa de asistencia financiado por los clientes para el pago de estas facturas.

De antemano, le agradecemos su valiosa opinión.

1. Mi factura eléctrica es asequible o de una tarifa razonable.

- Totalmente de acuerdo
- Relativamente de acuerdo
- Ni de acuerdo ni en desacuerdo
- Relativamente en desacuerdo
- Totalmente en desacuerdo

2. Tengo dificultades pagar mi factura eléctrica mensual.

- Siempre
- Usualmente
- A veces
- Rara vez
- Nunca

3. Utilizo ___ % de mis ingresos mensuales familiares para pagar mi factura eléctrica mensual.

- Menos del 5%
- 5-9%
- 10-15%
- Más del 15%

4. Se necesita crear un nuevo programa para ayudar a los clientes que tienen dificultades para pagar sus facturas eléctricas.

- Totalmente de acuerdo **PASE A LA P6**
- Relativamente de acuerdo **PASE A LA P6**
- Ni de acuerdo ni en desacuerdo **PASE A LA P6**
- Relativamente en desacuerdo **PASE A LA P5**
- Totalmente en desacuerdo **PASE A LA P5**

5. ¿Por qué no se necesita crear un nuevo programa para ayudar a los clientes que tienen dificultades para pagar sus facturas eléctricas? **PASE A LA P11**

6. Los costos de un programa de asistencia para el pago de facturas deberían recolectarse a través de las tarifas pagadas por los clientes de Idaho Power en Oregon.

- Totalmente de acuerdo **PASE A LA P9**
- Relativamente de acuerdo **PASE A LA P9**
- Ni de acuerdo ni en desacuerdo **PASE A LA P9**
- Relativamente en desacuerdo **PASE A LA P7**
- Totalmente en desacuerdo **PASE A LA P7**

7. ¿Por qué los costos de un programa de asistencia para el pago de facturas no deberían recolectarse a través de las tarifas pagadas por los clientes de Idaho Power en Oregon?

8. ¿Cómo debería administrarse y financiarse un programa de asistencia para el pago de facturas? **PASE A LA P11**

9. Yo contribuiría voluntariamente a un programa de asistencia para los clientes que tienen dificultades para pagar sus facturas eléctricas.

- Totalmente de acuerdo **PASE A LA P10**
- Relativamente de acuerdo **PASE A LA P10**
- Ni de acuerdo ni en desacuerdo **PASE A LA P10**
- Relativamente en desacuerdo **PASE A LA P11**
- Totalmente en desacuerdo **PASE A LA P11**

10. Yo contribuiría voluntariamente con ____ al mes para financiar un programa de asistencia para ayudar a los clientes que tienen dificultades para pagar sus facturas eléctricas.

- \$0
- \$1
- \$2-5
- \$6-10
- Más de \$10

11. Desde enero de 2021, en algún momento mi familia ha solicitado asistencia para el pago de la factura de energía (por ejemplo, LIHEAP).

- Sí
- No
- No estoy seguro

12. Desde enero de 2021, en algún momento he tenido un saldo vencido en mi cuenta de Idaho Power.

- Sí **PASE A LA P13**
- No **PASE A LA P15**
- No estoy seguro **PASE A LA P13**

13. Estoy enterado del Idaho Power's Arrearage Management Program (Programa de Manejo de Deudas Vencidas de Idaho Power) para ayudarles a los clientes de Oregon a saldar sus facturas eléctricas vencidas.

- Sí **PASE A LA P14**
- No **PASE A LA P16**

14. Participé en el Programa de Manejo de Deudas Vencidas de Idaho Power.

- Sí **PASE A LA P15**
- No Sí **PASE A LA P16**

15. Programa de Manejo de Deudas Vencidas de Idaho Power me ayudó a saldar una deuda vencida en mi factura eléctrica.

- Sí
- No

16. Yo consideraría beneficioso que hubiera un taller educativo centrado en ayudar a identificar maneras de reducir los costos de mi factura eléctrica.

- Sí **PASE A LA P17**
- No **PASE A LA P18**

17. Yo asistiría a un taller educativo centrado en ayudar a identificar maneras de reducir los costos de mi factura eléctrica.

- Sí **PASE A LA P19**
- No **PASE A LA P18**

18. ¿Por qué no sería beneficioso que hubiera un taller educativo para ayudar a identificar maneras de reducir los costos de las facturas eléctricas? **PASE A LA P20**

19. ¿Cuál de los siguientes sería su formato preferido para un taller educativo?

- En persona
- Otro (especifique, por favor) _____
- Un seminario virtual (webinario)

20. Estoy enterado del programa de climatización residencial para clientes de bajos ingresos de Idaho Power que está disponible a través de mi agencia de asistencia local..

- Sí **PASE A LA P21**
- No **PASE A LA P22**

21. He recibido asistencia de climatización por parte del programa de Idaho Power que está disponible a través de una agencia de asistencia local.

- Sí
- No

22. Estoy enterado del programa Project Share (proyecto de pago compartido) de Idaho Power administrado a través del Salvation Army (Ejército de Salvación).

- Sí **PASE A LA P23**
- No **PASE A LA P25**

23. He contribuido para el Programa Project Share de Idaho Power.

- Sí
- No

24. He recibido asistencia del programa Project Share de Idaho Power administrado a través del Ejército de Salvación.

- Sí
- No

25. Mi edad podría definirse como ...

- Menor de 25
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 o más

26. El nivel más alto de estudios que he completado es ...

- Preparatoria por algún tiempo
- Universidad por algún tiempo
- Algunos cursos de posgrado
- Graduado de preparatoria o diploma de educación general (GED, por sus siglas en inglés)
- Título universitario de dos años o escuela técnica/vocacional
- Título avanzado
- Título universitario de 4 años
- Prefiero no responder

2022 Oregon Residential Bill Assessment Survey Results

July, 2022

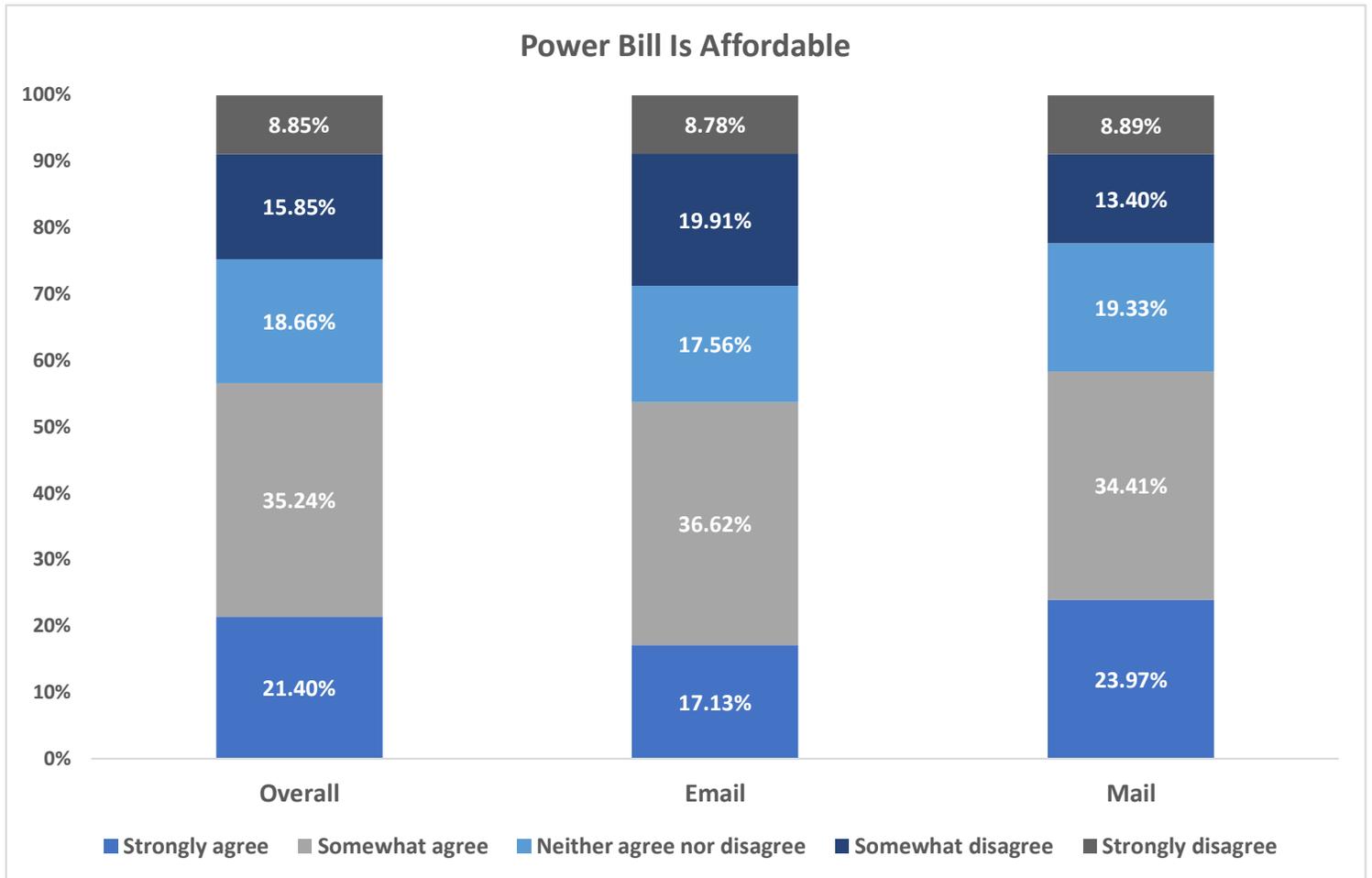
OREGON RESIDENTIAL BILL ASSESSMENT SURVEY RESULTS

Overall Email Mail

Q1

My power bill is affordable.

| | Overall | Email Responses | Mail Responses |
|----------------------------|-------------|-----------------|----------------|
| Strongly agree | 266 21.40% | 80 17.13% | 186 23.97% |
| Somewhat agree | 438 35.24% | 171 36.62% | 267 34.41% |
| Neither agree nor disagree | 232 18.66% | 82 17.56% | 150 19.33% |
| Somewhat disagree | 197 15.85% | 93 19.91% | 104 13.40% |
| Strongly disagree | 110 8.85% | 41 8.78% | 69 8.89% |
| Total | 1243 | 467 | 776 |

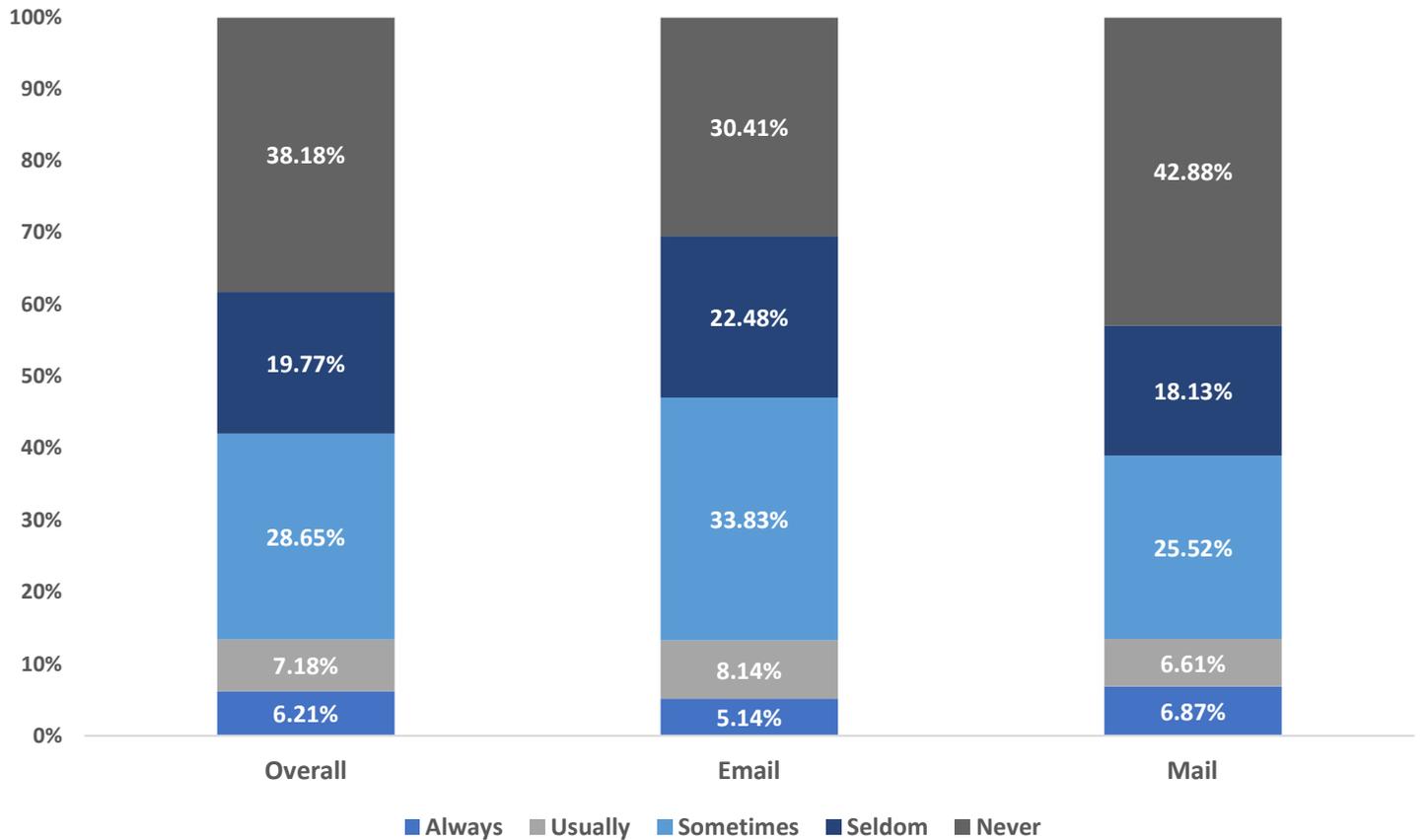


Q2

I have trouble paying my monthly power bill ...

| | Overall | | Email Responses | | Mail Responses | |
|--------------|-------------|--------|-----------------|--------|----------------|--------|
| Always | 77 | 6.21% | 24 | 5.14% | 53 | 6.87% |
| Usually | 89 | 7.18% | 38 | 8.14% | 51 | 6.61% |
| Sometimes | 355 | 28.65% | 158 | 33.83% | 197 | 25.52% |
| Seldom | 245 | 19.77% | 105 | 22.48% | 140 | 18.13% |
| Never | 473 | 38.18% | 142 | 30.41% | 331 | 42.88% |
| Total | 1239 | | 467 | | 772 | |

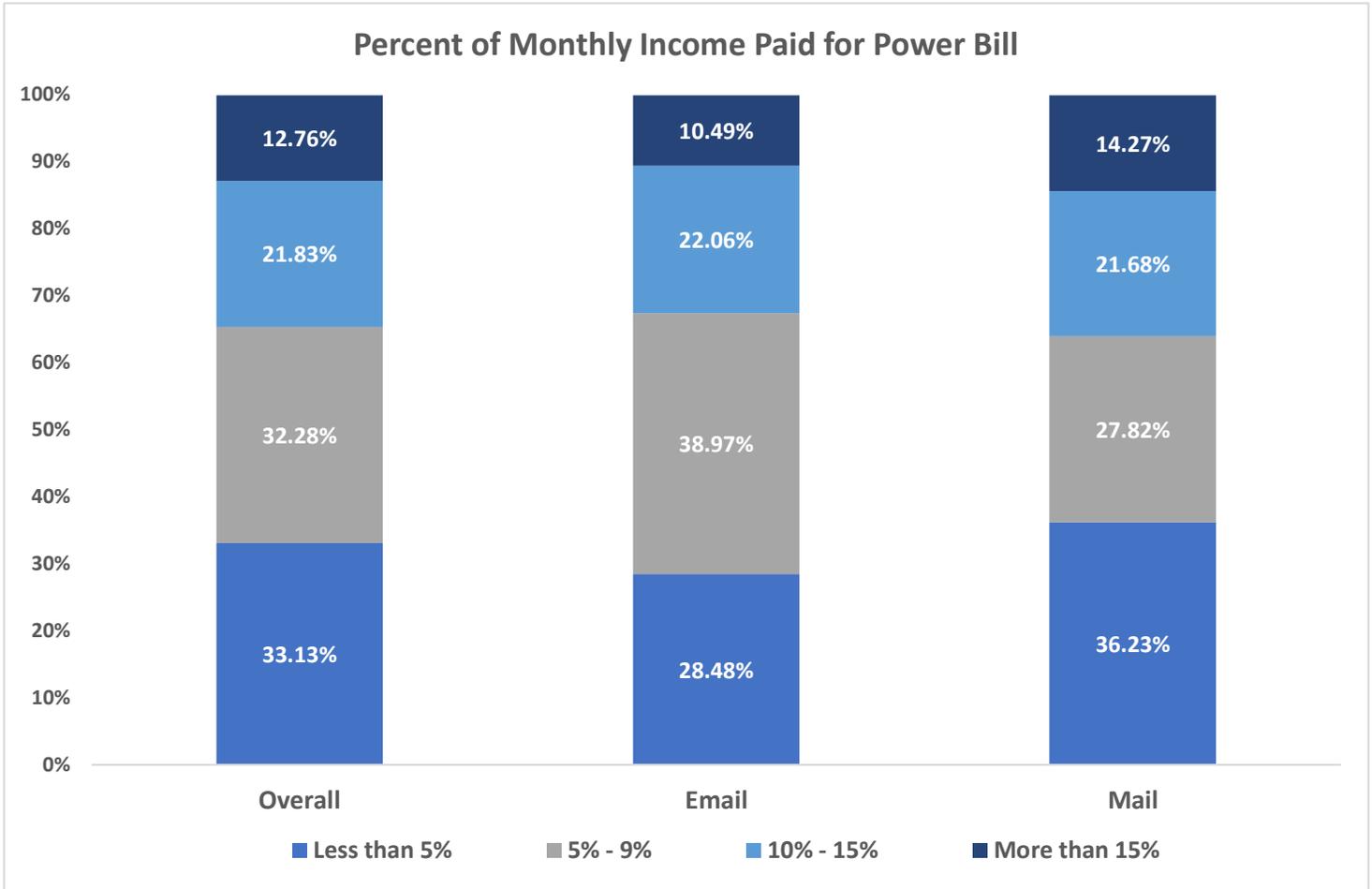
Have Trouble Paying Power bill



Q3

I pay ___ percent of my monthly household income towards my monthly power bill.

| | Overall | Email Responses | Mail Responses |
|---------------|----------------|------------------------|-----------------------|
| Less than 5% | 387 33.13% | 133 28.48% | 254 36.23% |
| 5% - 9% | 377 32.28% | 182 38.97% | 195 27.82% |
| 10% - 15% | 255 21.83% | 103 22.06% | 152 21.68% |
| More than 15% | 149 12.76% | 49 10.49% | 100 14.27% |
| Total | 1168 | 467 | 701 |

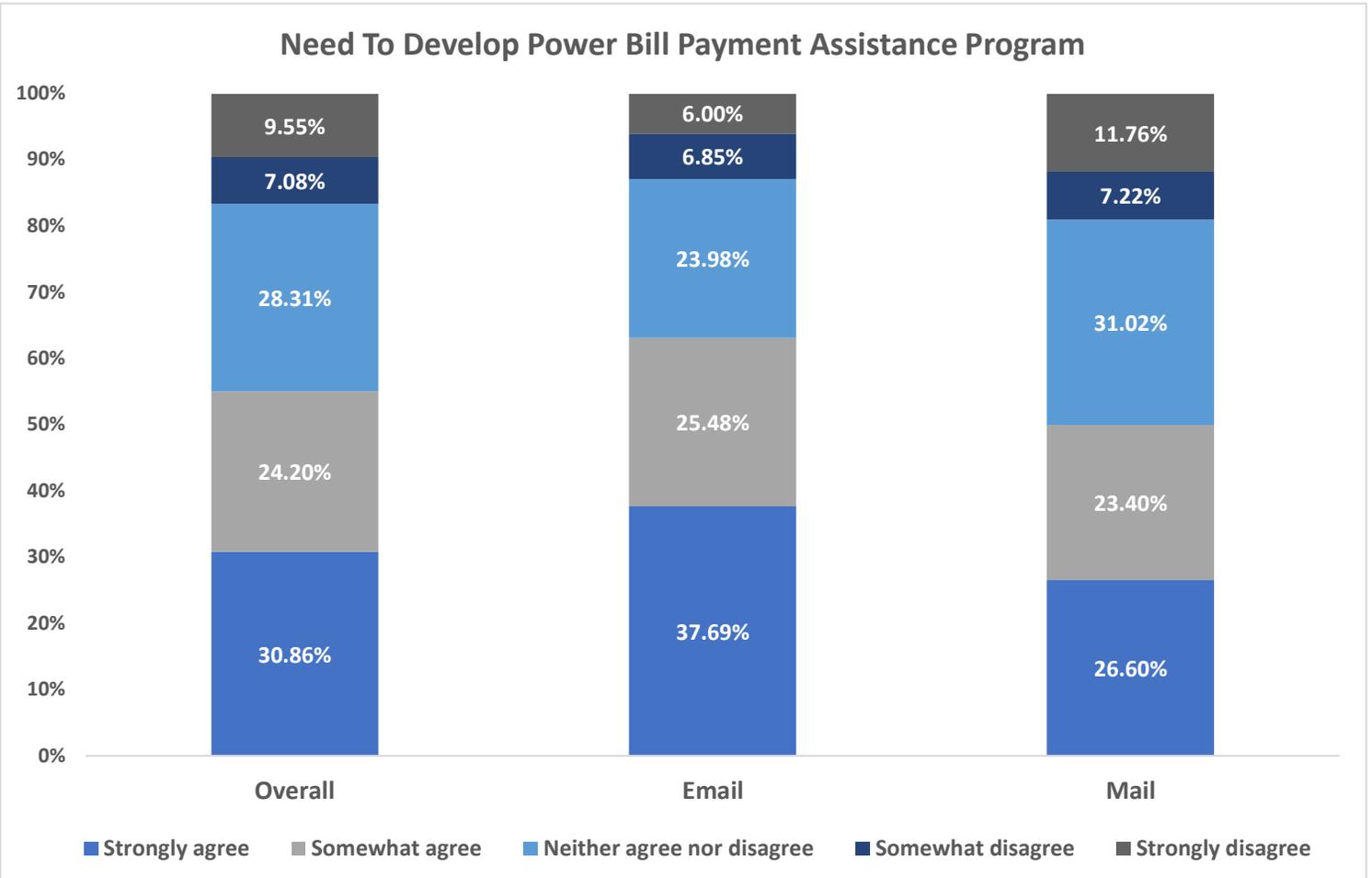


Q4

There is a need to develop a new program to assist customers who struggle to pay their power bills?

| | Overall | | Email Responses | | Mail Responses | |
|----------------------------|-------------|--------|-----------------|--------|----------------|--------|
| Strongly agree | 375 | 30.86% | 176 | 37.69% | 199 | 26.60% |
| Somewhat agree | 294 | 24.20% | 119 | 25.48% | 175 | 23.40% |
| Neither agree nor disagree | 344 | 28.31% | 112 | 23.98% | 232 | 31.02% |
| Somewhat disagree | 86 | 7.08% | 32 | 6.85% | 54 | 7.22% |
| Strongly disagree | 116 | 9.55% | 28 | 6.00% | 88 | 11.76% |
| Total | 1215 | | 467 | | 748 | |

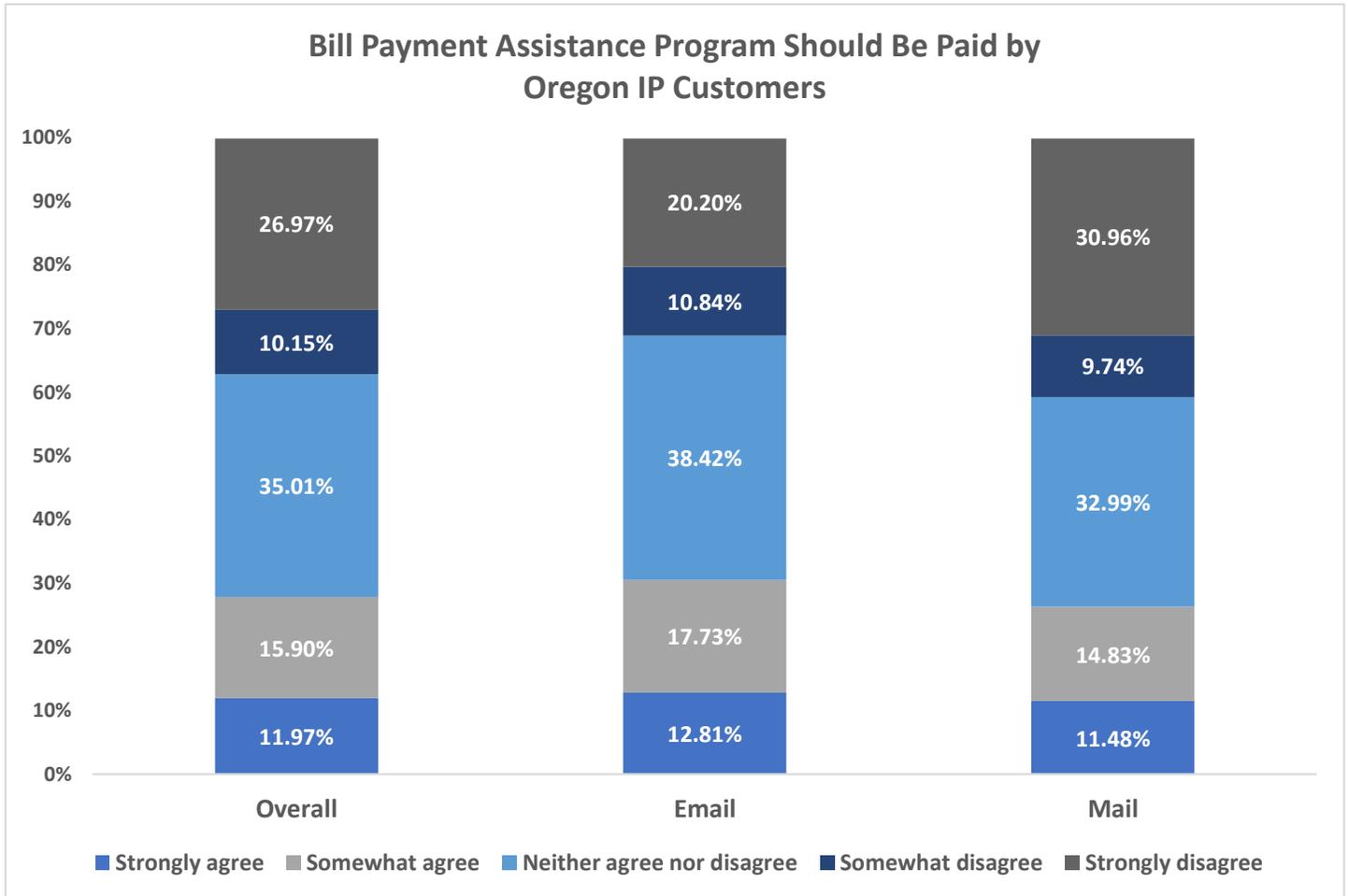
Need To Develop Power Bill Payment Assistance Program



Q6

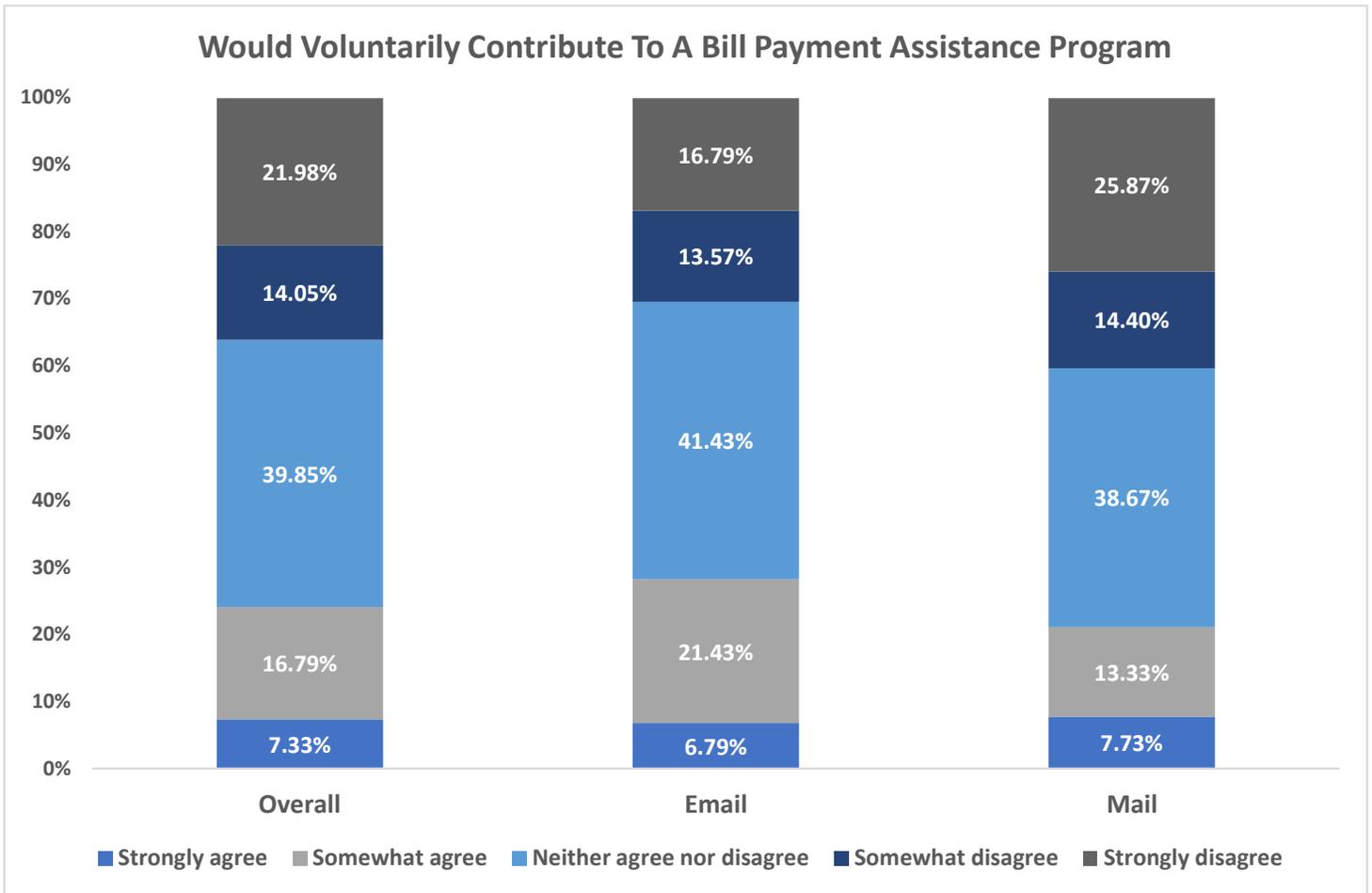
The costs of a bill-payment assistance program should be collected in rates paid by Idaho Power customers in Oregon.

| | Overall | | Email Responses | | Mail Responses | |
|----------------------------|-------------|--------|-----------------|--------|----------------|--------|
| Strongly agree | 131 | 11.97% | 52 | 12.81% | 79 | 11.48% |
| Somewhat agree | 174 | 15.90% | 72 | 17.73% | 102 | 14.83% |
| Neither agree nor disagree | 383 | 35.01% | 156 | 38.42% | 227 | 32.99% |
| Somewhat disagree | 111 | 10.15% | 44 | 10.84% | 67 | 9.74% |
| Strongly disagree | 295 | 26.97% | 82 | 20.20% | 213 | 30.96% |
| Total | 1094 | | 406 | | 688 | |



I would voluntarily contribute to a program to assist customers who struggle with paying their power bills.

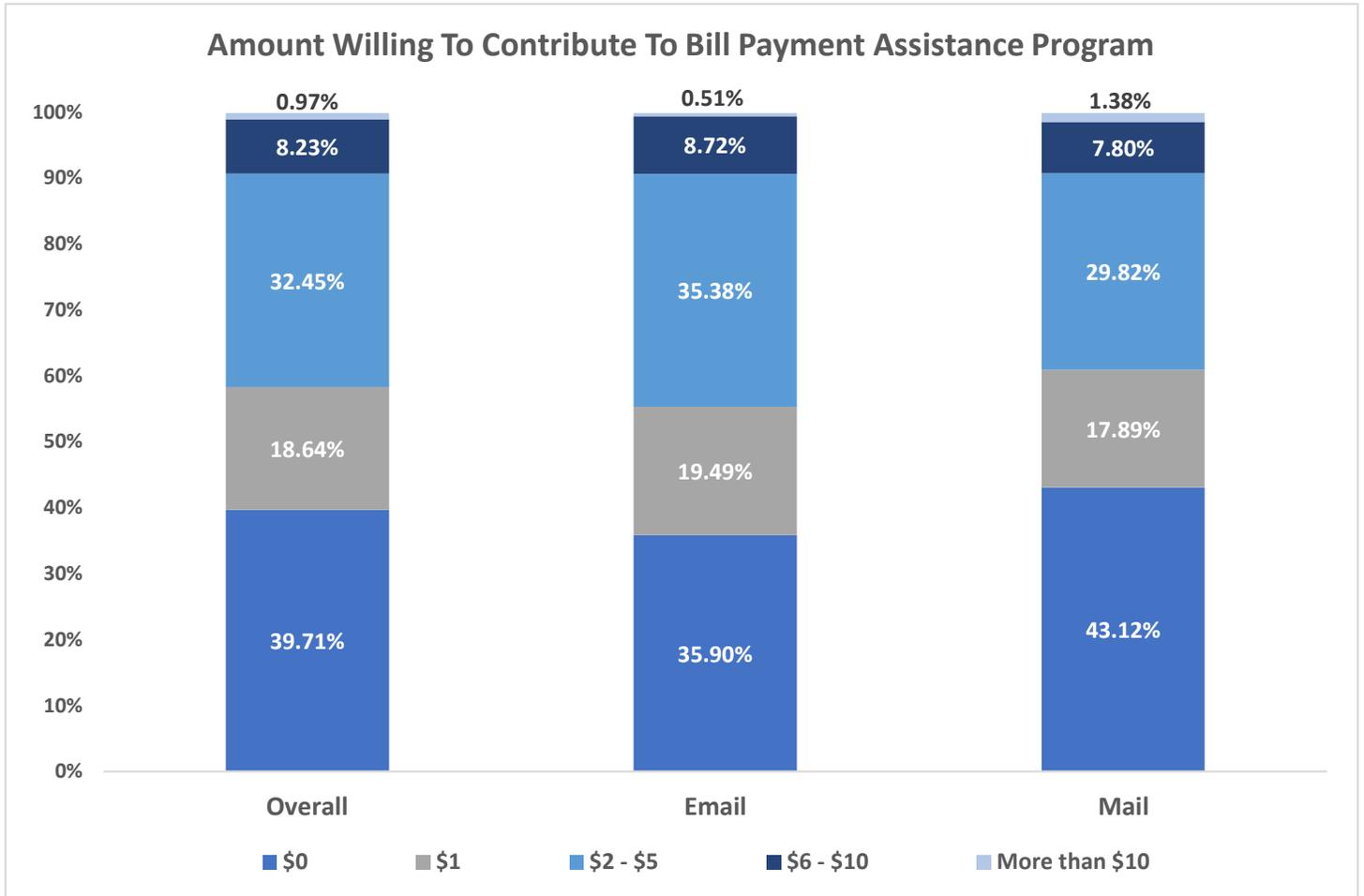
| | Overall | Email Responses | Mail Responses |
|----------------------------|------------|-----------------|----------------|
| Strongly agree | 48 7.33% | 19 6.79% | 29 7.73% |
| Somewhat agree | 110 16.79% | 60 21.43% | 50 13.33% |
| Neither agree nor disagree | 261 39.85% | 116 41.43% | 145 38.67% |
| Somewhat disagree | 92 14.05% | 38 13.57% | 54 14.40% |
| Strongly disagree | 144 21.98% | 47 16.79% | 97 25.87% |
| Total | 655 | 280 | 375 |



Q10

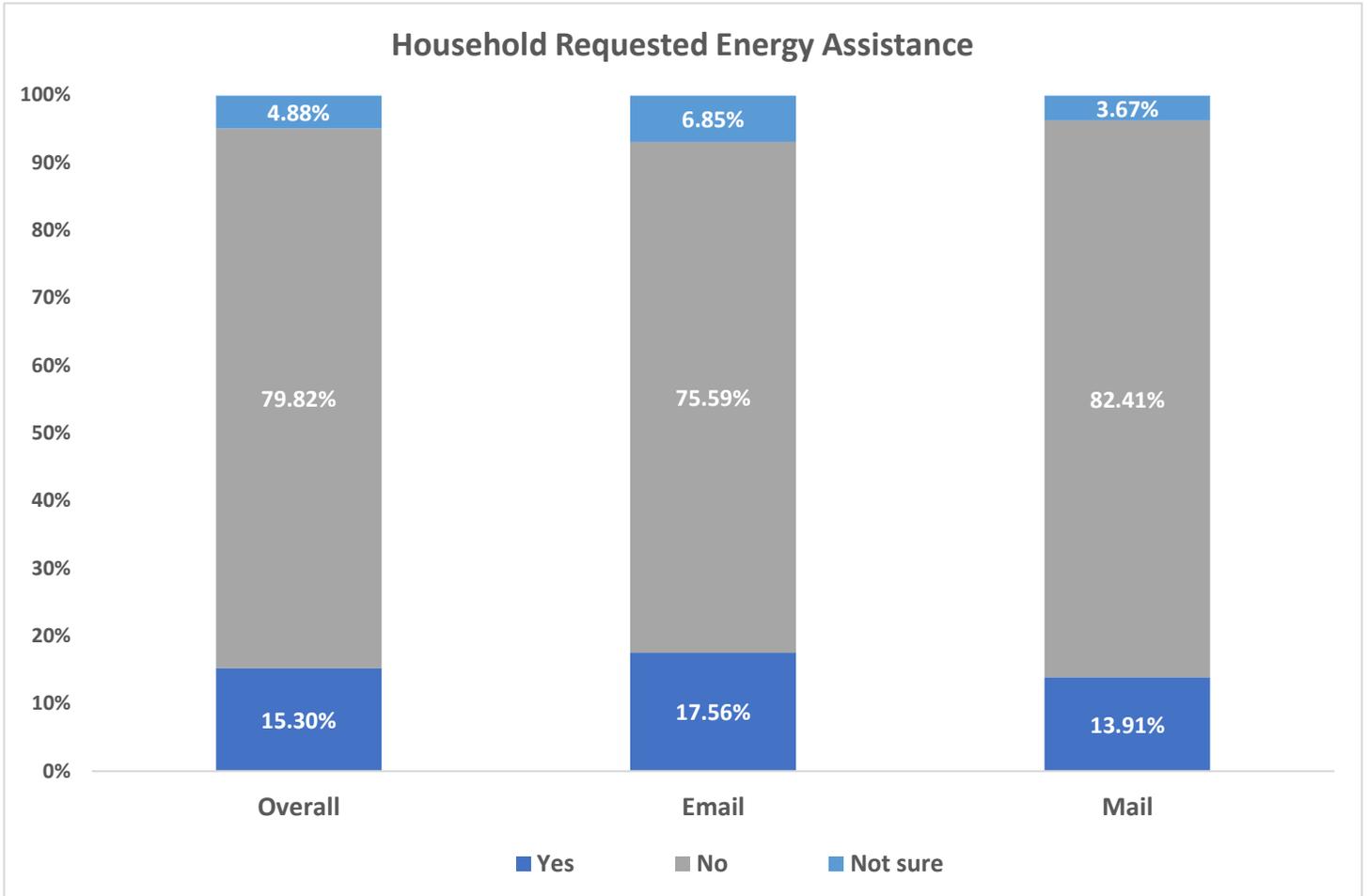
I would voluntarily contribute ___ per month to fund a bill-assistance program for helping customers who struggle to pay their power bills.

| | Overall | Email Responses | Mail Responses |
|----------------|----------------|------------------------|-----------------------|
| \$0 | 164 39.71% | 70 35.90% | 94 43.12% |
| \$1 | 77 18.64% | 38 19.49% | 39 17.89% |
| \$2 - \$5 | 134 32.45% | 69 35.38% | 65 29.82% |
| \$6 - \$10 | 34 8.23% | 17 8.72% | 17 7.80% |
| More than \$10 | 4 0.97% | 1 0.51% | 3 1.38% |
| Total | 413 | 195 | 218 |



My household has requested energy bill assistance at some point since January 2021 (e. g. LIHEAP, etc.).

| | Overall | Email Responses | Mail Responses |
|--------------|----------------|------------------------|-----------------------|
| Yes | 188 15.30% | 82 17.56% | 106 13.91% |
| No | 981 79.82% | 353 75.59% | 628 82.41% |
| Not sure | 60 4.88% | 32 6.85% | 28 3.67% |
| Total | 1229 | 467 | 762 |

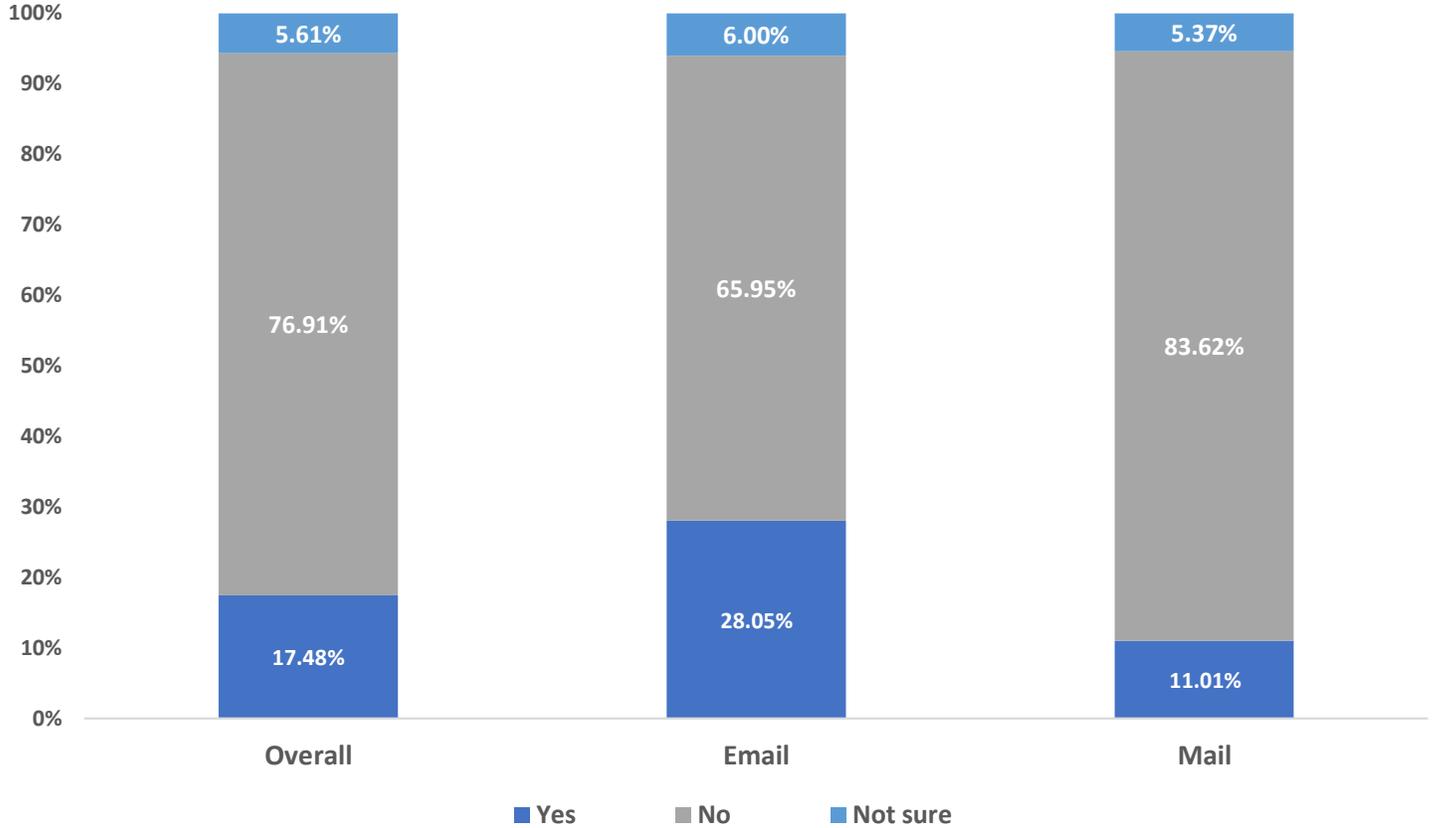


Q12

I have had a past due balance on my Idaho Power bill at some point since January 2021.

| | Overall | Email Responses | Mail Responses |
|--------------|----------------|------------------------|-----------------------|
| Yes | 215 17.48% | 131 28.05% | 84 11.01% |
| No | 946 76.91% | 308 65.95% | 638 83.62% |
| Not sure | 69 5.61% | 28 6.00% | 41 5.37% |
| Total | 1230 | 467 | 763 |

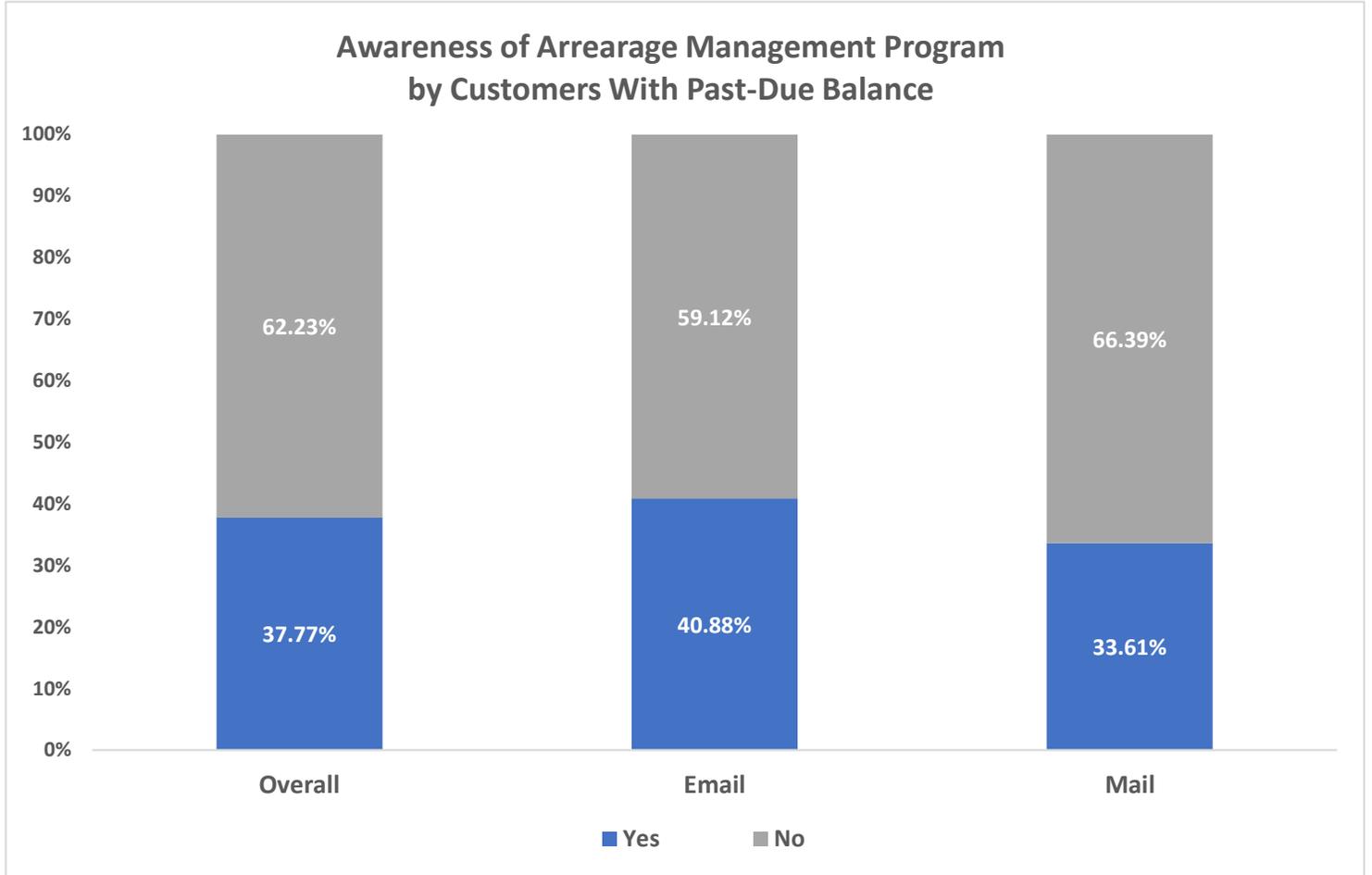
Had Past Due Balance



Q13

I am aware of an Arrearage Management Program offered by Idaho Power to help Oregon customers resolve past-due power bills.

| | Overall | Email Responses | Mail Responses |
|--------------|----------------|------------------------|-----------------------|
| Yes | 105 37.77% | 65 40.88% | 40 33.61% |
| No | 173 62.23% | 94 59.12% | 79 66.39% |
| Total | 278 | 159 | 119 |



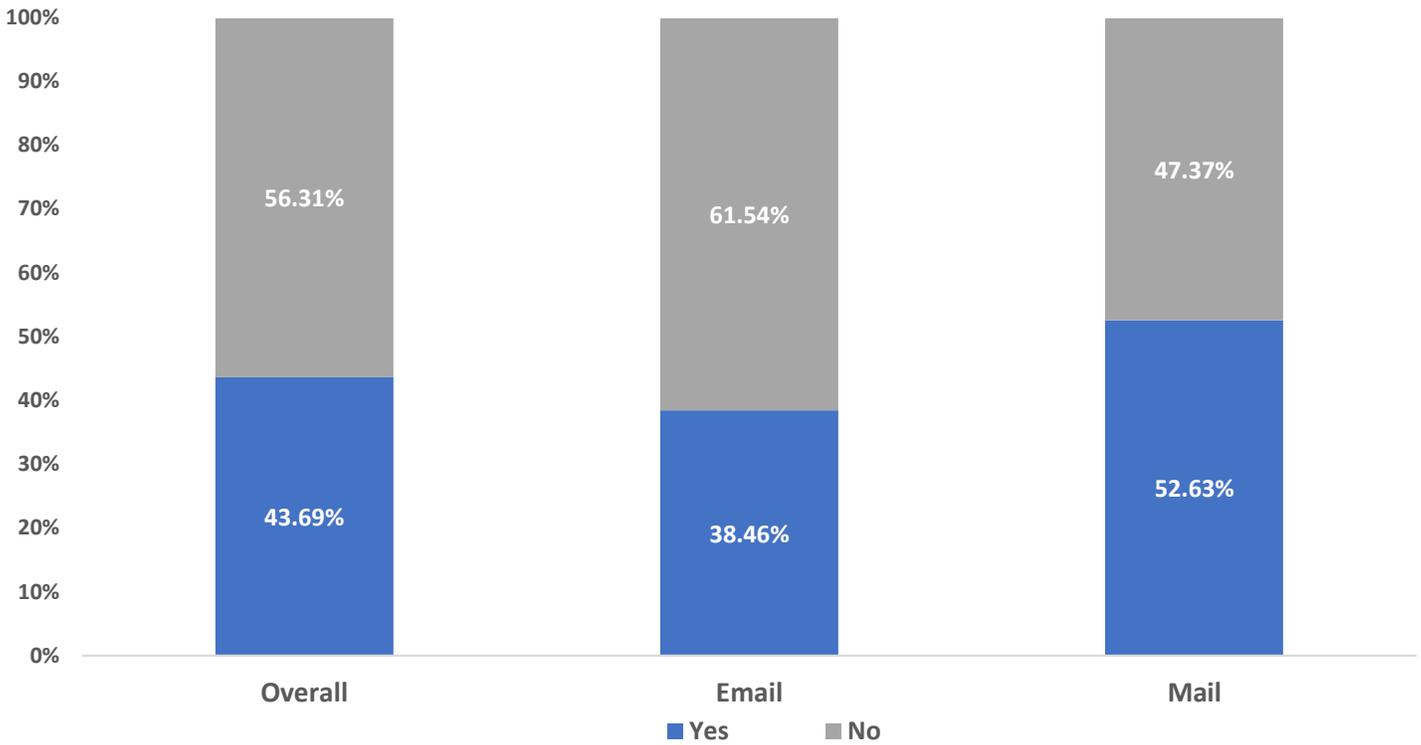
Q14

I participated in Idaho Power's Arrearage Management

Program.

| | Overall | Email Responses | Mail Responses |
|--------------|----------------|------------------------|-----------------------|
| Yes | 45 43.69% | 25 38.46% | 20 52.63% |
| No | 58 56.31% | 40 61.54% | 18 47.37% |
| Total | 103 | 65 | 38 |

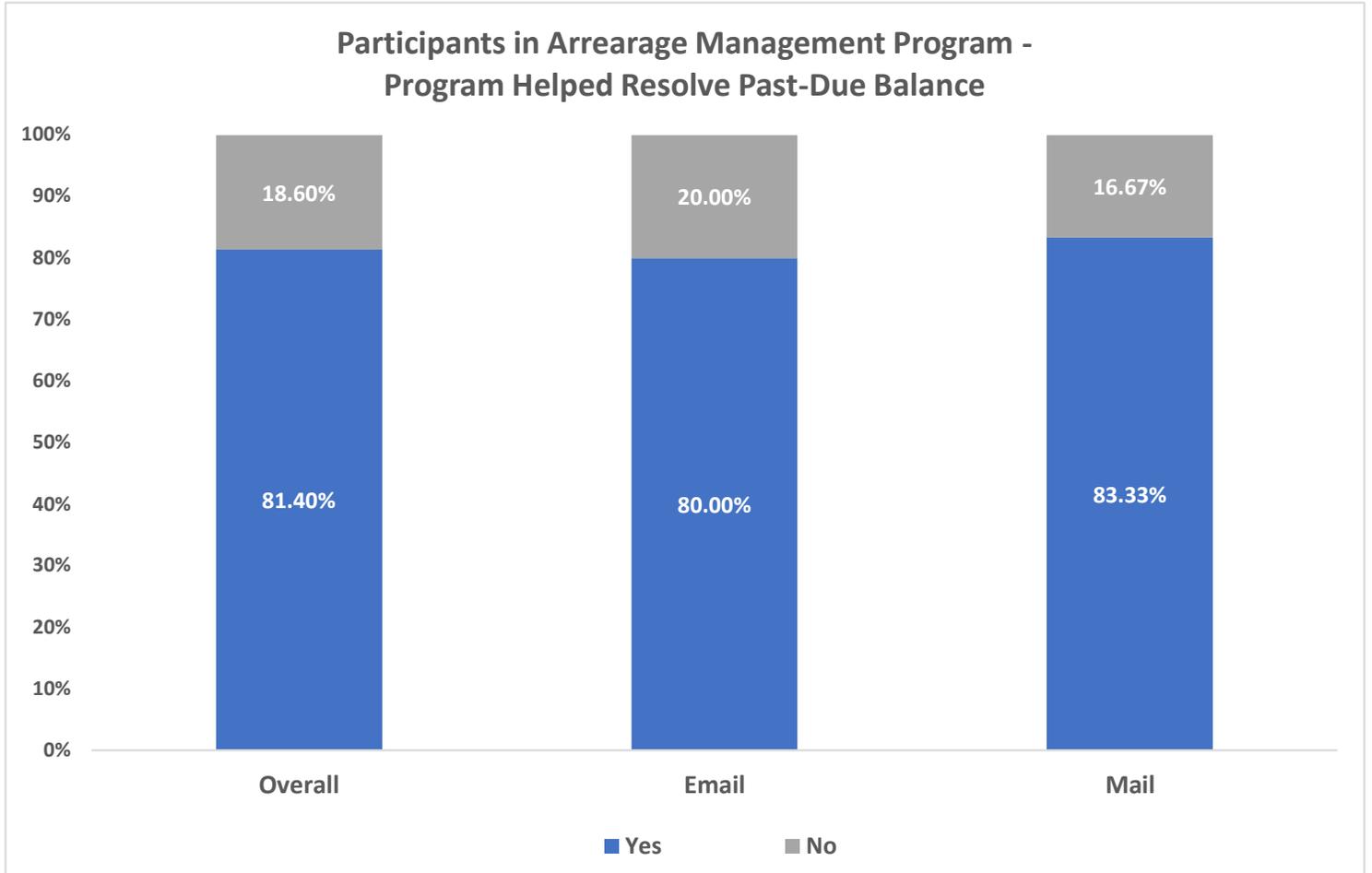
**Customer With Past-Due Balance -
Aware of Arrearage Management Program
Participated in Arrearage Management Program**



Q15

Idaho Power’s Arrearage Management Program helped me resolve a past-due balance on my power bill.

| | Overall | Email Responses | Mail Responses |
|--------------|----------------|------------------------|-----------------------|
| Yes | 35 81.40% | 20 80.00% | 15 83.33% |
| No | 8 18.60% | 5 20.00% | 3 16.67% |
| Total | 43 | 25 | 18 |

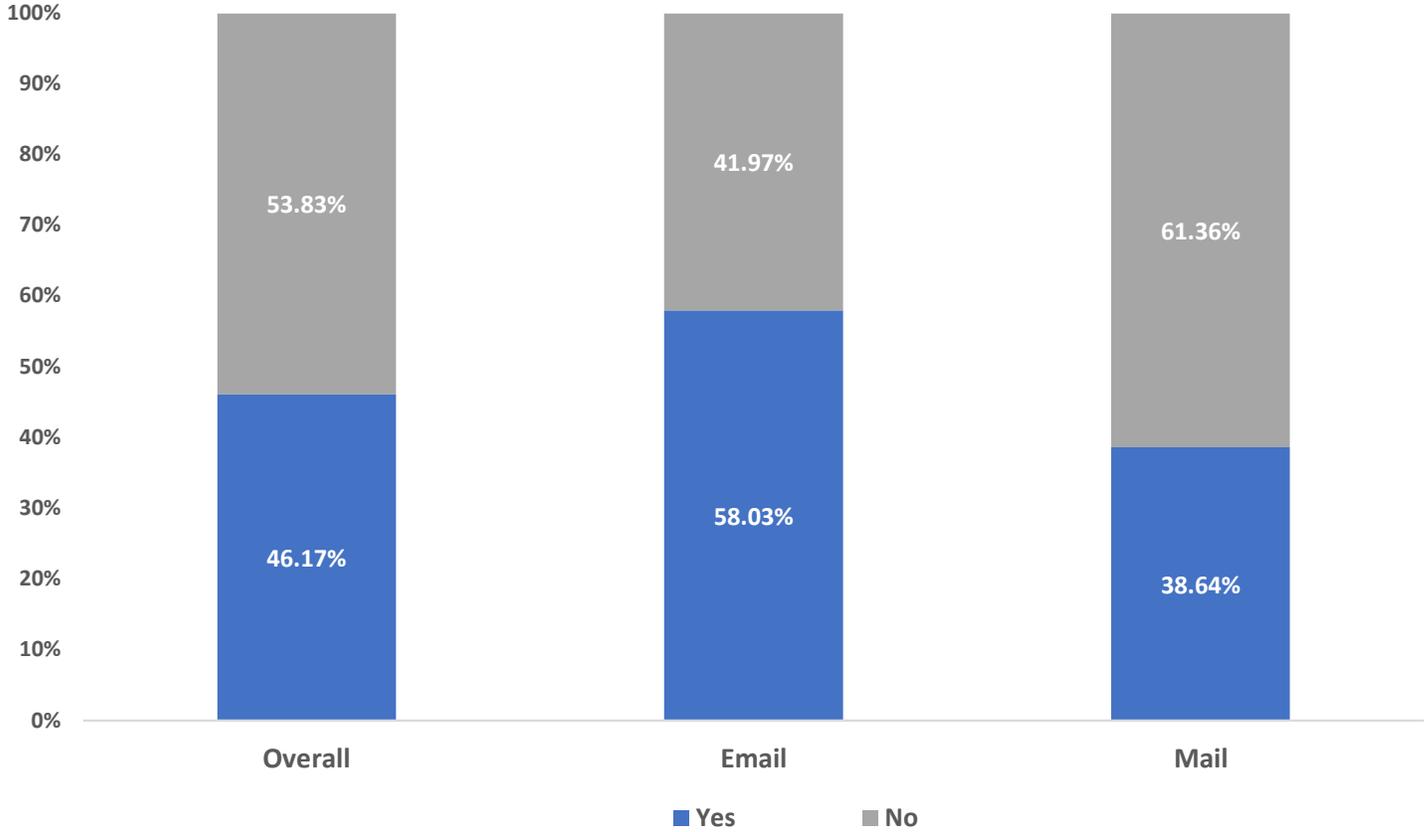


Q16

I would find value in an educational workshop that focused on helping identify ways to reduce my power bill.

| | Overall | Email Responses | Mail Responses |
|--------------|----------------|------------------------|-----------------------|
| Yes | 555 46.17% | 271 58.03% | 284 38.64% |
| No | 647 53.83% | 196 41.97% | 451 61.36% |
| Total | 1202 | 467 | 735 |

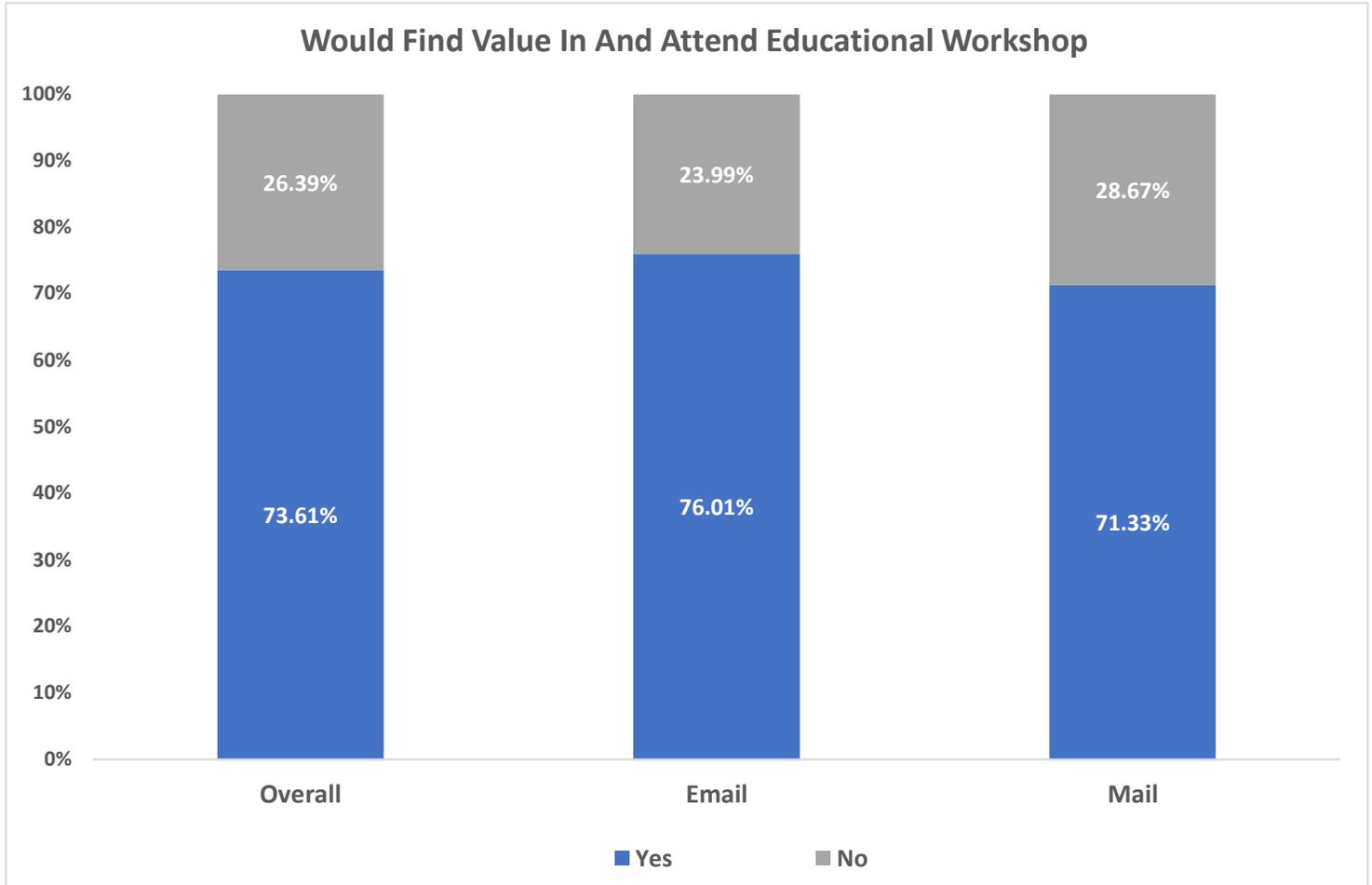
Value In Educational Workshop



Q17

I would attend an educational workshop that focused on helping identify ways to reduce my power bill.

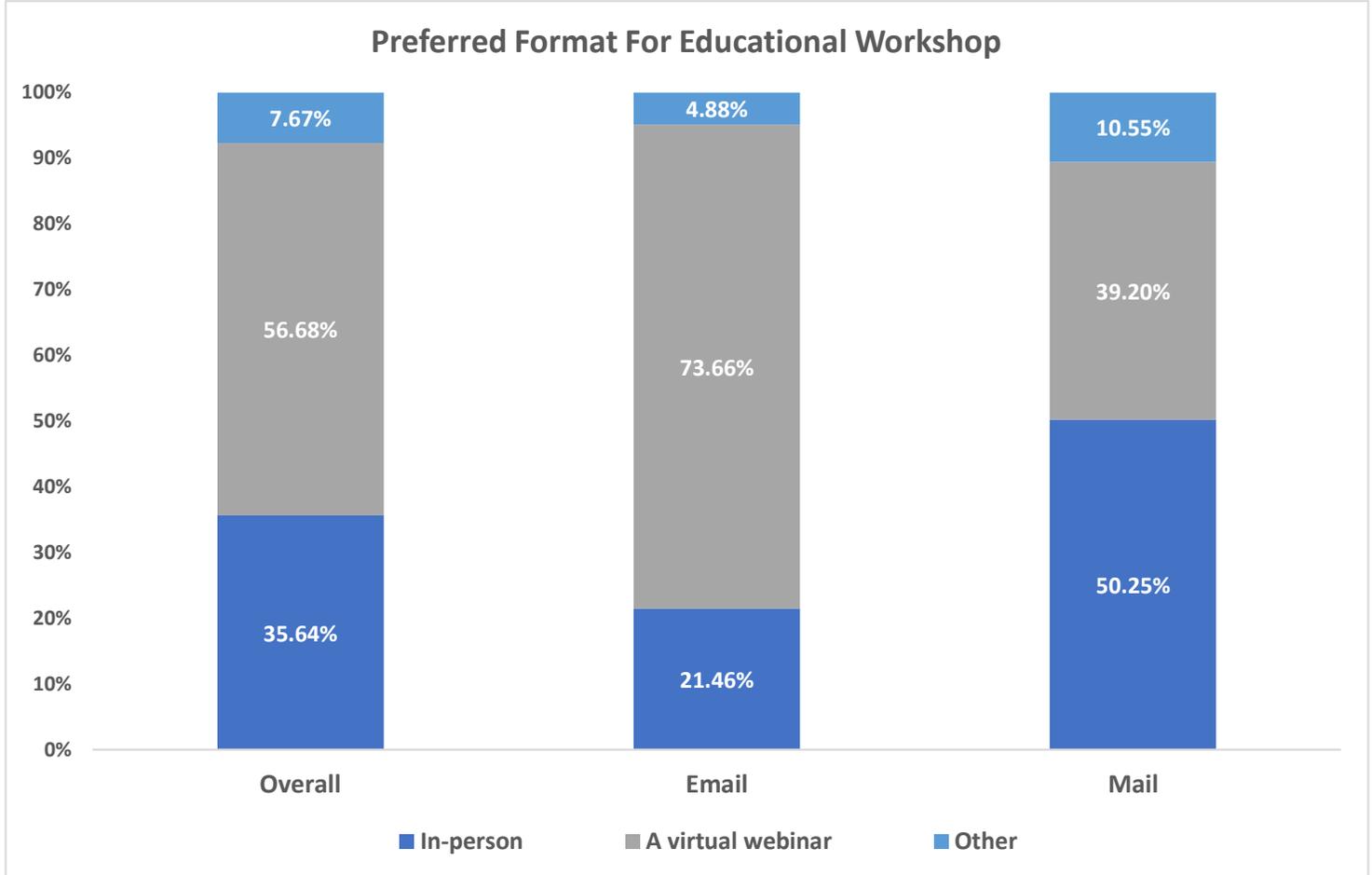
| | Overall | Email Responses | Mail Responses |
|--------------|----------------|------------------------|-----------------------|
| Yes | 410 73.61% | 206 76.01% | 204 71.33% |
| No | 147 26.39% | 65 23.99% | 82 28.67% |
| Total | 557 | 271 | 286 |



Q19

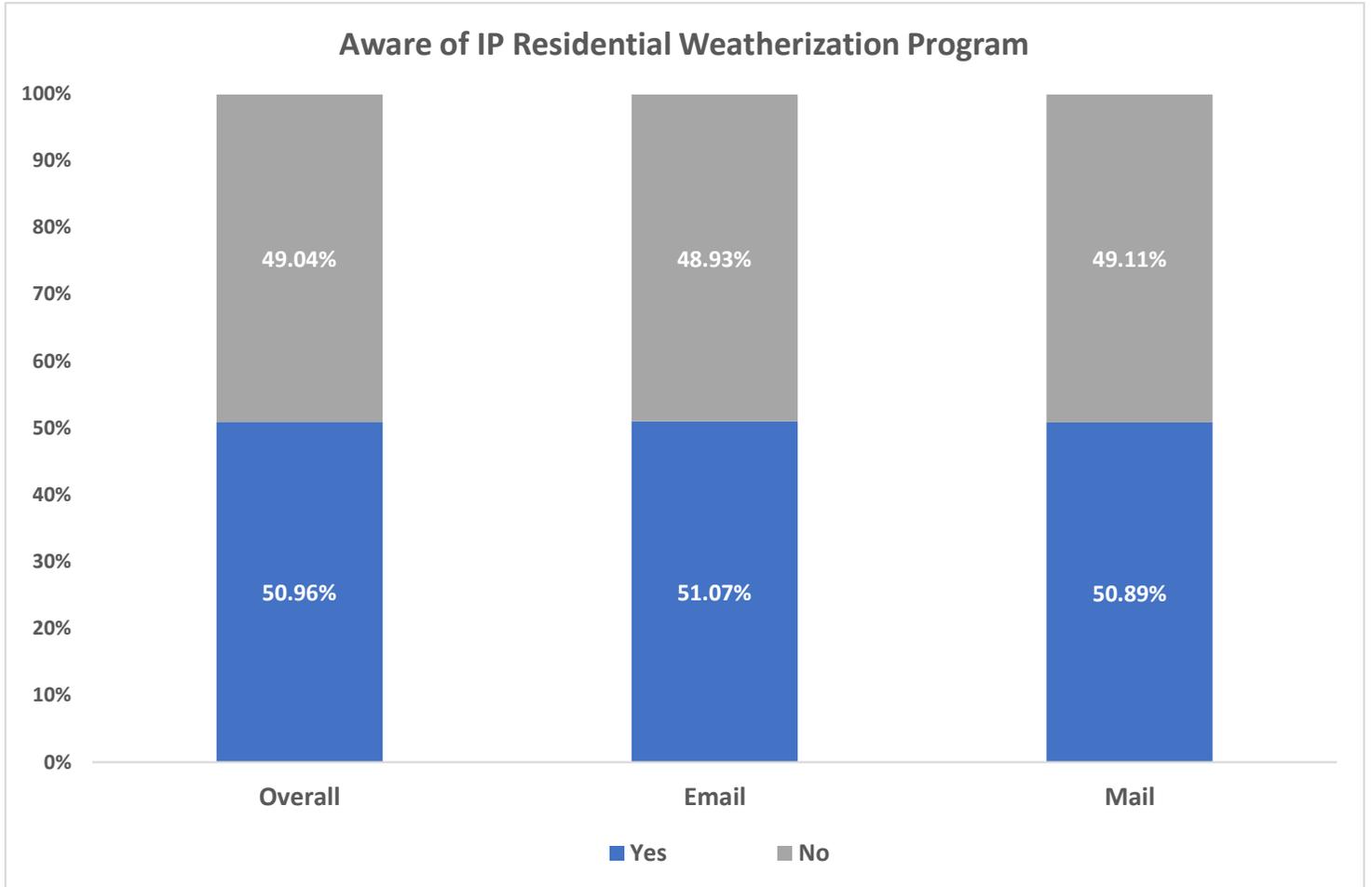
I would prefer the selected format below for an educational workshop.

| | Overall | Email Responses | Mail Responses |
|-------------------|----------------|------------------------|-----------------------|
| In-person | 144 35.64% | 44 21.46% | 100 50.25% |
| A virtual webinar | 229 56.68% | 151 73.66% | 78 39.20% |
| Other | 31 7.67% | 10 4.88% | 21 10.55% |
| Total | 404 | 205 | 199 |



I am aware of Idaho Power’s residential weatherization program for low-income customers offered through a local assistance agency?

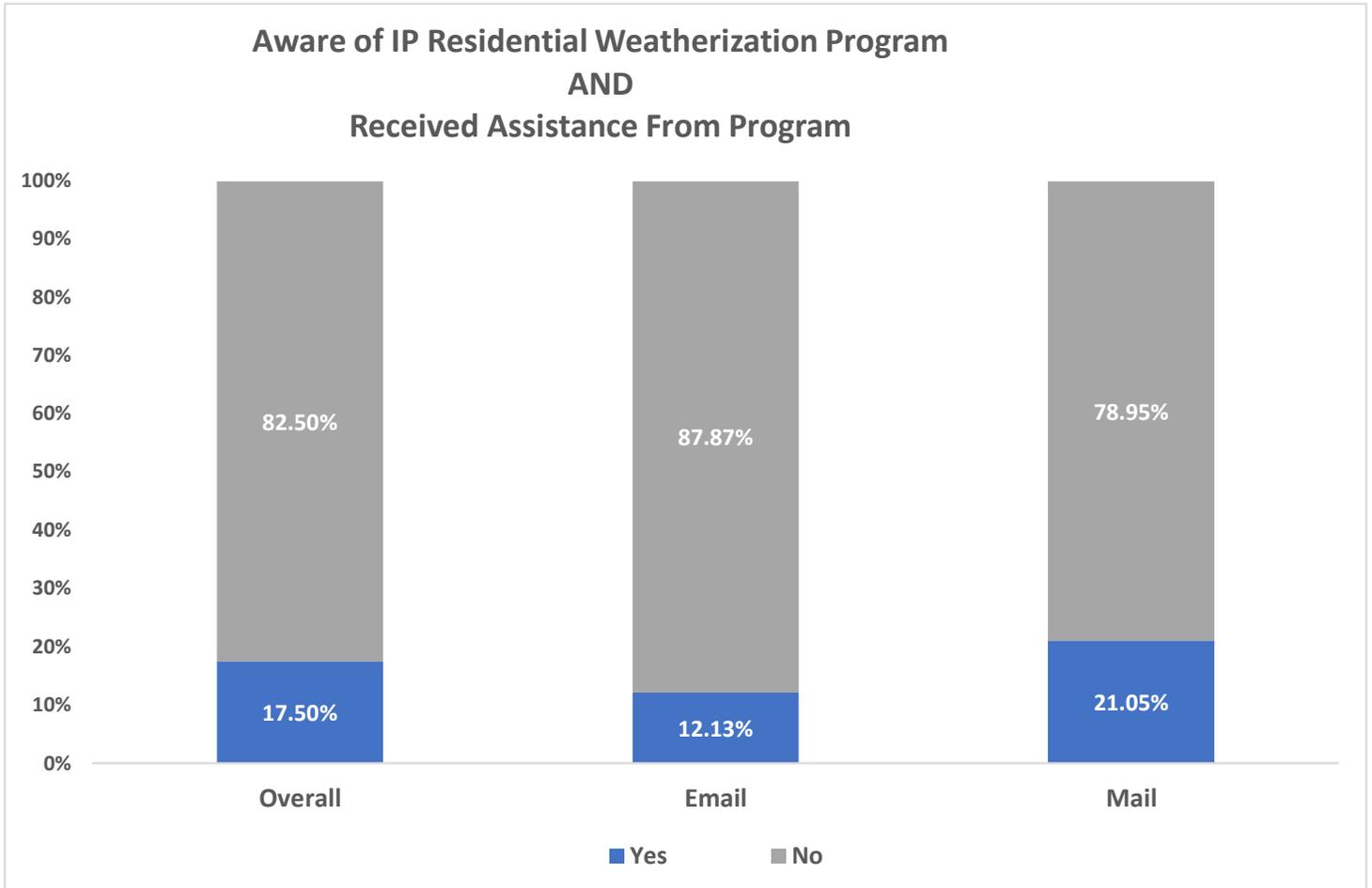
| | Overall | Email Responses | | Mail Responses | |
|--------------|----------------|------------------------|--------|-----------------------|--------|
| Yes | 611 50.96% | 239 | 51.07% | 372 | 50.89% |
| No | 588 49.04% | 229 | 48.93% | 359 | 49.11% |
| Total | 1199 | 468 | | 731 | |



Q22

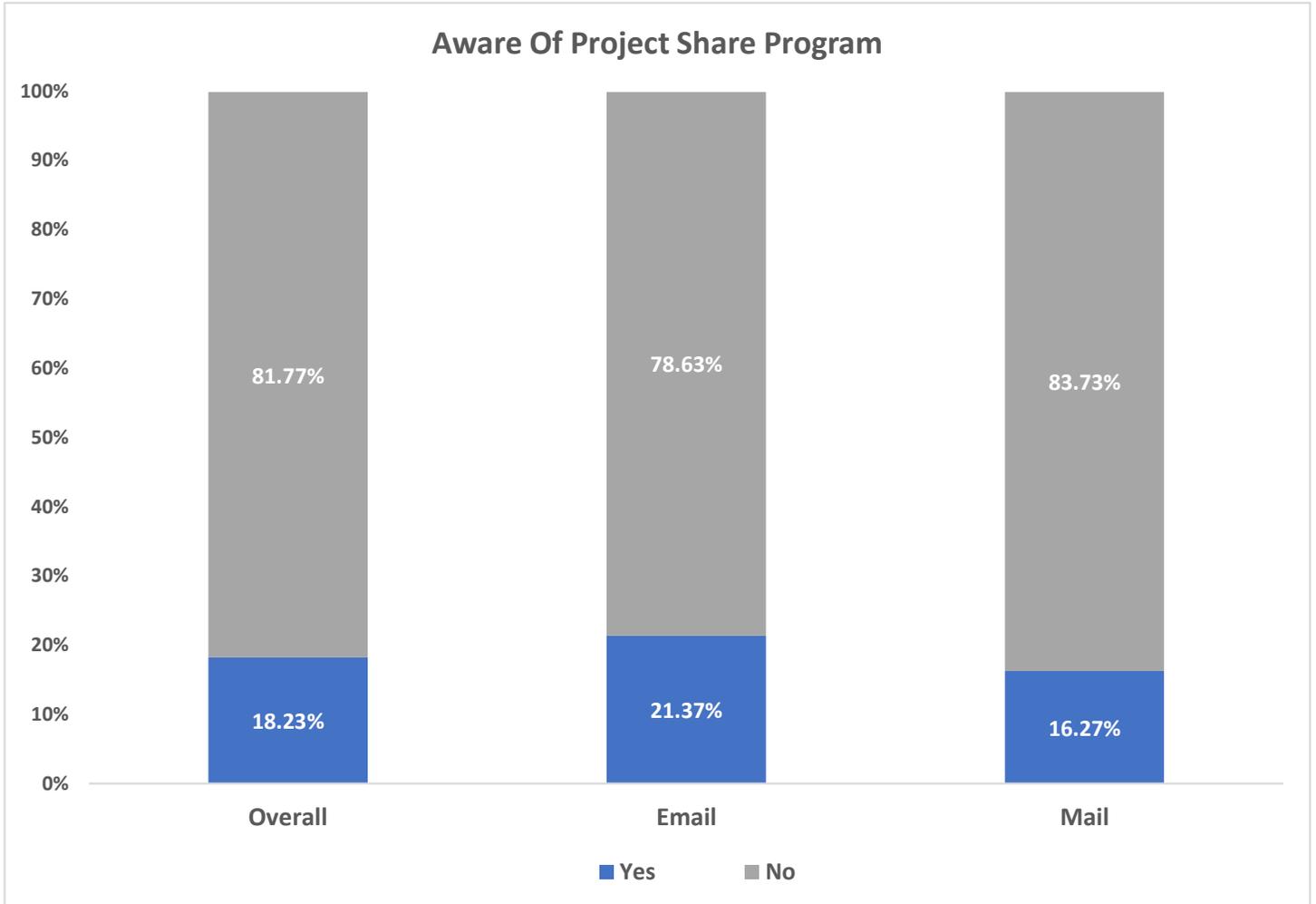
I have received weatherization assistance from Idaho Power's program offered through a local assistance agency.

| | Overall | Email Responses | | Mail Responses | |
|--------------|----------------|------------------------|------------|-----------------------|--|
| Yes | 105 17.50% | 29 12.13% | 76 21.05% | | |
| No | 495 82.50% | 210 87.87% | 285 78.95% | | |
| Total | 600 | 239 | 361 | | |



I am aware of Idaho Power’s Project Share program administered through The Salvation Army.

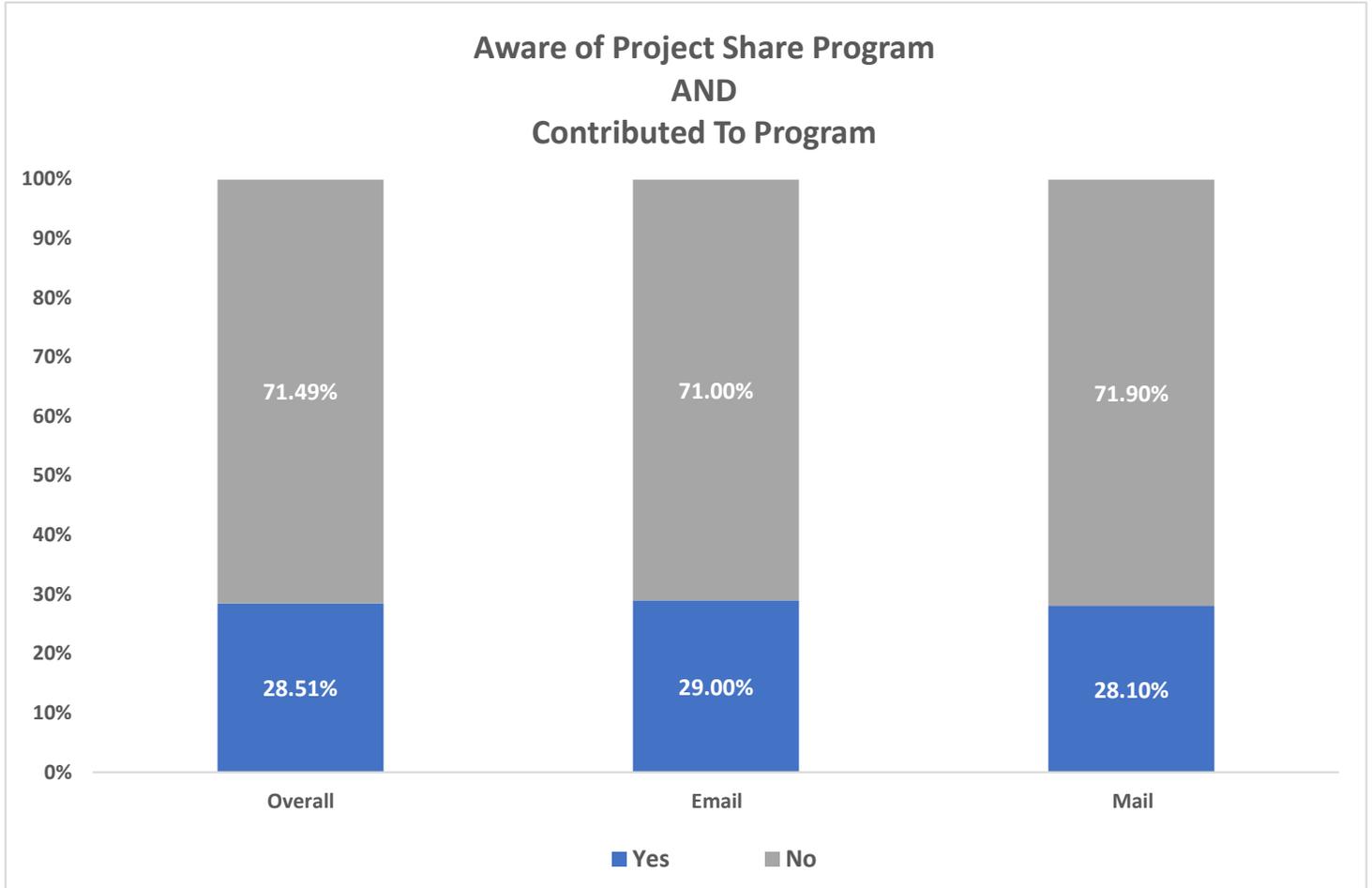
| | Overall | Email Responses | Mail Responses |
|--------------|----------------|------------------------|-----------------------|
| Yes | 222 18.23% | 100 21.37% | 122 16.27% |
| No | 996 81.77% | 368 78.63% | 628 83.73% |
| Total | 1218 | 468 | 750 |



Q24

I have contributed to Idaho Power's Project Share program.

| | Overall | Email Responses | Mail Responses |
|--------------|----------------|------------------------|-----------------------|
| Yes | 63 28.51% | 29 29.00% | 34 28.10% |
| No | 158 71.49% | 71 71.00% | 87 71.90% |
| Total | 221 | 100 | 121 |



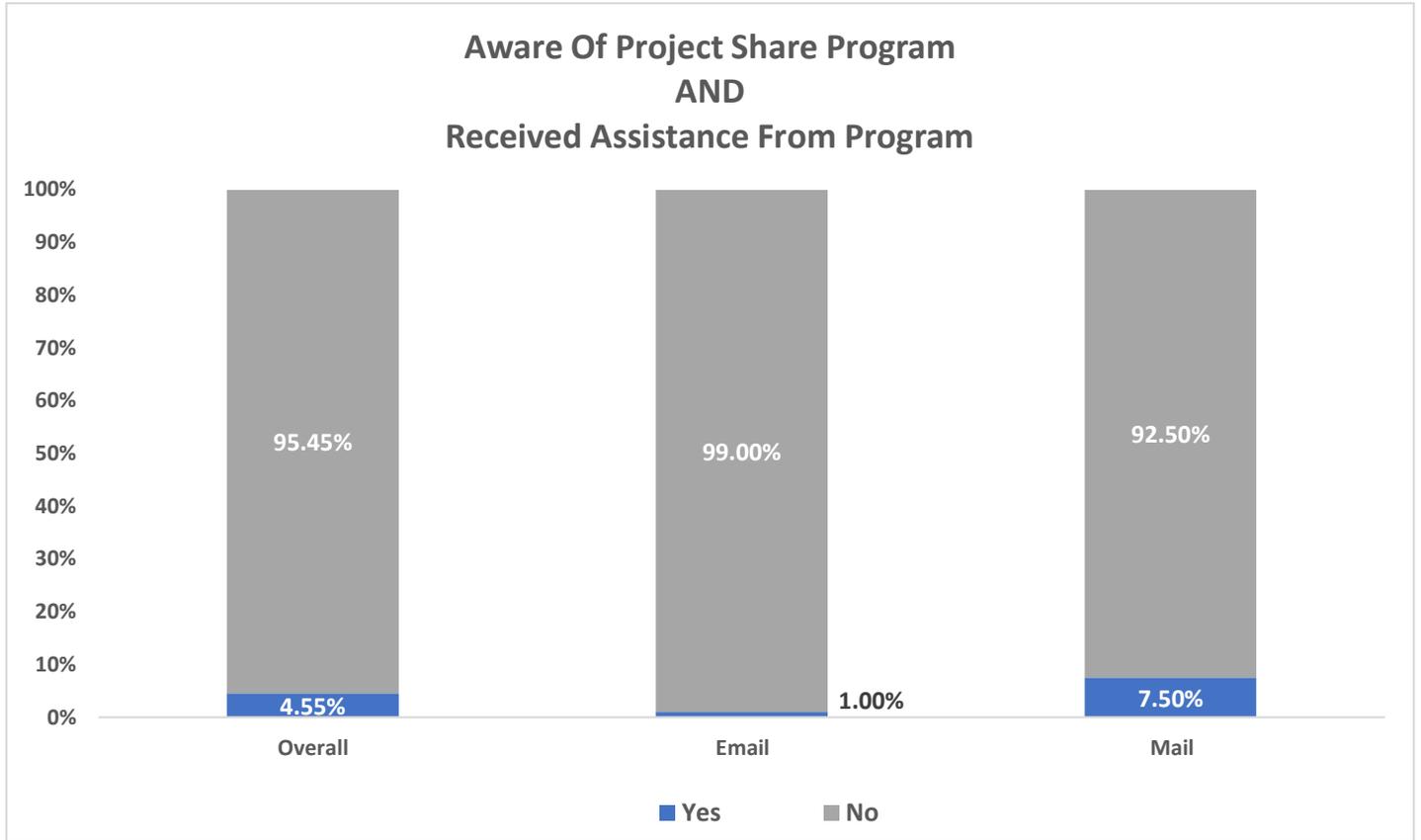
Q25

I have received assistance from Idaho Power's Project

Share program administered through The Salvation

Army.

| | Overall | | Email Responses | | Mail Responses | |
|--------------|----------------|--------|------------------------|--------|-----------------------|--------|
| Yes | 10 | 4.55% | 1 | 1.00% | 9 | 7.50% |
| No | 210 | 95.45% | 99 | 99.00% | 111 | 92.50% |
| Total | 220 | | 100 | | 120 | |

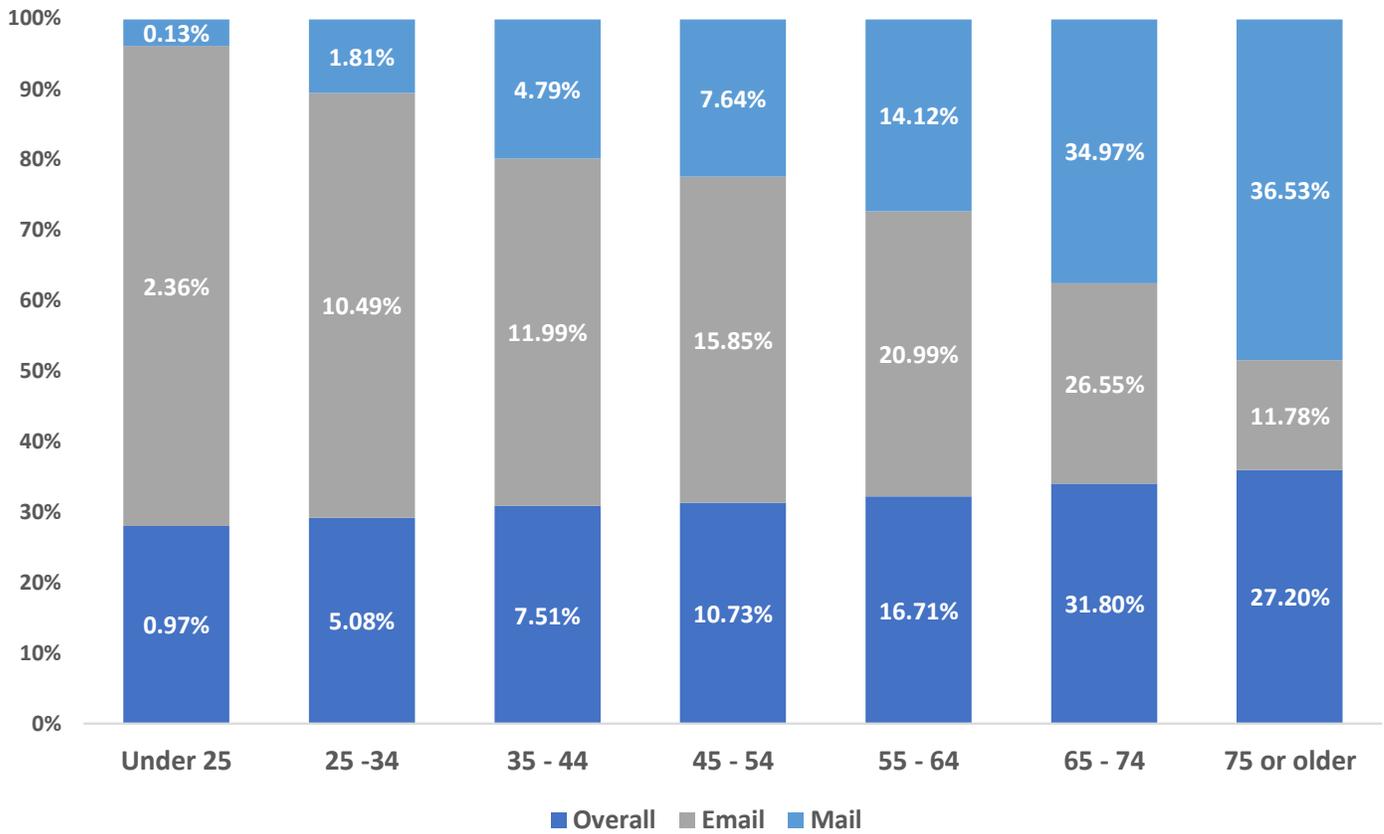


My age is best described as ...

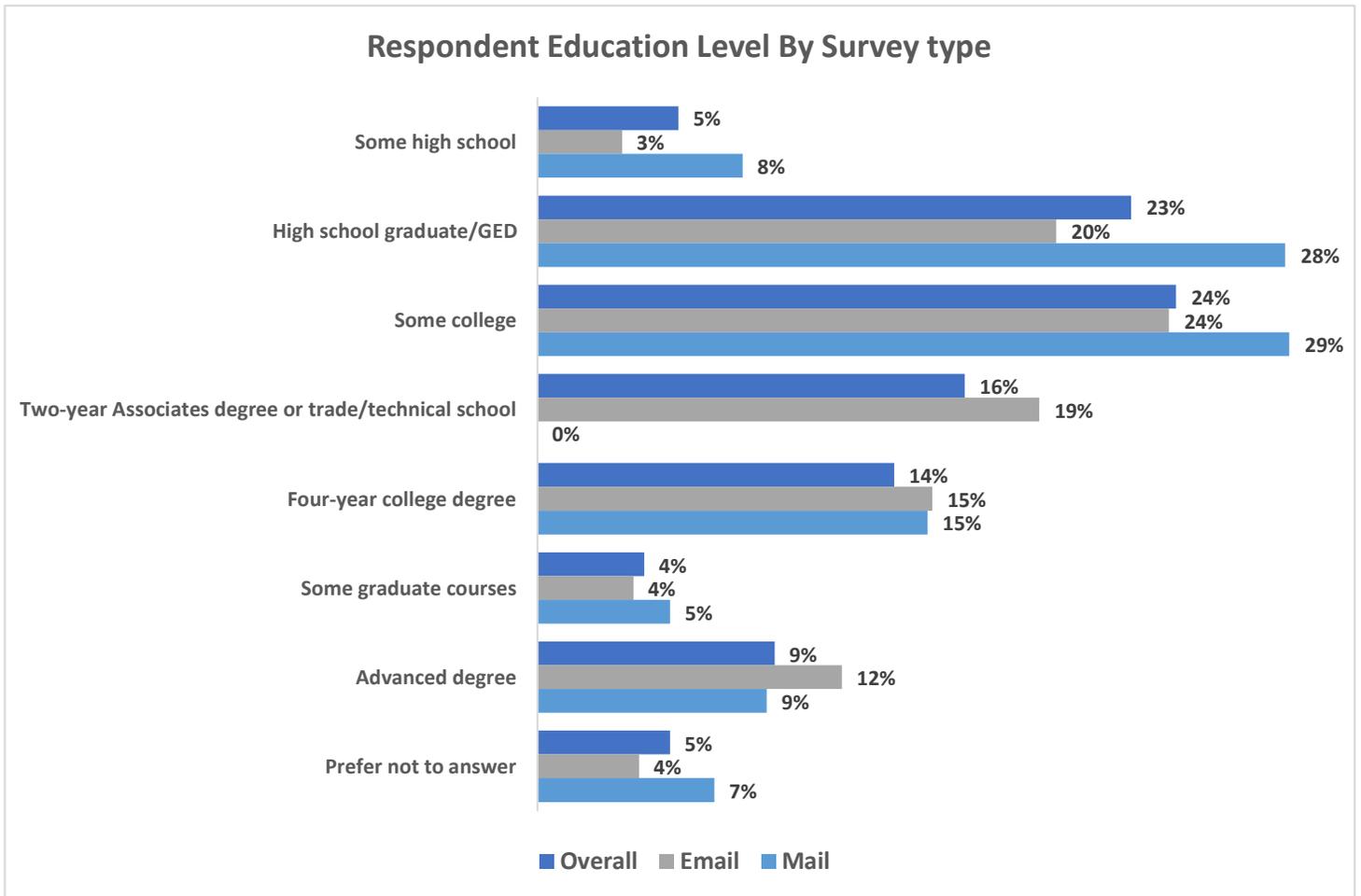
| | Overall | Email Responses | Mail Responses |
|-------------|------------|-----------------|----------------|
| Under 25 | 12 0.97% | 11 2.36% | 1 0.13% |
| 25 -34 | 63 5.08% | 49 10.49% | 14 1.81% |
| 35 - 44 | 93 7.51% | 56 11.99% | 37 4.79% |
| 45 - 54 | 133 10.73% | 74 15.85% | 59 7.64% |
| 55 - 64 | 207 16.71% | 98 20.99% | 109 14.12% |
| 65 - 74 | 394 31.80% | 124 26.55% | 270 34.97% |
| 75 or older | 337 27.20% | 55 11.78% | 282 36.53% |

| | | | |
|--------------|-------------|------------|------------|
| Total | 1239 | 467 | 772 |
|--------------|-------------|------------|------------|

Respondent Age



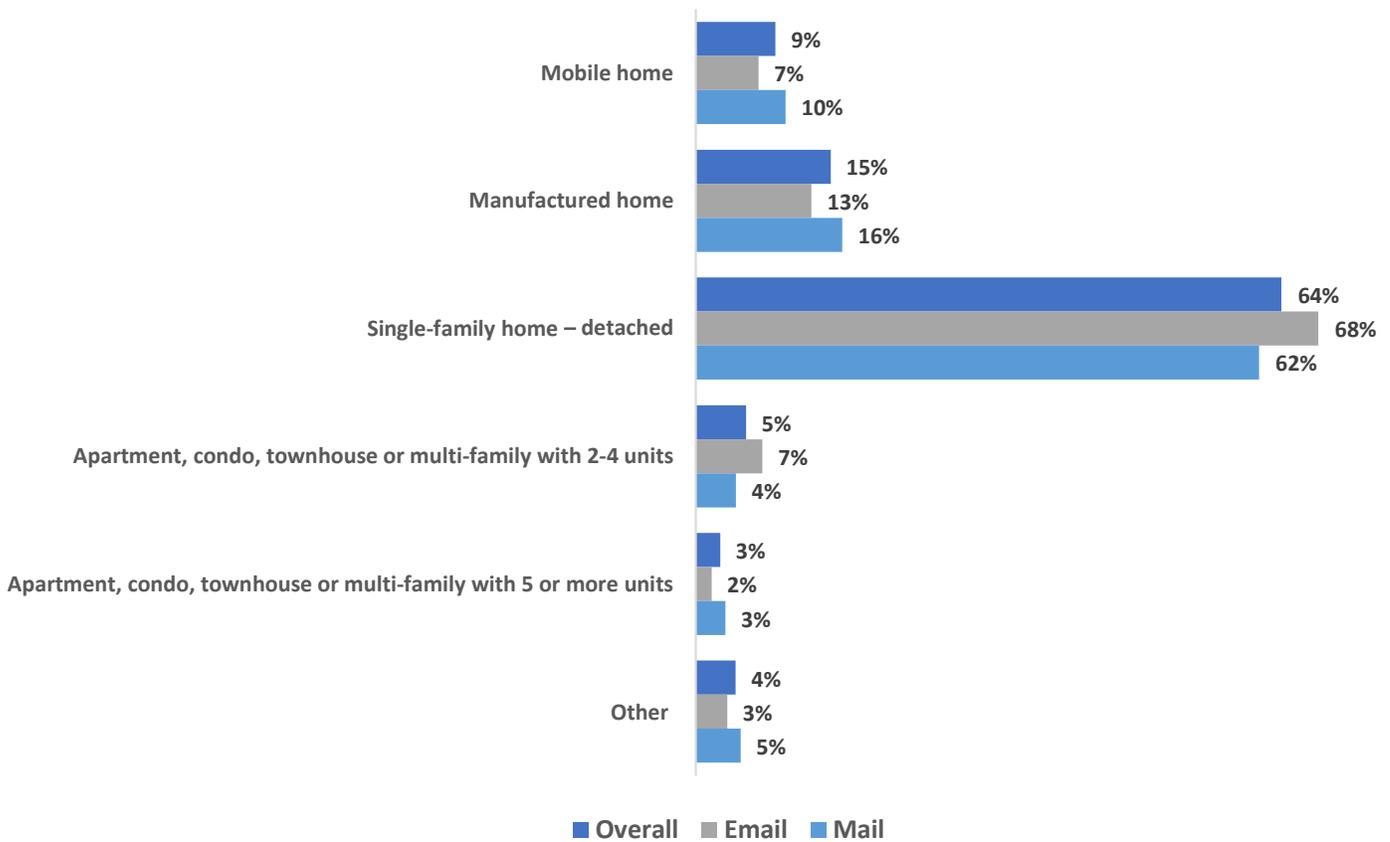
| The highest level of education I have completed is.. | Overall | Email Responses | Mail Responses |
|--|-------------|-----------------|----------------|
| Some high school | 66 5.35% | 15 3.21% | 51 7.79% |
| High school graduate/GED | 278 22.55% | 92 19.70% | 186 28.40% |
| Some college | 299 24.25% | 112 23.98% | 187 28.55% |
| Two-year Associates degree or trade/technical school | 200 16.22% | 89 19.06% | 0 0.00% |
| Four-year college degree | 167 13.54% | 70 14.99% | 97 14.81% |
| Some graduate courses | 50 4.06% | 17 3.64% | 33 5.04% |
| Advanced degree | 111 9.00% | 54 11.56% | 57 8.70% |
| Prefer not to answer | 62 5.03% | 18 3.85% | 44 6.72% |
| Total | 1233 | 467 | 655 |



D3

| My residence would be best described as ... | Overall | | Email Responses | | Mail Responses | |
|--|----------------|--------|------------------------|--------|-----------------------|--------|
| Mobile home | 108 | 8.70% | 32 | 6.85% | 76 | 9.82% |
| Manufactured home | 183 | 14.75% | 59 | 12.63% | 124 | 16.02% |
| Single-family home – detached | 795 | 64.06% | 318 | 68.09% | 477 | 61.63% |
| Apartment, condo, townhouse or multi-family with 2-4 units | 68 | 5.48% | 34 | 7.28% | 34 | 4.39% |
| Apartment, condo, townhouse or multi-family with 5 or more units | 33 | 2.66% | 8 | 1.71% | 25 | 3.23% |
| Other | 54 | 4.35% | 16 | 3.43% | 38 | 4.91% |
| Total | 1241 | | 467 | | 774 | |

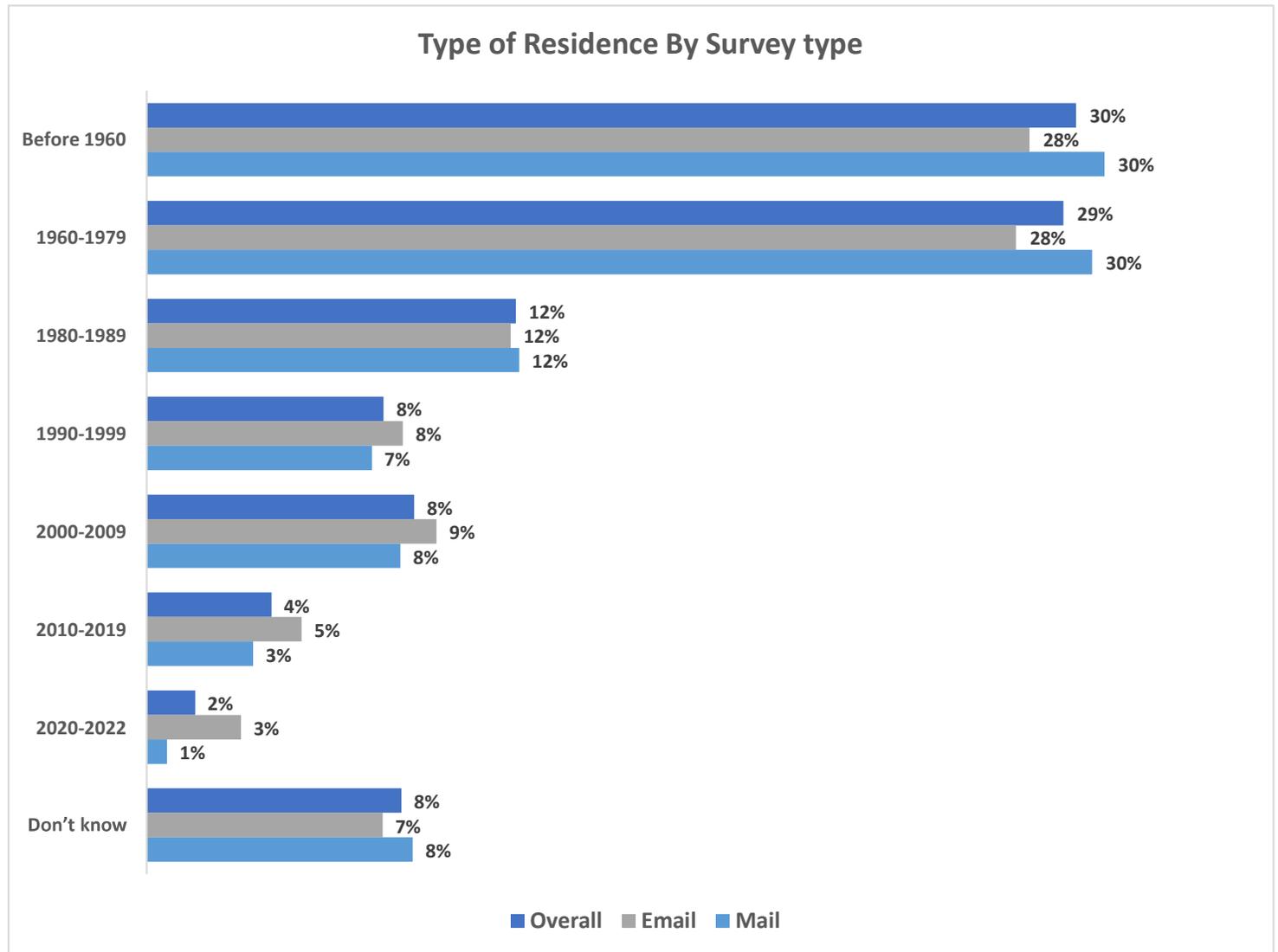
Type of Residence By Survey type



My residence was originally built ...

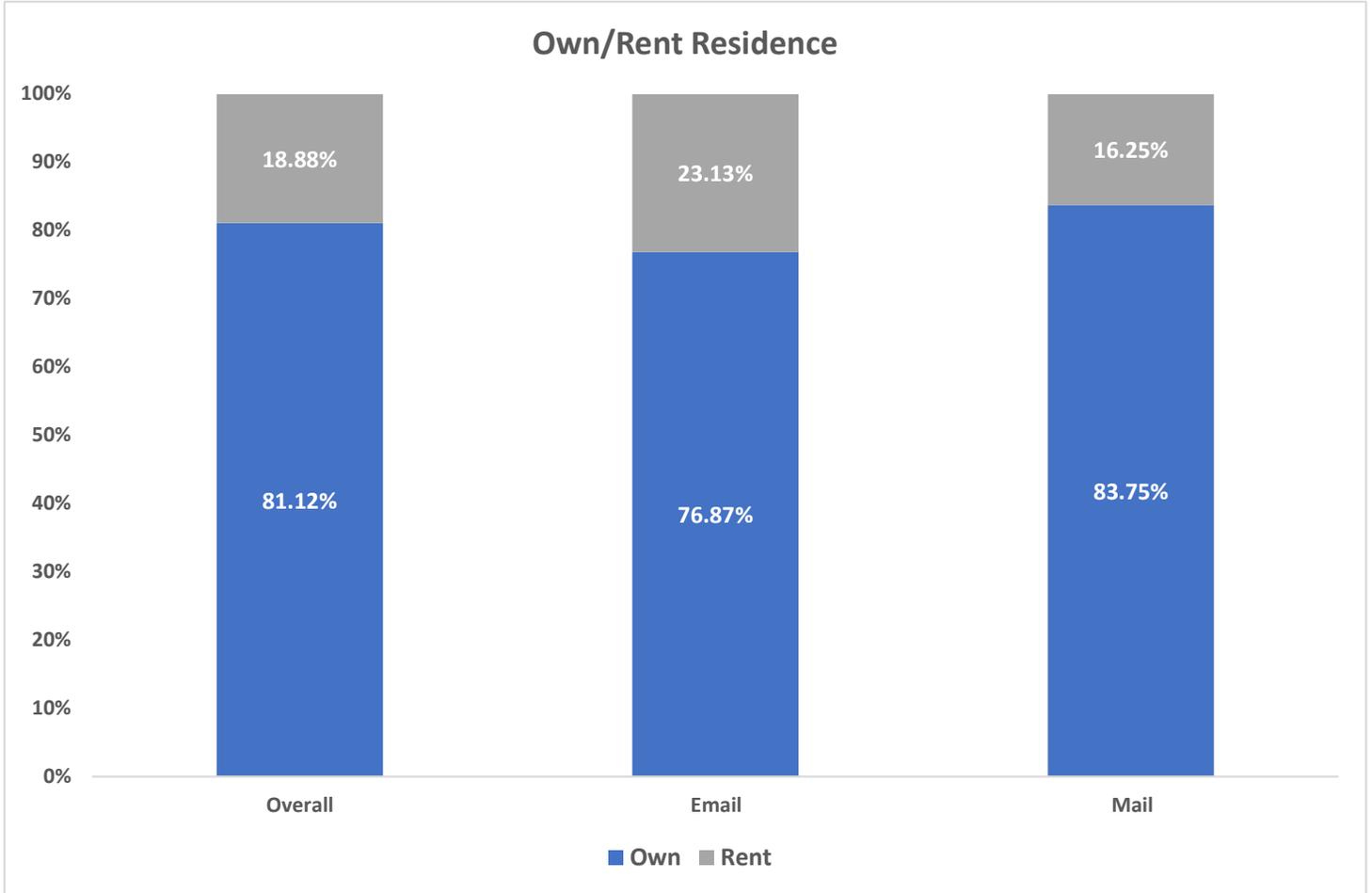
| | Overall | Email Responses | Mail Responses |
|--------------|-------------|-----------------|----------------|
| Before 1960 | 365 29.53% | 131 28.05% | 234 30.43% |
| 1960-1979 | 360 29.13% | 129 27.62% | 231 30.04% |
| 1980-1989 | 145 11.73% | 54 11.56% | 91 11.83% |
| 1990-1999 | 93 7.52% | 38 8.14% | 55 7.15% |
| 2000-2009 | 105 8.50% | 43 9.21% | 62 8.06% |
| 2010-2019 | 49 3.96% | 23 4.93% | 26 3.38% |
| 2020-2022 | 19 1.54% | 14 3.00% | 5 0.65% |
| Don't know | 100 8.09% | 35 7.49% | 65 8.45% |
| Total | 1236 | 467 | 769 |

Type of Residence By Survey type



I rent/own my residence.

| | Overall | Email Responses | Mail Responses |
|--------------|-------------|-----------------|----------------|
| Own | 988 81.12% | 359 76.87% | 629 83.75% |
| Rent | 230 18.88% | 108 23.13% | 122 16.25% |
| Total | 1218 | 467 | 751 |

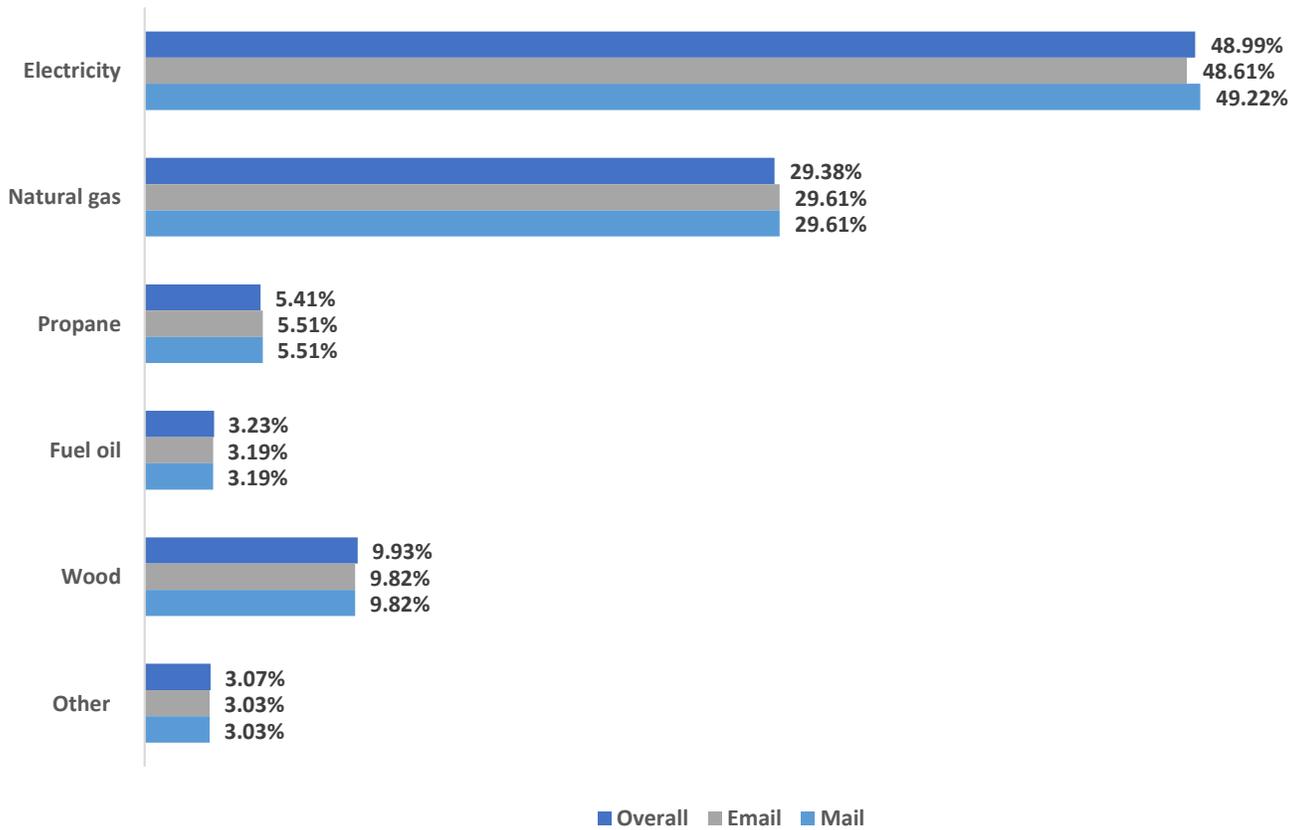


D6

The fuel used most often to heat my residence is best described as ...

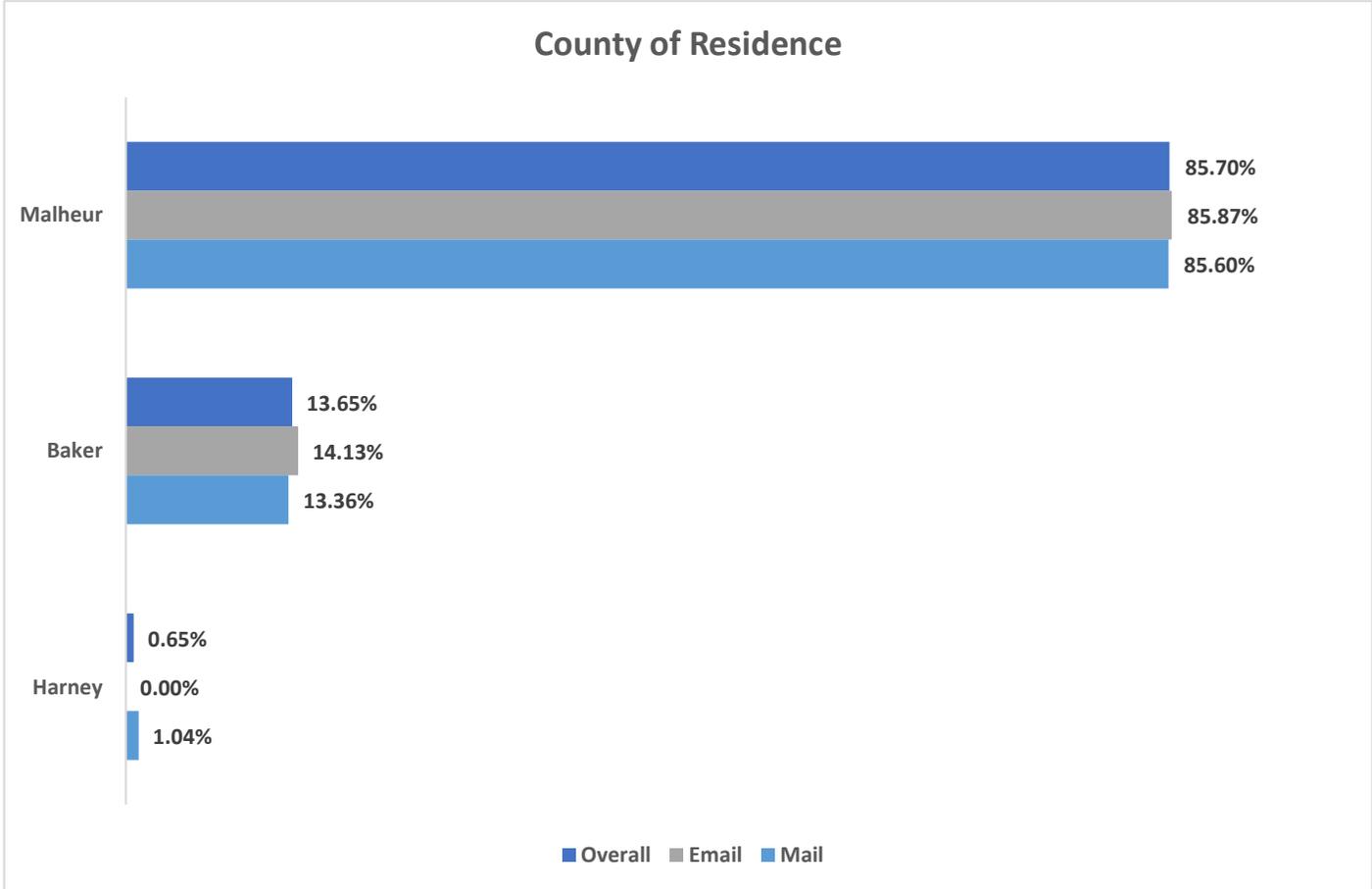
| | Overall | | Email Responses | | Mail Responses | |
|--------------|-------------|--------|-----------------|--------|----------------|--------|
| Electricity | 607 | 48.99% | 227 | 48.61% | 380 | 49.22% |
| Natural gas | 364 | 29.38% | 149 | 29.61% | 215 | 29.61% |
| Propane | 67 | 5.41% | 23 | 5.51% | 44 | 5.51% |
| Fuel oil | 40 | 3.23% | 11 | 3.19% | 29 | 3.19% |
| Wood | 123 | 9.93% | 42 | 9.82% | 81 | 9.82% |
| Other | 38 | 3.07% | 15 | 3.03% | 23 | 3.03% |
| Total | 1239 | | 467 | | 772 | |

Fuel Most Often Used At Residence



I live in the following county.

| | Overall | | Email Responses | | Mail Responses | |
|--------------|-------------|--------|-----------------|--------|----------------|--------|
| Malheur | 1061 | 85.70% | 401 | 85.87% | 660 | 85.60% |
| Baker | 169 | 13.65% | 66 | 14.13% | 103 | 13.36% |
| Harney | 8 | 0.65% | 0 | 0.00% | 8 | 1.04% |
| Total | 1238 | | 467 | | 771 | |



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| Because that simply shifts additional burden to others |
| Because these programs make my cost go up, as stated a 'customer funded program'. I control my usage to control my bill, and I pay for my usage. We need to stop giving people a way out of their responsibility. It is my experience that people surely have money for the things they want, like \$1000 I-phones, for there family of six and \$500 phone bill, go out to restaurants 3 times a week, but then complain they can't afford the mortgage and power bill. I manage my money and they should too. If they want to live the Rockefeller life on a flintstone budget, I shouldn't have to sacrifice to pay for it. |
| Decreased use is the answer to affordability. Conserve |
| Do they really struggle or do they just mismanage their money? |
| Everyone should pay their fair share! |
| For the Elderly I say yes but the rest need to work for what they get. |
| how can people not afford their electric bills? Tell them to get a job or take their car. |
| I don't know what you're asking. |
| I don't agree with a new program, I think what we are being charged should be considered, Why are we being charged so much, perhaps cutting the cost by decreasing the amount being charged is where the answer lies. Perhaps a more renewable energy source is what is needed like solar panels on all homes, offices, and so forth. |
| I feel people need to budget for having power. The only people who should need a program to assist in paying their power are people on social security that are barley making ends meet, veterans, and single moms who have children under the age of five (but they should have a time limit to be in the program). Anyone else can get a job and pay their bills! |
| I feel that the people who make sure they can pay their bill shouldn't have to pay more to help others. |
| I think it boils down to a moral question of fairness. Why should we, the customer, be required to pay for someone else's power in addition to our own?... because that is what will happen. It creates an additional burden for the paying customers to bear in my opinion. |
| I thought you already had a program like that, and other options to help reduce your power bill. Some people need to be better consumers. If there's additional needs, I would investigate that there's a program for the elderly and disabled, or options for people on specific budgets to even out their payments across the months. A lot of times there doesn't need to be a new program, you just need to revise or make sure to communicate what is already there. |
| I'm tired of "helping" those that don't help themselves. There are already plenty of programs out there that are subsidizing people. |
| If employed people are having trouble, by all means help them. With the surplus of jobs available, assisting unemployed people who are capable of working do NOT need assistance. |
| If it is financial assistance there is always someone else who has to pay. Keep electricity costs reasonable and encourage people to be energy conscious and frugal. |
| If it is the elderly, veterans or disabled I am fine with assistance for them. |
| If there is a program to assist customers who struggle to pay their power bill it shouldn't come out of what I pay for my power. |
| If there's going to be assistance.. it should be for everyone, not just a few who have decided not to make their power bill a priority. |
| In some cases there may be, but everyone that is physically able should be working. There are good paying jobs everywhere and everyone is hiring. |
| In the state of Oregon there is several sources that will help people pay bills. Many people need only short term help and the goal is not to make people rely on some other source for help other than themselves. |
| It is my experience with people in our area that they won't do without their toys or personal enjoyments; i.e. bars etc. They should be paying their power bill first and thinking of themselves second. |
| It isn't fair that people who can't manage money get subsidized by those who can. It isn't the amount of income that people make but how they manage it |
| It's more a lack of proper training on what causes high power bills... |
| It's Government!!! They meddle in to much 'stuff' the way it is! |
| Let's stop incentivizing non-workers. There are already programs for those who CANT work and we're subsidizing those who work for lower wages - I think the working minority is carrying a full load already. |
| lower your rates don't take money from us that can pay out bill or then we will have trouble paying for our own electricity. YOU need to lower costs and take less of a profit |
| No, cut it off and they will probably get a job! If you can't work in this market you are just lazy. |

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| People are generally careless about their use of power to start with; perhaps a struggle might motivate people to protest the silly and expensive alternative power generation schemes which are being railroaded into existence without any consideration of practicability. |
| People need to work. When they work, they will have money to pay their bills. |
| People should be accountable for their own bills. I've noticed many of these people that "struggle" seem to have plenty of money for cigarettes, tattoos, alcohol. No sympathy here. |
| People should be responsible for their own bills and live within their means! |
| People should put TRUE necessities before other play things. |
| Seems like there are a lot of programs out there for assistance. Not sure more is needed. Especially when macdonald's is paying 14 bucks an hour. |
| Some can pay. Others cannot. Why should we be responsible for assisting or paying their bill. |
| The expense is a personal choice and responsibility. |
| The government has given the people too much money.. they need to use it more wisely. |
| The more you give them, the more they take and the less motivation they have to pay their own bills. I'm done paying for the LAZY people that only look for handouts and don't look for ways to pay THEIR OWN bills... |
| The program to pay your bills already exists. Its called get a job. |
| There a too many assistance programs which increase the cost of electricity which is ultimately passed on to the customer. |
| There are a lot of programs out there to help with bills. |
| There are already enough programs shelling out money to people who over extend themselves |
| There are already numerous assistance programs. |
| There are help wanted signs everywhere |
| There are programs in place to help now |
| There is already a level payment plan which I utilize. I just think people should be responsible for their own bills. |
| There is an abundance of good paying jobs needing to be filled. People need to get out there, go to work and pay their own way. |
| too many people live outside their means, a lot of those 'struggling' families still pay a cable bill, have smart phones and have other luxuries. People need to stop being so entitled and put basic needs first. |
| Too much state housing (with utilities included) regulation already. |
| Why should everyone have to pay for an assistance program that not everyone benefits from? I already pay a ton of money to programs that I don't, won't and can't access. Property taxes are disproportionate to home values and economic geography. Cost of living, including utility bill rates, is already out of control. A new program would essentially penalize those that always pay their bills, via rate increases, to provide extra funds for those that don't. |
| Would rather have educational programs on how to reduce useage |
| You should pay for what you use |

Mail Responses

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| Everyone is responsible to pay their own bills. I don't expect anyone to pay my bills that I make. This is not a free lunch program. |
| A program to assist some customers pay their bills at the expense of others would have the opposite of the desired effect. It would place the burden on those who are already considering how to economize so they can pay their bill and relieve those who might be unwilling to make similar sacrifices. |
| All such costs are passed on to rate payers / tax payers. |
| Already existing programs |
| Another government program! Job going not filled and gov assistance paying not to work. We struggled & no one offered to pay our bills. Cut back on tattoos, cable TV, non essentials etc. That's what we had to do. Help those on Social Security, disabled, over 70 who can't work. IMHO. |
| At what point does society make people accountable for their own finances instead of handouts? must be a democrat. |
| Because it will be paid for by 'the people' who do work. |

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|---|
| Because Legislators Refuse to accept fossil fuels (cleaner than the rest of the world) and nuclear for the Fairy Tale Green Energy which will Never Power industry Nor Provide cheap Electricity for the Electric Vehicles they want but consumers DONT Want Nor Need- |
| Because there are a lot of jobs and this is Oregon and nobody wants to work because Oregon gives out so many benefits for people to stay home and have babies and live off the government. |
| Because there are jobs available Everywhere!!! I would like to know why people struggle - there should be assistance for people who really need it. |
| Because they can't afford a high power bill. |
| Customers need to budget - pay power before entertainment |
| Don't know |
| Don't need it. |
| Don't raise rates and won't be necessary! |
| Every time someone is 'helped' people will abuse it. Especially in the communist state of Oregon. |
| Everyone should work and pay their own expenses. why should working people pay for non working? |
| Except for disabled, go get a job. |
| Get a job. What happens when everyone plugs in their electric cars at the same time? In Huntington, do we get power from the windmills that are an eye sore from town? |
| Government is not the solution to helping people. Free market systems work best. |
| Help those in need - if they can afford to smoke - 2 drink and drive new cars they need to get priorities in line. Help Those in Need |
| I am getting tired of paying everyone else's way. Free food, free housing, the list goes on & on. What will happen when those of us that work hard & pay our own way are no longer around? |
| I am likely no well informed regarding Idaho Power existing program(s) of assistance. Offering the ability fo others to voluntarily assist those less able or fortunate is good. Shifting responsibility for self-support to other rate payers within the pay structure is not. |
| I believe there is a need for people over 70, other people need to go to work. |
| I can't afford to pay for more people. Have to go with that medical care, proper nutrition, water freezes in the winter here. I don't have anywhere else to cut as to pay for others. |
| I feel Idaho Power already works with individuals to pay their bills. I already pay enough in taxes and other government subsidized programs. People need to pay their bills first then get a tattoo and nails done or buy a Pitbull. Enough no making people accountable and pay their own way. |
| I feel you need to pay your bills each and every month. |
| I have noticed that many poor people have enough money for beer, tattoos, large screen TV's, etc. To me, it is a problem with priorities. |
| I strongly believe that many who struggle the very affordable power don't want to be responsible for themselves. The want others to foot their bills. This cost will be passed on & I resent paying for others. |
| I think people should be more conscious of the power they are using &make choices to limit the power consumption. We make choices in my household to keep power usage low. Other people can do the same. |
| I think there are too many wellfare programs. Some of these overlap which is causing over payments to be made. Programs like this cause people to over use their electricity because they don't have to for it. |
| I think we should strive to keep power bills lower for everyone. If cost is affordable to everyone, especially businesses it doesn't get passed down the like making it harder on people that are struggling. |
| I work hard to pay my power bill so should all people that are able. |
| Idaho Power Co. should pay - not customers. |
| Idaho Power is a utility, not a social service. If Oregon wants to assist in this area the state should work through the already established social safety net of rent, Food, Medical, Education, Etc. |
| If all helped - I would try |
| If people would quit wasting their money on all things new live within a budget they could afford lots of things. Too many people are receiving help i.e. food stamps and won't get a job or are lying about their income. The elderly need help more than most people (fixed income). I work retail and see public wasteful spending and deceit. |

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| If there is a true need, I do not have a problem. If it is because the person is unwilling to work for whatever reason including 'the job is beneath me,' I have a huge problem. |
| If we quit. Buy solar panels windmills |
| If you use electricity, pay for it. It's necessary. People need to learn to pay their own way. Most can pay for what they need - if they didn't buy what they don't! |
| I'm sure there are families that truly need help from time to time but as with any welfare type program there will be many who will take advantage. |
| IP has programs already to do this. IP could use some of its profit for this. |
| It is a redundant program that will only increase everyone's rates - especially commercial & irrigation rates. |
| It will cost the people who pay their bills who are NOT on the assistance program more. |
| It would be another burden on the backs of the taxpayers or some other entity or organization that is already maxed out of their available resources. A Robin Hood scenario - rob from the haves to give to the have-nots. |
| Just bring down rates |
| Just lower cost. Don't pay more out for a new program |
| Let them get a job and pay their own bills. |
| Many of them spend their money on drugs, Alcohol, and or wants instead of needs (I have seen it many times) |
| Maybe people who struggle should change their life style get a second job to include the weekends. Thats what most of us did a few years back. The more programs like this just makes most folks look for something free. Not saying there isn't a need for some to get assistance but should be asneeded cases by case. |
| most can afford it |
| Most people need to quit smoking, drinking, and doing drugs & get a job. then the power bill won't be a big problem, or maybe they could just use less electricity. |
| Most people who are struggling don't qualify for your programs. |
| Need is overstated. |
| People are irresponsible and need to pay what everyone else is paying |
| People continue to buy alcohol, tobacco, drugs, junk food, expensive technology. They can afford what they want. |
| People need to budget and live within their means. Too many handouts! |
| People need to care for their bills and not ask taxpayers or others to pay for them. |
| People need to get a job, or a second job, if needed. To many assistance programs - it make people rely on give aways. |
| People need to live in their means and Idaho Power has programs to help even out power bills so they can budget what they need monthly |
| People need to pay their own bills. |
| People need to take responsibility for themselves and not rely on special programs to enable them. |
| People not paying their power bills are simply not working. Every place I look there are signs 'Now Hiring'. |
| People should be able to be responsible and manage their own money. If they can't pay for it they shouldn't use so much. |
| People should work it out with I/P to pay their bill |
| People should work to pay for their own bills and conserve electricity. |
| People spend too much for alcohol, tobacco, junk food, technology, etc. |
| People that are on SS don't get very much money to pay their bills. I myself get a little over \$1028 out of that \$482 come rent, food, Dr. bills, and clothes. Thank you. |
| power is a priority. Cell phones are not. |
| Power rates are inflated by too many needless programs already. Stop funding Salmon recovery, boat ramps, excessive overhead from executive expenses and solar projects, etc. |
| Prices need to COME DOWN. People need to pay their own bill. Idaho Power makes a lot of money and so the area that can afford to be adjusted is profit margin. |
| Reduce power bills - Educate people how to manage money. Get off 'free gov hand outs' people become used to it. :(|
| Right now they are begging for workers. Anyone can get a job. |
| Some people take advantage of help. They use it as frequently as they can and abuse it. I have no problem helping those who really need it. |
| Someone has to pay, why not the person who uses it. |

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| The more you 'help' some people, the more they squander. My son was married to such a person and I know even more. Also, we help others on a personal level - food, money, ect., We give but with caution to those who need and appreciate it. Also, should we give too much, then we will be in need too, and will no longer be able to help others. - Thank you. |
| The need is to teach people to live within their means. That is something our system DOES NOT want, as too much money is made off the backs of people who cannot afford what they are told they need. It is systemic in the free-for-all market system we have rigged - undeniably - to penalize the poor & enrich those with \$\$. |
| The public assistance recipients I encounter all have body art - tattoos, piercings, and 5 pit bulls. No joke. They all have plenty of money for pot and more. There are HELP WANTED signs everywhere. Ore-Ida has a huge signing bonus (\$10K) and they can't get people to stay on the job. For heavens sake! Gov't Brown needs her head examined. . restart Bridger Power Plant! Cheap safe power. |
| The voluntary customer assist program is fair. Forcing customers to pay customer assist program is another socialist government idea I strongly oppose. Idaho Power should not be forced to assist more than it does, currently. Penalizing corporations to pay a sales tax only hurts the consumer. |
| There are already programs in place. There needs to be more information as to how people that do not access the internets to how to find and apply for the available assistance. |
| There are already too many government assistance programs |
| There are enough programs out there pull your own weight don't expect handouts from everyone - it's out of control to keep allowing deadbeats to ride on all of us that have worked our whole lives. This is America everyone has the choice to contribute to society or be a leech on society - there's tons of jobs out there. |
| There are jobs available for people to work to pay their bills. Unfortunately they are too lazy to work and would rather live off the taxes of those who do thorough all of the needless government settlement programs |
| There are plenty jobs available. They need to work and pay their own bills. Idaho Power employees are overpaid and I can't compete with them. Idaho Power should lower their rates. |
| There are plenty of assistance programs available now. |
| There are plenty of programs to help low income household already. Our power is plenty high, and I don't want it raised. |
| There are programs in place, we don't need another gov't program. Our country is to far in debt to be starting new spending programs. |
| There are state Energy Assistance programs already funded by tax dollars - A new program would be another 'Tax' on paying customers who already struggle with high prices due to inflation. |
| There are too many programs. Too many people taking advantage of the system. I see it all the time, people using their Oregon trail card to buy jerky, energy drinks, prepared food items. Things I don't buy because they are too expensive. |
| There is plenty of work available in my area and programs available for those who can't work |
| There is to much customer assist. People need to be responsible for there own actions. |
| There is usually some help with Community in Action. We should not be handed everything. Some help is always nice |
| There may be a need - but who is to pay for it? |
| There needs to be a way to 'flag' unusually high bills and find out why. These people do not know how or will not initiate the process to receive help. Case workers, friends, family, churches need to check on these people and get them help. A lot of them live in mere shacks that are not energy efficient and can't be made so. I knew a woman who left her window open year round so her cats could come and go at will. |
| Herting 1 bedroom , well built apartments bill was over \$200 in winter. She saw no solution on her own. |
| There's work out there. Businesses are begging for people. Apparently collecting welfare or 'other' is better now than paying your own way. |
| These people need to get off their butts and go to work. I would help the elderly! |
| They need to get a job |
| They need to go to work just like me |
| They should use less power |
| Those with salaried or hourly jobs at \$15 an hour are making enough income to pay power bill. Those on welfare are receiving funds for power as well as food. Also, you offer an even pay program to make easier to pay for winter. |
| To many free rides |
| People need to take care of essentials first |
| To many people this day and age think everybody owes them something, they need to learn life isn't free. |
| Too many entitlement programs - teach people to budget within their means. |

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| <p>Too often the people that can't pay for their power have expensive cell phones, cars they can't afford, tattoos and body piercings, eat out constantly or do take out and food delivered to their door expecting the government hand outs and want me to help with their power bill. I know how to cook. I use a cheap cell phone. I give generously through my church and a few other charities. I do not want to pay for anybody else's power. I help my grandkids who struggle. What mostly they need is education; home ec and money management.</p> |
| <p>Use less power - Why should someone else pay their bill.</p> |
| <p>We are able to afford our bill and I am sure it will increase our own bill to assist others, when unemployment is down and minimum wage continues to increase.</p> |
| <p>We already have programs to give people money.</p> |
| <p>We are not a socialist country.</p> |
| <p>We don't need another government program.</p> |
| <p>We don't need more programs - There are already government and social resources available. Another program will just add more cost and thus higher rates for all customers.</p> |
| <p>We work to pay our bills, why should we pay for others by higher bills or subsidies. No one gave me [REDACTED] - I worked for it.</p> |
| <p>When you struggle, you find ways to better yourself. Now day's people don't try because they know tax payers will bail them out.</p> |
| <p>Who then would pay? we have to make choices. If I can't afford it, I can find ways to reduce it. (example: I need electricity to pump my water. I could turn everything else off and use alternative heat and light.)</p> |
| <p>Why do they struggle? Have they cut back on use? How much of their 'use' is absolutely necessary? Do they budget? What are their priorities? We've had some very tough financial times. We always paid our taxes, for our electricity, etc. by being extremely frugal.</p> |
| <p>Why should anyone have to pay for this? It should be voluntarily</p> |
| <p>Why should they get special treatment. I don't get to skip or make payments or get assistance. Either do my family members or friends.</p> |

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| Because I don't want to pay for others bills |
| Because I feel like I already pay enough. I don't mind paying taxes, but I'm paying more than 20% (fed and state combined) and if utilities start to tax me as well, this would be an unfair burden on me as a middle class American. |
| Because Idaho power also serves IDAHO people and they can share that cost. Quit sticking it to Oregon people. |
| Because it could then cause a hardship for someone else to be able to meet their monthly power needs. |
| Because it is sometimes hard enough to pay my own bill let alone others bills also. |
| Because it would end up costing others more money in order for some to get the same service for cheaper and that isn't fair. |
| Because not all customers apply for assistance, you would be charging the customers that need assistance |
| because the folks who have trouble paying their power bill usually have assets they can sell to realize income, or they can give up vices to pay for power. Programs to help should have qualifiers first. |
| Because the government is the reason rates go up. The president and politicians should have to pay out of their income to help those struggling from poor political decisions. |
| Because they are not the only ones using Idaho Power |
| Because they should get off there and get a job |
| Because we are already paying higher amounts for everything. Increasing the cost of electricity is going to hurt everyone, then help a few. I don't have a great idea of where the money should come from, but us as consumers are already maxed out with increased fuel and grocery increases. |
| By billing everyone, you'd probably get many more folks that would need assistance. If it were a few dollars, I would agree. If it was a hundred dollars, I would have a difficult time with that. |
| Cost should be shared among all customers |
| Customers shouldn't have to pay for what Idaho Power needs to do. |
| Customers who pay on time should not bear nor pay the repercussions of customers who do not. It is not their responsibility. |
| Don't put the cost of the program onto other customers, that's |
| Dont need to pay for others waste |
| Everybody is having some problems with money Housing, Food Heating etc, adding one more burden will put some people down and out |
| Funding should not come from people already struggling to pay their bill |
| hard enough to pay bills the way it is |
| High cost of living for us |
| How can people having problems paying an electric bill afford to pay into a bill payment assistance program? Who else would pay for it? |
| How will the funds be collected? Will the funds be added to the customer's already high bill? |
| I already donate to project share. Doesn't that help people in Oregon. |
| I am struggling to pay my bill, so do not want to help anyone else unless it is not taken out of my bill. |
| I am tired of paying for people who refuse to work and expect the government to support them. |
| I believe they are getting assistance through other government subsidized programs and that other customers should not have to pay |
| I can pay my bill. If I am required to help others I may not be able to pay mine, then I need help. Catch 22 |
| I do not need my power bill to go up anymore than it already is. |
| I do what I can to cover myself, and why can't others? |
| I don't want a higher bill for people who don't pay their bill. |
| I don't think it is fair to make rate payers subsidize other users. |
| I don't think it should be added to the rates for all customers |
| I don't want that fee passed into me |
| I don't want to pay for other people's electricity |
| I give to charity as I see fit. A mandatory collection is a type of tax. Idaho Power has no business in or right to force customers to pay this. |
| I have a fixed income and can't afford to pay other peoples bills. |

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| I pay my own bills, and don't expect other people to pay mine. I believe too many people see assistance as an entitlement. Education on saving energy would be helpful. |
| I really don't want to use part of my bill to pay someone else's bill. |
| I should not have to pay-into a program to help others pay their bill when I can't pay my own bill. |
| I shouldn't have to pay for someone else power. With inflation going out of sight, I don't know how long I can pay my own bill without it being a burden. |
| I shouldn't pay more to help other people pay their bill. |
| I work hard for my earned money and do not feel I should bear the burden of others inability to pay their bills. |
| Idaho Power has always provided reasonable rates, but inflation has even hit this. I have gone from paying a bill that ran about \$110 in the winter to almost double that, despite keeping my thermostat at 68 degrees. If those who have very little are forced to subsidize those who don't budget for their power bill, it's not a fair system. Why not try charging the big power consumers a standard commensurate with their large uses. Why keep socking to the little guys? |
| Idaho power needs to step up.. not the people already paying their bill.. dip into YOUR pocket not the consumers |
| Idaho power should look into lower rates if so many people are having issues paying their power bills. I know there are government programs to assist Idaho power. |
| Idk |
| If a customer is already struggling to pay their bill, it would cause a hardship to charge them even more to cover the cost of an assistance program. |
| If customers are having trouble paying their bills this will just increase the number who have trouble paying. |
| If I can't afford my bill how can I be expected to pay for others people's bills. I can see a voluntary donation but do not compel people to pay into the fund. |
| If I understand the concept...one customer should not be required to help carry the debt of another customer. |
| If I understand the question correctly, I don't think everyone that can pay their bill should have to pay higher rates because others cannot pay their bill. |
| If it's the customer's own assistance program then yes, but other customer's shouldn't pay if they aren't on an assistance program. Some people on assistance are on it because of choice and others shouldn't pay for that. |
| If this is a program meant to serve all of Idaho Power's customers I don't see why Oregonians would be unfairly burdened in funding that. If it only benefits Oregonians then I guess? |
| If we have difficulty paying our power bill right now how could we pay for the assistance program? |
| If we're talking about a total \$1.00 increase, that's fine. If it's more than that, the company, county or state should pay majority of that assistance. I'm all for helping others within reason, but fear it could cause too much hardship for us as customers. |
| Individuals need to learn to stay within their means. I am very tired of all the handouts. We have never made 'big money', and have always been able to pay our bills. Yes in the case of an emergency, assistance should be given. |
| It is not their responsibility |
| It makes my bill go up by an amount outside of my control. |
| It should be paid by the taxpayers in the entire state and not directly passed on customers directly in their monthly electric bill. |
| It should be voluntary. |
| It shouldn't |
| It will create more people who struggle to pay |
| Its always the people that do good in life that have to take care of the people that don't |
| It's hard to make your own payment let alone help others make theirs |
| It's not my neighbors responsibility to pay my energy bill |
| It's not my responsibility to pay some one else's power bill |
| Just another hidden tax for welfare |
| Let folks who truly need help apply to IP & given more time to pay. Take advantage of spreading higher Winter bills cost throughout Summer months. |
| let the state pay for those that need assistance. They have lots of grant money |
| Lower your prices and you wouldn't have that problem |

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| Makes peoples bill higher |
| Many families have problems paying their bills. Why make other families barely making ends meet suffer as well, then need the program themselves. |
| Many times people who have trouble paying their power bills have not made it a priority in their bugdets. They have money to pay for other nonessential items which leaves not enough to pay essential bills like power. |
| Most are already struggling to pay their bills. |
| Most of us pay our bills and we can't keep paying for everyone else's. We work hard to support ourselves and not everyone else. |
| N/a |
| Need to find out who REALLY needs the help. Some people put on their poor me face |
| Not everyone can afford that |
| Not sure |
| Not their job |
| Not up to other customers |
| Oregon residents are no different than Idaho residents in that we both have the same needs for electricity and we both pay the same rates. It doesn't make a difference which side of the river you are on, hydroelectric power comes from the river. |
| Other customers should not have to pay for that. |
| people should have a choice whether to contribute. |
| Power should be paid if used and sacrifice in other areas like cell phones and tv services |
| Should be paid by all Idaho power users, not just Oregon? |
| Should be paid by Idaho Power, federal and state governments. |
| Since Idaho Power is the custodian of the gift of electricity they should be able to cover the cost. |
| some of us are paying more than our fair share of taxes |
| Spread cost |
| Stop redistributing wealth. Socialism has proven over and over it does not work. If we keep giving people money nobody will work. |
| Taking my money to pay somebody elses bill is wrong. |
| That would be the most equitable, but it shouldn't be mandatory that everyone pays for those who can't. |
| The company profiting should pay |
| The costs should be split |
| The people who pay their bills would end up paying more on top of their current bill. |
| The power company should pay for the program not the customers. |
| There are many Idaho Power customers in Idaho. Idaho Power customers in Idaho should pay an appropriate ratio of the cost. |
| There are many reasons why people cannot pay their bills. However, I do not think I, as a paying customer, should have to absorb the costs for those who do not pay their bills. I work hard, multiple jobs to make sure I can pay my way through society. It simply is not fair to literally make me work more hours to pay for someone who may or may not deserve a break. |
| Today some may not be struggling but paying someone elses is a good way struggles to extend out. I work very hard by being cold in Winter and Hot in summer to keep my bill down. Others just want a free ride. |
| We are a much smaller part of your market, aren't we? It should be IP market wide and help IP customers market wide. |
| we are already paying |
| We are already paying high enough bills and this is not the time to raise our rates. |
| we pay enough already |
| We pay enough already. |
| we pay too much already |
| We shouldn't have to add to the amount we are already paying. |
| Where is the accountability? |

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| While some customers may be able to afford an increase to underwrite this service -- With today's inflation and the cost of daily necessities requiring more and more --- even those with moderate incomes will find such an increase to make budgeting much more difficult. |
| Why is increasing my cost to heat and cool my home appropriate? Maybe only on the power used over the 100Kwh base. |
| Why should consumers foot the bill when corporations are making huge profits? Stop making the little guy poorer and the big guy richer. |
| Why should it? |
| WHY SHOULD THE PEOPLE WHO PAY THEIR BILLS BE REQUIRED TO PAY FOR THE PEOPLE WHO DON'T PAY THEIR BILLS, USAULLY NOT BECAUSE THEY CAN'T PAY, THEY JUST HAVE DIFFERENT PRIORITY'S LIKE WEED, ALCOHOL, SMOKING, ETC |
| Why should we have to pay for it? The reason you are even contemplating this program is because the 99% don't have money... You guys are the ones with all of our money... I think you can afford to share a little bit with those who are struggling. Stop forcing citizens to pay for businesses to keep running, it's not our responsibility. |
| Why tax those who are struggling to make their own payments? |
| Working people shouldn't have pay for non working people |
| your question makes me wonder if you are trying to collect all of it from Oeregon customers? |

Mail Responses

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| A lot of poor people would be paying higher power bills. |
| Absolutely not! Why should I have to not only pay my bills - but then someone else's - look for other outlets - Lottery Money/Drug tax - etc. |
| Abuse of assistance programs. If help is needed yes- some people want help with everything because they spend on other stuff. |
| Added expense not everyone could handle |
| Again - this would only hurt the customers who pay their bills. |
| Again - Why should I pay for someone elses power? |
| There are already programs to help |
| All I get is \$841 a month |
| As a customer I struggle to save and pay my bill. Idaho Power has many duties but for you to rob Paul to pay Peter is not your responsibility. |
| As a society we have established a culture where we have enabled people and allowed them to believe they are entitled to luxuries that they are unwilling to pay for. If a bill-payment assistance program was established for those truly in need and who were working to improve their contditions then I would not mind contributing at my discrestion. |
| As an employer if input costs continue to rise I can't afford to pay people for work. People need jobs! Not more programs. |
| Assistance programs should be voluntary |
| Assisting people with paying their bills already difficult - to - pay bill should not increase their bill. |
| Beacue Oregon is a different state does not mean they should pay any extra rates. Do I have another option for power? No! |
| Because energy is an essential utility, if eligible for assistance the cost should come from either governments funds or by the profit from Idaho Power, not from its customers. |
| Because f you are having a hard time paying. how can you pay more? |
| Because I am tired of paying everyone else's way. People need to learn to live within their means. |
| Because I am tired of working and paying for everyone else to waste money on tattoos, beer, drugs, and smokes. |
| Because Idaho Power should be able to afford to absorb assistance from their profits. Make a data base to assess freeloaders. |
| Because if a program like that was implemented my worry would be that the 'powers that be' would find a way to raise rates, significantly. |
| Because it is not my fault that people don't want to work. |
| Because it should be other peoples responsibility to pay for others electricity. |
| Because it will start out that way and will change as soon as it goes into effect. |
| Because other customers can't afford to have a higher bill either |

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| Because programs like this cause low income people to over use electricity which lets them spend the money they don't have to pay on items some rate payers can't afford. |
| Because qualifying for your program depends on the color of your skin (whites need not apply) |
| Because rates charged are already too high. |
| Because the people who use their money wisely and pay their own bills are being punished for good decisions so that the free loaders can take advantage. |
| Because there is too much inflation on cost of goods, housing, cost of living. E vehicles use electricity. With more e vehicles, demand for electricity will go up, so cost of electricity will probably escalate. |
| Because they can use the fuel assistant programs that is provided every year. |
| Because they have already paid for their own bill. |
| Because those of us who are trying to be good customers pay our bills shouldn't be penalized and pay for others. |
| Because those that PAID are paying for those that aren't! I PAY for me not thee! |
| Because we (the customers)already pay to much - and - no surprises the rates go up to often. Any charge is not in order |
| Because we should no have bill assistance. |
| Because, if you raise the rates any more, or change more things, it will be that much harder to pay. We can't afford anymore, especially the people on disability or social security. |
| Better question - 'Why should they?' |
| bill-payment assistance should be voluntary. If true need and hardship exist, rate payers will individually volunteer to assist if these needs are clearly stated w/i such program requests. If it's a 'pay it forward' based program individuals will pay it forward. |
| Can't afford my own living fees, paying more for someone else seems unfair, much more cost and I'm homeless. I could also not eat for a week out of the month to pay for other peoples comfort. |
| Can't be sure of reason unable to pay bill - if alcohol or drugs in life style is reason, unfair to other customers who pay bills responsibly |
| Community action programs and tax payers programs already set up to do exactly this. Duplication of efforts is ultimately too costly. |
| Considering what Idaho Power executives make per year and considering the conversation to automatic meters and the number of people who lost their jobs because of that, the corporation should assist people - not the other customers. I don't trust IP to use what I would contribute to bill assistance to go to those in need. |
| Cuse you pass additional cost onto working America |
| Customers are already having trouble payind their bill |
| Customers in Oregon already have several things already attached to the bill like irr efficiency, solar incentive, etc we don't need something else |
| Customers should not be forced to pay a certain rate to pay for others bills. However it would be reasonable to accept volunteered funds from customers who want to contribute aid to folks in need. |
| Do I really need to explain why I would disagree with question #6? |
| Don't have enough money from my soc security check for extra expense. |
| Don't know |
| Don't need more program's |
| Don't want to pay for others that don't want to work for a living. |
| Each individual should pay their bill. |
| Everyone is struggling to pay our own bills. Why should I pay for someone else when can hardly pay my own bills. Let ID pay or use government grants. |
| Fees, levies, services are already expensive. Rate increases to accommodate this will negatively affect those struggling with expensive rates. |
| First, a fair number less people need assistance than claimed. I say this factually based on wasteful spending by those who claim need. I spent 5 years doing financial aid at a university & saw a very significant percentage of these 'in need' who simply need a lesson in budgting. |
| Forced assistance is basically theft. |
| Give we customers an opportunity to volunteer to make donation on a monthly basis to solve the tax deductible. Problem with out more US Government interference in our communities and businesses. |

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| Government and Environmental regulations have caused the increase and so it follows they should bear the cost, not the customers. |
| Government programs exist |
| Guess 80% of your payers are tapped out now |
| He thought the State of Oregon should have an assistance program. |
| Hell No! There are plenty of jobs that go unfilled. |
| I already have enough to pay |
| I am on a fixed income - \$890 rent |
| I am on a fixed income. Why should I pay for others when I diligently budget so I can afford to pay my bills. I would not like to pay more. |
| I am tired of 'carrying' hippies etc. If they won't work, then turn off their light!! |
| I can't afford it. I have my own bills. It's hard enough to get by. |
| I did not get to use the electricity why should I pay for it, lower rates if I pay for it. |
| I don't feel that we should be forced out of our own payment to provide charity to someone I don't even know. |
| I don't feel the need to be responsible for others. |
| I don't need an additional tax from electric comp. |
| I have enough trouble paying my own bills. |
| I have not desire to pay someone else's bill. I pay my own and sometimes its not easy. |
| I have to make sure mine are paid even if I have to work part time. Only ones I think need it are our vets. |
| I have worked hard to pay my own bills all my life. I have recently retired and am now on a fixed income. Why should I be expected to pay for those who are unwilling to work or spend their money wisely. |
| I pay enough taxes |
| I pay my bills why should I pay theirs |
| I pay my bills, I think everyone else should to. |
| I pay my own bill, there are programs offered by the state for assistance. |
| I see to much money people waster and don't tend to their own needs. Most people that really need assistance are too proud to accept it. |
| I think it should be a volunteered donation. We pay for our own and help when we can. |
| I think there are people that truely need help, but all the people that are to lazy to get a job do not deserve help. I should not have to pay my hard earned money to help people that don't need it! |
| I work a full time day job, a part time night job and do odd jobs to boost my income. I pay my own bills. I also sponsor a disabled individual and pay their power bill, their vet bills, and purchase their non food items including their own medications they cannot afford. I got to know their person, their needs, and I am happy to be able to fill those needs. Do not pick my pocket to fund potential non motivated undeserving individuals. |
| I. Power would be cheaper if this did note. By solar or windmills. |
| I.P. is a business for profit. They need to stand the risk of delinquent customers just like Ace Hardware. |
| A good business has a contingent fund for bad customers. |
| I do not want to fund your bad debts. |
| Idaho Power already charges high rates and just received ANOTHER 5% increase. |
| Idaho Power Company should pay not it's customers - they make the \$\$\$. |
| Idaho Power employees are overpaid and I can't compete with them. Idaho should drop their rates. |
| Idaho Power is a for-profit entity and should shoulder the cost of this assistance for its customers |
| Idaho Power is high enough |
| Idaho Power is really high in these times and with everything going up. People on limited income is harder to pay. |
| Idaho Power needs to manage their costs better instead of raising rates to their captive customers. |
| Idaho Power or the state |
| Idaho Power should assist NOT the paying cusotmers. |
| Idaho should pay for Idaho |

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| If I have trouble paying my bill - I would have more trouble if I have to pay extra for the assistance program |
| If Idaho Power wants to provide bill payment assistance then Idaho Power needs to cover that as It's 'charitable' donation not force other customers to pay the bills. |
| If the customers are already struggling, why do they need to pay for the assistance needed during these times. |
| If the state wants an assistance program, the state can fund it. |
| If we are having problems paying the bill how will taking more money help? |
| I'm not responsible for someone elses bil |
| In my humble opinion- 1. just because I am careful how I use my power and I try to keep it low should not make me pay more for someone else's power; 2. Perhaps a better approach would be to help each & every household that needs it by accessing their power usage as throwing money @ a problem very seldom solves it |
| Increases already high bills. |
| Individuals need to pay their own bills or Idaho power itself should help them, not regular customers. |
| It doesn't seem fair to others. |
| It is not fair that working and/or prosperous people should be forced to take care of less prosperous people. That type of program is bordering on socialism. |
| It isn't other people's responsibility to pay for others bills. You as the company can pick up everyone's bills or decrease the cost for all. Don't discriminate against those that are paying bills and give to those that don't pay. Only catering to those that don't pay will not make your paying customers happy. Think about those that do pay their bills not just those that don't. |
| It puts more financial pressure on those in the bubble of already having some trouble paying. |
| It should be covered by IP. |
| It should be voluntary to help. |
| It's always been a volunteer option. If they don't pay the bill now & we pay it for them then more people will expect it. Can't get people to work now! |
| It's your program, not bill payers. You pay it. |
| Just because I can afford my own power bill, doesn't mean I can afford to pay for others. |
| Lower the cost of electricity through more efficiency of operation. |
| Make local & state governments pay for it. |
| Many customers may not be able to pay higher rates. Should find other funding. I can't pay anymore for my own power bill much less help to pay others bill. |
| Maybe, they can't afford it, I know, I can't. |
| Most people are not sacrificing to pay their power bill. |
| My concern is where is the money going to come from because we already pay enough as tax payers. |
| My income is fixed. I can't afford more to pay other peoples bill. |
| No free rides. |
| No one has ever helped us with our bills. |
| Not Fair |
| Not Oregon resist |
| Not the companies responsibility |
| only if they benefit OR customers |
| Ontario, OR. don't have a choice, Lower your rates would be best. |
| Oregon residents don't have a choice in who they get their power from. You have a monopoly |
| Our bill is high enough |
| Pay your own power bill. |
| Paying customers shouldn't have to support this program. IP has plenty of money to support the program and can be used as tax deduction. |
| paying too much already |
| Penalize those working. |
| People are already struggling with their own households, not fair to ask people to pay for others. |

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| People can eliminate non essential spending and pay their own bills. |
| People need to get a job, or a second job, if needed. To many assistance programs - it make people rely on give aways. |
| People need to pay there own way. |
| People need to take responsibility for their own bills. |
| People are getting used to a 'free handout' |
| People need to work for what they get. If they can not work there should be a smaller program for them. I know to many folks that just don't want to work. I do not want to pay their bills. |
| People on fixed incomes are having enough trouble keeping up. |
| People should conserve more. |
| People should learn to help their selves. Then if they can't make it be there for them |
| People who pay their bills shouldn't have to pay for those who don't |
| Power Bills are a priority. In most cases people don't know how to manage their financials. Too many times things like drugs & alcohol take over a person's finances. There are few excuses with today's jobs and the availability help. Sorry, I don't feel sorry. Take a clas in family finance. |
| Power should be available to everyone. But I don't think I should pay for those that choose not to work or contribute to their own society. |
| Power should be cheaper! These power companies want money! |
| putting a program into place where the citizen pays is only putting more of a hardship on the guy who barely can pay. So why don't we all join the assistance program. Why doesn't Ida. Power cut some of their costs? |
| Right now they are begging for workers. Anyone can get a job. |
| Same reason as question 5 |
| Same reason why Vancouver, WA. residents shouldn't be charged because the only power plant available to us Idaho Power. Van, WA. - PGE |
| See #5 Elders on a inadequate worth/income should be the only exceptions as well as qualified handicap. |
| See answer #5 |
| See answer Q5 |
| See response to question #5. If that is not clear check just beyond Question #31 and I straighten it out for you. |
| Seems that would raise rates, potentially making more people unable to pay their bill and need assistance. |
| Should be another way to assist people who have terrible with their bill. |
| Should be as long as you do not raise rates. |
| Should be taken care of by Idaho Power |
| should come from the state not rate payers |
| So I would have increased costs to Finance those who wont have to pay their OWN bills? |
| No Thank you- |
| Some of us are on a fixed income and do our best to keep energy bills down. We are not a communist country and need to support others who the government wants supported. |
| Some people just take the money and run! Some people lie/scam the system! If I'm having trouble, how can I afford to help others? |
| State has assistance |
| Tax payers pay for welfare already, honest, hard-working people shouldn't have to fully support those too lazy to support themselves. |
| Tell the customer to stop buying new cell phones, internet, and TV services and entertainment packages. |
| That would be a hardship for them. |
| That would put me in an assistance program. |
| That's not our problem |
| The cost would fall on hard-working, responsible individuals who are working hard to make ends meet as is. We should not be responsible for paying more, we pay an insane amount of tax in Oregon already. |
| The customers who are able to pay their bill should not have to carry those who cannot. |
| The government should be responsible for payments from income taxes. |

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| The government supplies assistance programs for customers & utilities. It should not be placed on all customers to assist, especially us on a fixed income. |
| The people who are just making it will be hurt the most if their bill goes up |
| The portion of Oregon that is serviced by Idaho Power is among the poorest sections of the state. |
| The wealthy is not responsible for paying for the poor! |
| The working class should have to pay for it. |
| There are already many programs to help with bill assistance. We don't need more, they only increase the rate for everyone - especially commercial and irrigation customers. |
| There are enough programs out there pull your own weight don't expect handouts from everyone - it's out of control to keep allowing deadbeats to ride on all of us that have worked our whole lives. This is America everyone has the choice to contribute to society or be a leech on society - there's tons of jobs out there. |
| There are federal monies already |
| There are programs in place, bill paying assistance should be voluntary |
| There should not be a bill-payment assistance program People need to learn to do without the extras in life & focus on necessities. |
| They don't use the power and it would hurt the Oregon Customer. |
| This could cause issues with those individuals who can pay but just not fair to those who pay - If IPC wants this program they should support it without burdening their customers. |
| This is redistribution of wealth pure & simple any program should be funded by donations. |
| This is yet again another social program. We should never behave like a socialist country. that won't last. We are already, at personal and corporate levels, way over taxed to support govt. programs. this would just add another level. |
| This should be between Idaho Power and the customers in question. There are currently customers who struggle to pay their bills because of the inflation of other bills, food, fuel, etc but still pay their bill anyway. |
| This should not be collected from the rates I pay. While I don't need assistance currently - I do sometimes struggle to pay my own bill. Why should I have to struggle to pay someone else's? |
| This would be a welfare program encouraging people to apply for 'free' money instead of finding work. I object to more enforced welfare - government does too much of that already. Money for nothing does not help people. |
| This would tax rate payers w/out regard to their ability to pay, and would transform Idaho Power into a social agency when they are a regulated utility. |
| Those costs would raise rates for everyone - including those having trouble paying their bills. Seems counter productive |
| Those that do pay - lower income - already live on the edge of their budget but do manage their power bill - they could be pushed over the edge. |
| To be fair needs to be applied to all customers |
| Too many people are unwise users. |
| Unfair to all customers who strive to keep their power bills paid. |
| We already have energy assistance program that pay for people that need assistance. |
| We already pay enough. I can't afford to pay some one else's. Especially if they are people that stay home and abuse the programs system. |
| We already pay taxes for those who don't |
| We are already paying higher rates because of Biden. |
| We are already paying our power bill. Customers should not have to pay for others. |
| We are already paying too much. |
| We are already struggling to pay, why add more |
| We are hurting now. There is no extra |
| WE are in the power business not the help business. Our money is spent making power available. |
| We aren't a socialist county yet - and should never be. Let's try training, education, responsibility first. |
| We contribute to those in need in various other ways |
| We do not incur those costs, we have no control over those costs. We do not need to owe more for our power. |
| We have worked hard to make our lives better. Most people are not willing to go without. |
| We pay enough in taxes for programs we don't believe in. |

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| We pay for what we use the same as other citizens. We are already paying for people to do nothing. If a senior or veteran shows some need for assistance than let them prove it. AS tax payer we are taxed to death. |
| WE pay our bills - don't think we need to pay everyone else's bills. |
| We pay own bills - as everyone should pay Theirs |
| We pay taxes for social programs and having us pay higher rates is another tax but not called a tax. |
| We pay what we owe. I come from poverty. We managed. Also, we help others on a personal level, knowing we really helped someone who isn't simply using the system for personal gain at the expense of others. |
| We re not a socialist country. |
| We should each be responsible for our own bills. Welfare recipients receive funds for power. |
| We should pay our own bills, but not be forced to pay someone else's |
| We shouldn't have to pay for others to get assistance. |
| Were already overloaded with bills. |
| When you raise our rates then we become more people who can't afford your electrical rates. It doesn't solve the problem it aggravates it. It should come out of your profits. |
| Why add more, we already paid for solar, wind. |
| Why just Oregon customers? All customers should pay, Idaho and Oregon. |
| Why not send California the bill, they have xtra money to spend. People in Malheur County are some of the poorest people in Oregon. People in Ada County Idaho are the richest in the state. |
| Why should I pay for other peoples bill. If I want to help someone else, I should make the decision, not the utility company, |
| Why should I pay for others who won't work |
| Why should I pay others power bill? |
| Why should I pay someone else's bill when my own bill is too much. The COMPANY needs to consider ITS responsibility in this - not push it onto customers already paying high bills. |
| Why should I pay someone else's bill. I work and pay mine others need to WORK and pay their own bills too. I am sick of so many people living off my income. |
| Why should other power users have to pay for some one else's power. |
| Why should struggling customers have to pay more to get assistance |
| Why should we pay for people who can't? |
| Why should we pay for someone who is to lazy to work. Let them earn it just like we do. |
| With rising costs for all things, heat fuel, food, medicine, etc., increased power rates could force some who are at this moment are making ends meet to start having to make choices between food and electricity. Oregon also has huge revenue surplus and could easily pay for the proposed assistance program |
| Without our permission, that would make us responsible for other customers' electrical power bills. Raising the rates could create a financial burden on the paying customers. Plus, this could have a 'snowball effect' with more customers. Claiming they need assistance because this would look like a great deal. Also, some customers may see this proposed assistance program is simply an excuse to raise rates. |
| worked hard to pay my own bills |
| you have to be kidding |
| you just raised the rates 7.9% people who live on fixed incomes can't afford any more |
| You use the power/you pay for the power |
| You would create a whole new batch of consumers who would be suffereing. |
| Your company could lower rates |

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| As I said, I don't have the answer on funding. I don't have any idea what behind the screens programs exist or deals that Idaho Power has with government agencies. Asking the consumer to decide how to find this program is rather comical. Do you expect us to tell you to charge more? |
| Based on individual state. Don't want my money going to benefit idaho when I don't live there |
| Bill assistance should be funded through the state |
| by all contributing except the truly poor and needy |
| By government subsidize programs |
| By idaho power |
| By Idaho Power. |
| By the company |
| By the legislature's approval in Oregon and then paid as part of their home taxes. Not on an individual's monthly bill under a Fee. |
| Can't they get assistance through project share? |
| Cost-cutting measures at ID Power. |
| Cut wages a little of high up employees. |
| do not know |
| Donations and/or government funding |
| Don't know |
| Don't know. |
| Don't know. |
| Everyone meaning, state, county Idaho Power, Idaho Power executive leadership and minimal customer contribution should be used. |
| feds should help with this, instead of wasting our money |
| Feds since they created this problem. |
| Find another funding source. |
| Folks should get a job or multiple jobs and live within their means. |
| From funds asked being received by Idaho Power |
| From Idaho Power |
| Funded by politicians and managed through community in action |
| Funded by the BPA, managed by Idaho Power. |
| Maximum benefit \$50 per month for December through March billing period. |
| Funded from Idaho power and the state. Look for more ways to cut costs and rates. |
| Get state or federal funding. |
| Government |
| Government. |
| Govt funded |
| Grants or an opt-in option for customers to pay into it like the utilities assistance they have now. |
| Grants or gov assistance or give assistance to fix homes to help with expense |
| Have a management committee with accountability enforcement. |
| Have no idea, sorry. |
| Have the Biden administration print more money. They are good at it! |
| Haven't thought about it. |
| I am not sure but the current system currently in place needs improving. |
| I believe a more manageable pay structure would be helpful. I don't have regular income as I own. A business and income fluctuates. Some months I'm able to pay more, others less. Better to have flexible pay schedule as well as more leniency on the timing of payments. |
| I do not have an answer for that |

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| I don't have the information and resources to answer this question. But charging others more for the same service in order for it to be provided cheaper to some people isn't the right solution. This type of approach is destroying the lower middle class. What is the profit margin of the company and their CEO's salary? Maybe it can be subsidized by the state if they want to re-evaluate their budget? |
| I don't know man, gas is going up, rent is going up, groceries are going up, and wages stay the same, any way you can help people, do it, we're drowning out here |
| I don't have any answers but the whole economic system is collapsing due to spending money we don't have. By increasing middle class power bills you are risking not having enough of a base to support the rest of the system. |
| I don't know |
| I have no idea |
| I have no idea |
| I have no idea |
| I have no idea, but I don't think I should be expected to pay. |
| I have no idea. |
| I think Idaho Power should consider geographical areas and wage averages. Price utilities according to each area. |
| I think it should be funded on a voluntary basis with customers adding an amount for bill assistance. Idaho Power should manage that and parcel it out on an 'as needed' basis. There are agencies that can help with power bills. I would hope that customers would exhaust all those possibilities first, before looking to Idaho Power to bail them out. |
| I think landlords should be held accountable for making sure their rentals are maintained and weatherized properly. Offer incentives to those who can afford to donate toward a utility fund. |
| I truly wish I knew. All I know is that we go without heat during the day in winter and go without AC during parts of the summer. |
| I'm not qualified to answer that question |
| I'm not sure, but not by raising residential rates |
| Idaho Power needs to have a specific person designated to take care of this, |
| Idaho Power should limit assistance to only those with a critical need and figure out how to pay for assistance from cost savings in other areas. |
| Idaho Power should manage it and customers with the highest energy use should pay a share of the cost. |
| Idaho Powers profits |
| Idk |
| If I was smart enough to figure that out I would be making more money than I do now |
| I'm sure there could be a rate adjustment for those who can't meet their monthly bill. |
| It seems like this should be part of what we pay for in our power bills and should have to pay additional funds for free programs available to Idaho power. |
| It should be funded by government (state or federal) funds which can assist through education. It can be managed by Idaho Power. |
| It should be voluntary. |
| It will help those that struggle |
| I've known people that can afford drugs they buy off the street. They get their power bill paid for by Idaho Power . Then some people that need help don't get help . |
| I've never been asked to donate money to help other people pay they're bill. Giving people options works much better than forcing them. They advertise a million ways to save money at the gas pump and driving is a lot less important than keeping our babies warm. Many people can't afford the gas saving options but it puts the idea of conservation in they're thoughts. |
| Just like food stamps, review every few months |
| Keep monthly level bill paying an option |
| Let the people that want to pay for it do so |
| leverage a small % against the largest customers, ie: industry, manufacturing, etc. |
| look to the experts for this answer. we are just trying to pay our way and hope others are too |

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| Look, you have to start by vetting the people running the program. There needs to be empathy, intelligence, and emotional IQ present for someone to properly decide what the parameters of need are based upon. We all know that within big corporations money is wasted, people are lazy, and rolls downhill to the common man. Be different! There are so many ways to fund this program without stealing from the average customer. Reach out if you seriously want help with this! |
| Lower your cost because of our economy and inflation |
| Manage program by allowing longer time to pay high bills |
| Manage with clear guidelines and expectations so the program is fairly distributed. Funding - Lottery money... something that is discretionary for folks to participate in - maybe increased taxes on alcohol or tobacco. Fund it through something folks have a choice in participating in. |
| Marijuana tax |
| Maybe an option to add a voluntary amount for customers. There should be specific guidelines to receive assistance so it is less likely to be taken advantage of. |
| Maybe reduce IPCO profits. |
| Maybe through creative fund raisers. Having the option for people to donate when paying their bill is nice, maybe offer incentives for donating through payments. Managing the funds should maybe be done through a committee including community members. |
| Money from the government |
| N/a |
| No idea. I'm generally against such things except for older people. I think the bills are reasonable enough. |
| Not sure |
| Not sure, but there needs to be accountability for the assistance. Without it, consumers may use AS MUCH POWER as they want (and I myself limit my a/c use to curb my bill). |
| Paid by the people who use the program. |
| people need to work |
| People who need assistance should go to their local church for assistance. There should not be a bill assistance program through Idaho Power. |
| Perhaps a voluntary added % payment |
| profit from power bill man us government. our government spends way to much money on other countries. |
| Profits of corporations |
| Put our taxes to good use for once. |
| Reduce your rates or eat your cost |
| Requested donations from customers who can maybe afford to include a little extra when paying their bill. |
| Revenue from marijuana tax |
| Separate fund actively managed when funding included in basic rate. |
| State & Federal assistant program are funding most of this people already!! I've seeing family members miss using their government moneys! |
| State legislature should evaluate whether this is needed and how to fund it. |
| State or gov funds |
| STATE PROGRAMS I PAY ENOUGH TAXES USE THAT .. HOME OWNER |
| State taxes |
| Take donations and apply those to people most in need. |
| Tax deductible donations maybe. No idea how to manage it. |
| Teach people how to cut their use of power. I have been in homes where lights are always left on and no effort is made to reduce bill. |
| That is above my pay grade, but if there is not legitimate government assistance (yes, it is still taxpayer money) then maybe from Idaho Power's own profits and generosity. |
| The state |
| the state should pay |
| There shouldn t be a program |

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| There shouldn't be one |
| Three persons on a committee. Funded? |
| Through Idaho Power and federal programs |
| Through the power company, they are stealing from us enough right now with all the newly added fees thanks to California |
| Through the state |
| Thru the lavish welfare programs in this state! |
| Use some of the money they currently get from the lottery |
| use the oregon tax kicker program, and add qualifiers like does the person have a brand new cellphone? if so, then they are simply bad managers. Also, seniors on SS with NET incomes below 25K should get priority. |
| voluntary contribution |
| WELL, CALL IT WHAT IT IS. WELFARE IS ADMINISTERED BY THE STATE, WHO HAS ACCESS TO INCOME RECORDS AND SHOULD BE USING THAT INFORMATION TO HELP THE NEDDY, NOT JUST ANYONE THAT ASKS. AND NOT JUST PEOPLE THAT ARE SIMPLY TOO LAZY TO WORK WHEN JOBS ARE PLENTIFUL. |
| With Idaho Power's profits |
| You guys have all the data. You know who's struggling to get by and who could use the help... How about some state assistance, or you know, maybe you could handle it yourself - don't you make over \$30 million every quarter? I think you could afford it. |

Mail Responses

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| ? |
| ? |
| 0 not |
| A percent of total profits collected by Idaho Power every year to be put into the program |
| According to senior on a fixed income. Users may be able to assist. |
| Add to new hook-up fee, increase late fee (if not qualified for assistance) include in housing assistance. |
| As I said earlier, they're are plenty of programs already available. |
| As you do it now, have a fund set up if I can & want I may give to others but not a mandatory raise in my bill. I have set money aside so I can pay. I do not expect others to pay for me. I am also on SS and over 80 yrs old. |
| Ask Biden to pay he has no problem helping illegals over his country men (women) |
| Biden will take care of it! |
| By donations. |
| By government subsidy or grants |
| By Idaho Power |
| By individuals out of their own wallet with money they have worked to earn. |
| By people contributing to society by their work |
| By people using their own electricity - pay your own bill. |
| By some extra money received from states water or hydro plants which is a wise way to furnish power in the northwest. Hydroelectric! |
| By state assistance programs for both states |
| By taxes |
| By the energy Affordability Act. |
| By the federal Government. |
| By whoever wants to support worthless ... and I'm not one of them. |
| CEO's and those who profit and stockholders can afford it from their surplus. |
| Charitable contributions |
| Collected through fund raising or charity! |
| Community action / State and federal funded by Tax payers. |
| Credit on bill. Legislation to help low income power rates. |

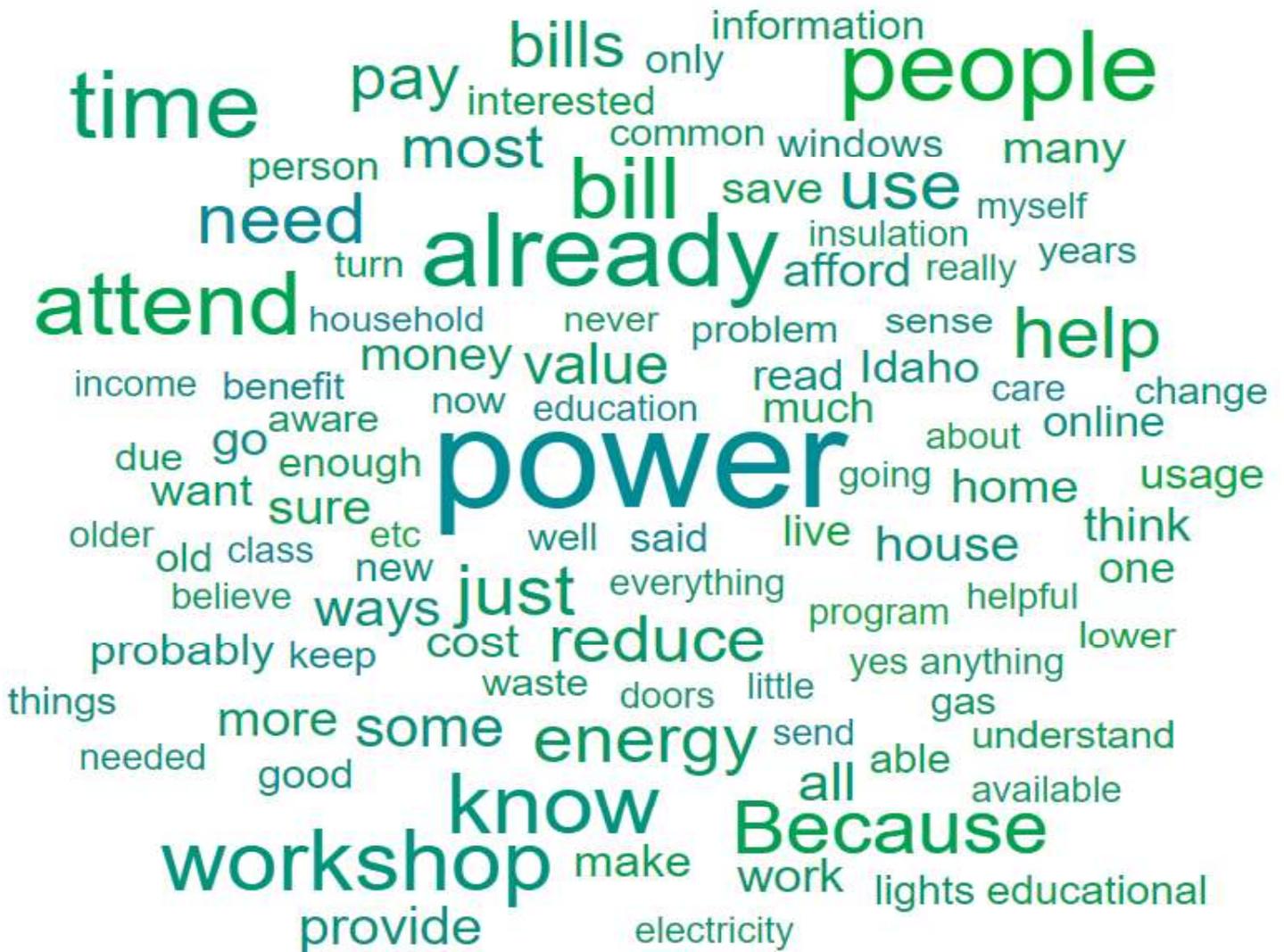
| |
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| Do not know. |
| Do not make a bill-assisted program |
| Make people responsible. ! |
| We are working past 70 years old to pay our power bill & bills |
| Donations |
| Don't know |
| Don't make a program |
| Don't need |
| Don't start one to begin with |
| Executive salaries reduced and assistance should come out of IP's excessive profits. The elimination of payroll for meter readers increased profits for IP with more than likely went to increase corporate investment & executive salaries instead of helping people. In corporate America, greed is the greatest commandment. |
| Federal government should be required to subsidize electric power when executive orders or regulation are created that drive up the costs to the user. |
| Federal grants |
| Federally |
| Figure it out. |
| Flat rates for monthly bills. Grants for electrical upgrades |
| From Over paid bureaucrats gravy Train Salaries and over funded retirement money- |
| Funded by Idaho Power |
| funded by Idaho Power |
| Funded by politicians 'too high' salaries! |
| Funded by the person who made it an option. |
| Get a grant if you're going to give to the ones in REAL need. |
| Good question it has to develop future expansion without funding. Review systems to reduce overhead cost to forward to bill assistance. Percentage of share holder profits to affordable funds. It is hard for those raising families to fund those struggling. It has to be a sacrifice for all not just a select few. |
| Government |
| Grants - federally funded |
| Have Idaho Power make less money. |
| Have no idea. |
| Have no idea. |
| Honestly I'm not sure. Applications from those having trouble, and a fund that would allow approved applications to be discounted. But not sure how to 'fund' the fund. |
| I am not totally sure - Grants? |
| I chose not to skip Q11 but am skipping Q10. I don't mind voluntarily contributing to such a program, but on my terms and not monthly but an amount of my choosing. |
| I disagree with the premise. |
| I don't have the answer for this. |
| I don't know |
| I don't know. |
| I get \$841/month and I have to pay \$385 |
| I know there are funds available some where within our government. |
| I prefer the voluntary contribution method like Project Share. |
| I would only contribute if # 5 were strongly overseen. |

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| I would rather hand a person \$ if I thought they needed help than see it go to someone who waistes there \$ and then complains how broke they are! Door to Door in person screening! |
| ID Power & government grants - lottery funds. |
| Idaho Power |
| Idaho Power Company funding assistance |
| Donations |
| Idaho Power company should designate a percentage of its profit. The funds designated should not be considered tax deductible. There should be a government entity completing oversight of the bill assistance program. |
| Idaho Power has so many organizations they donate to - why not their customers. |
| Idaho Power Manage - Federal Government fund. |
| Idaho Power out of pocket |
| Idaho Power should lower rates for Farmers or fund program with own money. |
| Idaho Power should shoulder and manage their programs cost and implications. |
| Idaho Power's profits, you guys make plenty. There shouldn't be bill-assistance programs, if you can't pay them get a job instead of going on welfare. |
| If Idaho Power feels a need to assist customers to pay their bill, use funds from Idaho Power's existing programs, or other means within Idaho Power. Don't put this burden on the paying customers. |
| If IPCO wants to be involved, through donation basis as it has been with Project Share. Otherwise, it would seem to be something that should be incorporated with other state-funded assistance programs. |
| If people are forced to be responsible and not bailed out by a broke government, people would figure out a way to keep the power on. |
| If there is any form of 'bill-assistance' it either needs to be offered to ALL customers or no customers. Not your decision based on income. People who don't work they do for their reasons. Those that do have jobs shouldn't be punished for having a job and working. And funded - you as the company pay for what you aren't making your customers pay for. |
| If they are disabled other customers should help. All others should pay their own bill. |
| If we are forced to do so, I'd say not use the electricity for 1-2 weeks a month. Turn off water heater, no heaters used in winter. Unplug refrigerator, not eat for a week so others will be comfortable. |
| If we the people are struggling to pay our power bill then we probably aren't going to be able to contribute to a fund. |
| If you can't afford it don't use it! |
| Income taxes in high earners |
| Isn't this what taxes are for? |
| It is a redundant program and should be dropped all together. |
| It not the rate payer's resp!! |
| It should be ended. |
| It should be funded through the state of Oregon's already bloated tax revenue that needs to be rebudgeted and responsibly managed. |
| It should be personally funded by those promoting it. |
| It should not be done at all. Why should the poorest county in Oregon pay for customers in the richest county in Idaho. This sounds like 'Biden Logic' Make the poor pay while the rich play - Why not invert in a geo-thermal plant in Malheur? Find a way to make power cheaper instead, a novel concept. |
| It should not be funded |
| It should not be funded by me. Idaho Power needs to cut their rates. |
| It shouldn't |
| It shouldn't |
| It shouldn't. |
| it's difficult because of privacy issues. However, without revealing names, if individual needs are made known to paying customers say with the 'needy's' community those rate payers will respond. |
| It's rising costs that has created the problem. |
| Keep it simple! Idaho Power should manage the program with government funds |

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| Let me ask you the question. Does your corporate bottom line allow you to pick up the shortfalls, rather than asking your customers to do so? |
| look for other outlets - Lottery Money/Drug tax - etc. |
| Lower prices |
| Lower rates or you give assisted programs. |
| Lower rates! |
| Lower the cost of electricity and what Idaho Power saves donate proceeds towards the bill assistance programs. |
| Make a database to assess who is freeloading and who is honestly in need. Eliminate freeloaders! Shouldn't have repeats. |
| Managed and said for by Idaho Power - Idaho Power can provide the funds and implement means of proper funding and have all written off on taxes. |
| Managed by Idaho Power, paid by I have no idea, just not current customers |
| Maybe offer credits for affordable power usage? I like Idaho Power incentives for users to help lower their power usage. Duct sealing, window treatments, etc. |
| Need must be proven. These with new vehicles and endless expensive 'boy toys' do not qualify as in need. |
| Require proof of income and a budget to apply. |
| No Bill-Assistance programs. |
| No idea - How about people getting a job to pay their bills. Too many people with no jobs relying on assistance for everything in their lives. |
| No program |
| No program. |
| None |
| Not by me! |
| Not on the rate payers! |
| On a volunteer basis w/ contributions to an assistance fund admin by ID Power |
| Oregon could cough up some marijuana revenue to help. Many customers come from Idaho. we don't make them pay more. |
| Other government help programs - not from a regulated private company. NON PROFIT ESTABLISHED GROUPS |
| Out of I.P. profits. |
| Out of Idaho Power revenue. |
| Out of your profits. |
| pay their own bills |
| People should either pay their own bills or have a substantial amount of leg work to get assistance to do so themselves. |
| Project Share does that. |
| Put this idea in the garbage can. |
| rates that are affordable |
| See above. |
| See answer #5 |
| Set a rule. Making one sure rule that Idaho Power follows should not cost Idaho Power anything. If you cannot pay your bill Idaho Power pro-rate your bill out for those years. |
| Short term assistance that is expected to be paid back in the future. |
| Should be done by utility and funded by the utility. They have a profit margin that can handle it. |
| Should be funded by IPC, not customers |
| Should be taken out of the profits Idaho Power makes |
| Should come from Social Security or Medicaid |
| should come from the state not rate payers |
| Should not be a bill. |
| Should not be funded period! |
| should not happen |
| Shouldn't be. |

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| Social welfare programs should not be funded by electricity rates. |
| state |
| State & Federal |
| State of Oregon surplus tax revenue |
| stop hiring assistants to assistants. to many bosses |
| Sur charge should be income based. |
| Take the money from politicians. |
| Taken care of by Idaho Power |
| Taxes paid by Oregonians should be used |
| Taxes, solar, or wind energy. |
| Teach people to get a job, spend money wisely, and pay your own way. There are already too many freebies. |
| That would be about my pay grade. |
| That's above my pay grade to answer. |
| The program should be 'only' for those truly in need, which would have to be established through a system of more than their self-declaration. They should be vetted and not be on any other subsistence programs which provide financial help. It should be voluntary funding by customers and staff of Idaho Power to support this program, not inclusion of collected rates. |
| The state can do it. |
| There is entirely too much give away to people who are able to work but not willing in some cases. The more you give away the most it costs the rest of the rate payers. |
| There should not be a bill assistance program. Other customers should not have to help pay power bills for others. |
| This again should be between Idaho Power and the customer. There are also options of fundraising events that can be held. The money raised can be forwarded to the funds. I do a lot of charity work with the 201st legion that raises money for all kinds of events. |
| Through State Government Social Welfare Programs. |
| Through voluntary contributions |
| Thru Idaho Power Company - profit. |
| Thru State Government |
| Voluntarily and grants |
| Voluntarily donate. |
| Voluntary contributions. |
| It should be managed by the company who starts the program. |
| Voluntary contributions? |
| Volunteer |
| We don't need to implement a bill assistance program. |
| We have programs already in progress. |
| We have tried to sign up for your current program but were unsuccessful. |
| When sending out bills. send info on weatherization. Explain how rates are calculated - i.e. don't use so much elect , at peak hours. I think Idaho Power should fund this program - It's your JOB |
| With all of the covid money I think you should be able to use that, or everything else has state & government funded programs. Use one of them. |
| You can send a man to the moon figure it out. |

Why would an educational workshop that helps identify ways to reduce power bills not provide value?



Email Responses

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| NO SURE |
| A workshop would take time away from higher priorities |
| Already do that |
| Alternative energy/roof-top solar. |
| Am a retired contractor with knowledge of power consumption |
| Because I already know how to reduce my bill |
| Because I already know how to reduce my power bills, but it takes funds to make the necessary changes. |
| Because I have an energy efficient home and appliances. And I have sufficient ability to practice conservation methods. But, thanks. |
| Because I have seen so many educational things on the internet already. I need support in fixing my house so that it is more energy efficient ie better windows & insulation. |
| Because I rent and can not fix up my house that I don't own. |
| because I'm already smart. |
| Because I'm quite content with my current power hungry lifestyle. |
| Because it takes money to make the changes needed. |

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| Because it's always the same thing you said over and over again such as in Ontario Oregon and the community connection program just tell you use different light bulbs turn off your lights that doesn't help nothing |
| because most don't have the funds to fix what they need to to help save energy |
| Because my home is older and we rent, so it wouldn't apply to me. |
| Because such material could be offered online for free or in the bill received. |
| Because the most energy draining functions of my household run on natural gas. |
| Because workshops don't always help people who can't afford a bill payment in the first place. |
| Because you talk to us like we are idiots and we make the mistakes when it's you guys who jack up the price during winter |
| Because your company needs to lower electricity costs and less profit for share holders, the government gives out enough free money and with all the illegal's coming into our country it is just going to get worse |
| Can't afford to travel because of gas prices on a fixed income |
| Cause sometimes it's the older homes that no matter what you do the power bill remains unaffordable. Cause landlords dont update wiring/sockets in their rentals |
| Common sense should prevail. |
| Currently with Covid on rise again and many Idahoans and some eastern Oregonians who do not believe in wearing masks. I am severely immune compromised and would not attend anything where it could be a risk for my health. Online yes!! In person NO |
| Don't burn power needlessly and the bill will reflect that. |
| Don't have time |
| don't have time due to working 6 days a week |
| don't know |
| dont need at this time |
| don't need it |
| Don't use hardly any power currently |
| Educational info is already available |
| EH... |
| Few people worry about their power bill until they can't pay it. Setting up online weekly payment programs might help here. Paying \$25 this week might influence next week, \$100 monthly bill is just the cost of living. |
| For me I have developed a payment excel form with all my bills listed with a cost for each bill with an estimation on some. With Idaho power if the bill is somewhat large I will break it down to 2 payments. |
| For me personally I believe I am well informed. It very well may help some. |
| For me, I already understand the basics. I think a class like this would benefit the younger generation that is just getting started, first time home owners etc |
| For most it may, just I don't need it right now. |
| For those who need it it would |
| For us it would need to be online |
| For us it wouldn't but for other people most definitely |
| Has to be more detailed than just saying to turn off the lights in an unoccupied room or change the light bulbs to LED. |
| Have my place as efficient as I can get it now. |
| Have no idea |
| How stupid can people be? |
| I already do everything I can to keep my bill down. |
| I already do everything I can. I find it condescending at this point to be told I can do more. The only things I could do at this point, replace windows, insulate more, etc. are financially out of reach on a fixed income. Utilities shouldn't be a profit stream for CEO's and investors. |
| I already know how to do this. |
| I already watch my power usage |
| I am a renter and can't do anything about the inadequate insulation, etc., of my rental. |

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| I am a renter and have base board heating and the windows and doors are poorly insulated. The owners don't care about upgrading. |
| I am already aware of ways to lower my power bill. |
| I am already energy aware |
| I am already very conservative with how I use my power. I have checked on solar, but because of how little power I use per month it was not cost effective for me to invest in a solar system. |
| I am already well aware |
| I am already well aware of ways and means to reduce power usage and use them. |
| I am an educated person and I have done my due diligence to make sure I reduce the energy usage and cost as much as possible. |
| I am aware of most strategies to reduce power bills and employ them. The workshop may not benefit me but may help others. |
| I am currently doing everything I can afford to do to reduce my power bill. |
| I am handicapped and difficult to travel for me |
| I am not able to change what I currently do now with my home and ranching operation |
| I am not interested |
| I am not saying that it wouldn't, I think other alternative such as a zoom meeting might be more beneficial. |
| i am not sure |
| I am poor and grew up poor. We use all the tricks, habits, and tech allowed to us. |
| I am smart enough to figure out what items I do not need. Such as turning off the TV, lights, ac...open windows. It is not rocket science. |
| i am sure it is valuable to many people but i am very aware of how to conserve energy use. |
| I am sure that the workshops would add value. I think there are other ways to find ways to reduce your power bill. It is a matter of being interested in a workshop. |
| I am up on energy savings |
| I believe it would provide value but I wouldn't commit to attending the workshop. I would attend if it was available locally but probably not if I had to travel outside of my community. |
| I cant afford to switch all my stuff to new and or elect |
| I didn't say it wouldn't. I said I wouldn't attend, which I probably wouldn't due to my availability. |
| I do everything I can right now. |
| I don't know |
| I don't care |
| I don't feel this is a problem. |
| I don't have time and I already have made substantial upgrades to my house to reduce my power bill, included LED lighting, adjustments to HVAC, purchased efficient washers and dryers. |
| I feel we already have the necessary tools to identify ways to reduce power bills. |
| I guess it would. |
| I hate workshops |
| i have a energy affective home |
| I have already taken such a class, and as a renter much of it is applicable. The things I can and do to cut power consumption just don't seem to be enough. |
| I have been through several courses and my power is still really hard to pay during the heating and cooling months even though I have done everything that was suggested. |
| I have found the existing resources on the Idaho Power website to be sufficient. |
| I have taken many already |
| I have to replace electrical wiring in my house before i can add more insulation to the attic to help with heating and cooling but dont have the means to pay for all new electrical in my house. I also dint have the means to replace the house ac unit that is too small so it constantly runs even with the thermostat set higher and not run at night as we use a window unit to save on energy bills. |
| I know how to do this |

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| I know how to turn off the lights already. |
| I know how to use very little power |
| I know what to do to lower my bill. |
| I know what would help. We've used foam around windows. Towels at the base of doors to stop drafts. What we need is free insulation in our house. Our roof leaks but we really can't afford to fix that since we are both on a fixed income. |
| I live in a 900 square foot house. My power bill for one month last winter was \$570.00. I don't overuse and waste. Education will not help my situation at all. I have had it checked and rechecked to see what the problem might be including having the meter changed. Still it has been sky high and the power company has said ' pay up' |
| I live in Juntura and would probably have to go somewhere else attend. |
| I manage my electrical power pretty good from previous information that I have read and put it to work in my household, that works good for me. |
| I might find out that I am a racist. |
| I pay the bills, I don't use any more power than I have to! All led bulbs, use the microwave instead of the oven, don't wash clothes in hot water, lights off in unused room, evaporative cooler instead of ac. That enough? |
| I probably won't go to the workshop in Boise. Long drive. |
| I read the flyers sent with my bill. I get informed from the comfort of my own home. |
| I rent, and I'm fairly certain my landlord has no interest if it costs him anything. |
| I said it would help. I said no I would not attend a class. I don't have time for that. I also feel I myself manages my bill just fine. You just price gouge us too much for a bill we don't have a choice but to pay if we want the lights on!! |
| I take very good care of my home. |
| I understand how efficiency works |
| I understand how to keep my power bill low and affordable but lots of people do not understand for example: how much small space heaters use, or the benefits of a little sealing of doors and windows can do. |
| I won't remember |
| I work 50-60 hours a week with one day off. when would I have time |
| I would prefer an on-line course. |
| I would prefer it come in written form or via email with a video link so I could view/read on my own time when I actually can benefit. |
| I wouldn't be able to make them |
| I wouldn't participate |
| I wouldn't participate |
| i wouldnt |
| I Wouldn't go |
| I wouldn't take the time to attend. I already know ways to save money on my power bill should I desire to do so. I presently pay extra for my power through Idaho Power's green power program |
| I'm an elderly person and have enough experience on conserving energy. |
| I'm not sure |
| I'm senior housebound and I'm frugal already thank you |
| I'm sure it would provide value, I'm just saying I probably wouldn't attend. |
| I'm sure it would provide value. |
| I'm sure it would, it would rather not attend an in person event. Possibly online. |
| I've attended one in the past and keep informed. COVID has affected our ability to keep current with one income. |
| Idaho Power all ready sends emails with great tips to reduce your energy costs. |
| Idk |
| idk |
| Idk |
| If it's online I think most people would benefit if in person most people wouldn't go |
| If participants were not really interested bit rewarded to be in attendanc |

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| If poor people need to travel somewhere with gas as expensive as it is, to attend a workshop, the workshop would be under utilized. Why not offer this as a webinar, or in the form of a telephone conference? Or an informative video? This would be a better approach. |
| if they can't afford to pay their power bill how are they going to attend an educational workshop?? And if the workshop is only online, most people wouldn't bother-A better way would be a seasonal reduction say just for DEC-FEB taking funds from the OR Kicker program. |
| If you are able to pay for a power bill, you should already be at an intelligence level to know how to conserve. This information is elementary. |
| I'm 77 I think I know why my bills are high - if they are1 |
| i'm good |
| I'm not interested it and I do not want the bill to go up to pay for it! |
| I'm not personally interested |
| I'm not sure |
| In person no, videi, telephone yes |
| It could for some people but i already use very little power whenever possible. |
| It could just not to me |
| It does provide value. But I won't be able to attend any of these because I'm a stay at home mom with no vehicle. |
| It has value but at this time it is not something that I would utilize |
| It is a good idea to have such a workshop available. I think I personally am mindful of our power usage enough to not need one. |
| It is a value but I am to old to go to educational workshop |
| It is impossible for me to attend a workshop living as remote as I do. |
| It is not that large |
| It may for some, just not me. |
| It may provide value to some, but not me. |
| It might be, but I am just not interested. |
| It very well may, but I live too far away to come to the workshops. We are getting older and long trips aren't good for us. |
| It would |
| It would |
| It would |
| It would be great for some people, but I am aware of the ways to reduce my power bills. |
| It would be of value. |
| It would but I wouldn't want to attend a workshop. Maybe a simple pamphlet or flyer |
| It would except for someone that is disabled it is a little more of a process than just attending a workshop, plus the cost of gas to get there isn't feasible for someone already having issues struggling to pay their bills. |
| It would for many I just do not need it at this time. |
| It would for those who have trouble paying their bill. |
| it would help make a budget for house holds |
| It would help me to identify ways I could reduce my power bill . |
| it would not help me, as I have said |
| It would not provide me with value. It might aid others. I know better than to waste things. |
| It would of course, however who can afford the gas to go to one? |
| It would provide value and those people who want assistance for paying for their power should have to attend a class to limit their power usage. |
| It would provide value if I were willing to attend or participate in such a thing, which at this time I am not. |
| It would provide value... |
| It would, but I probably could not attend |
| It would, but I'm not traveling great distances for it. |

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| It would, however my life circumstances are about to change and it would change my way of living and subsequent expenses. |
| It would. For me, the late payment was due to failure of IP to send me a timely bill. I only received a late notice until Jan. 2022 when the problem was fixed. I have had no late payments since. Such a workshop would be very beneficial for many people. |
| It would. I answered yes. I said no to attending the workshop. I'm well-versed on the subject and the seat would be better filled by someone who would benefit more from the workshop. |
| It wouldn't be valuable to me but I change my answer to that question and yes it would be valuable to people that don't know how to save on their power bill |
| it wouldnt I think it would be very helpful |
| It's an economical problem |
| It's the money not education |
| It's the same info repeated. Renters don't have control over the housing unit. |
| just my husband and I so are bills at present are manageable. |
| Just send written material or emails. I can read. I don't need a workshop. |
| Lack of interest and effort |
| Lower monthly bill |
| Many people don't know how important windows and good insulation are. |
| Maybe something on line would be more relevant. |
| most low income people can't afford the time, transportation, and child care cost to attend such meetings. |
| Most of my life has been spent struggling to pay the power bill. After all these years I have seen all the tricks. |
| Most of the people I know are already working to reduce power usage with use reduction, energy efficiency, and addition of alternative energy options. It seems like a waste of money on ID Power's part. |
| Most of the time they're either common sense solutions or they don't universally apply to enough customers to be useful and valuable. |
| Most ways to reduce power include changing the way I live- I'm not willing to change |
| My bill is low BECAUSE I know how to be frugal and efficient already |
| My house is too old |
| My household is already practicing electrical reduction ways with on demand hot water, lower heating thermostat, and CFL and LED Lighting. |
| N/a |
| Na |
| Need to keep it simple |
| never said it wouldn't i just don't want to go. |
| Never said it wouldn't, but I rent and I can't afford to fix apartment up to help me save on my energy.. |
| No |
| No |
| No lose |
| no thank u |
| No thanks . My problem is I need to not buy what I want before I pay my bills or stop double paying my power . I'll watch this closer.? |

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| No Time |
| No transportation |
| None |
| None |
| None |
| Not for me specifically. |
| Not for myself |
| not interested |
| Not sure |
| not sure educational workshops would be attended or even accepted |
| Not sure people will attend |
| Nothing new |
| Older home |
| Only if I could do it online and not have to attend in person. |
| Outreach from IPCO would not correctly target communities that need help the most |
| People are not gonna want to attend |
| People know if they can pay or not, what education would change that? |
| People know. They just don't manage it |
| People should already have knowledge as how to be energy efficient to some extent |
| Remote maybe, but I don't have time to take off work to attend a workshop. |
| Renters have limitations to what they can do to the property. |
| Scheduling |
| Seems like a waste of time and money to teach the obvious. Use less power for a lower bill. After that, cancel pay T.V., quit tobacco, give up beer, or whatever you need to do. I am speaking from experience here. I spent many years in Portland dancing on the brink of financial ruin. We did what we had to do, including moving to a lower cost place to live. Never asked my neighbors to pay my bills for me. |
| Sorry yes it would |
| Teach people how to properly manage their usage therefore making it easier for them to afford their needs |
| Teaching people able ways to lower their bill. |
| The kit provided by Idaho Power with tips, LED bulbs, etc. was adequate, and I don't really have the time to attend an online class. I would like to see more information on how to size and pay for a solar installation though. |
| The people that would be affected would only be welfare in my opinion |
| The people who need it wouldn't attend. |
| There has been quite a bit of information over the years on how to reduce power bills. This is NOT the problem with people being unable to pay their power bills. |
| They would provide value and I strongly agree that they should be done. I personally would not benefit from them as I manage the energy assistance programs for a portion of Oregon. I very much understand how to save energy as a result. |
| This is a poorly worded question. |
| Those who need it most would be the least likely to use it. I believe general educational announcements would be more beneficial than a workshop which would possibly be not well attended |
| Time required to participate. |
| If it was offered online I would consider it. |
| To time consuming |
| Turn off my A/C during the hottest part of the day no thanks. Do you offer free solar panel installation, batteries, and controller systems? That is a way to reduce my power bill but in the long run that takes money away from your pocket. |

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| Unless it was offered with free assistance (insulation and installation, weather stripping, etc) I have the knowledge, just not the tools to further reduce my bills. |
| Use common sense in the use of electrical power! |
| Waste of resources |
| We already do many things to prevent high power bills. I could teach that class! Make workshop mandatory for folks who go behind paying bills. Give credit for them taking workshop. |
| we are already doing all we can and we rent |
| We read your newsletters |
| When you live in substandard housing which has an inefficient heating/cooling system and is poorly insulated no amount of 'education' is going help reduce power consumption. Most people already know to power off any systems that are not being used and anything that is on standby is still consuming power. A weatherization program that renters could take part in would be more of a help, especially for landlords who are on the jagged edge themselves. |
| Who the [REDACTED] us time for that? |
| wont help pay winter heating and summer cooling costs |
| Work |
| workshop no but a thing that is sent to selected people information it would benefit all people. |
| Would not be of interest to me |
| Yes |
| you have them almost every month in your news letters and other suggestions |

Mail Responses

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| Do on our own - |
| I read your inserts in my bill. Only wealthy people can spend time and gas money to attend and they probably have well built homes. Poor people could not afford the time and gas money and they are those in most need, in poorly built homes. |
| A simple brochure or pamphlet listing ways to reduce power bills would be of use. |
| A waste of funds, people know this already. |
| A workshop would be helpful to some. I live to far away and gas prices keep me pretty much only travelling to Baker once a month. |
| Actually it may help, but time and gad doesn't help in attending. |
| After 83 yes. I think I know how to SAVE. Turn off the switch & put more wood on the fire. |
| All ready have it under control |
| Already been to classes by commity in action |
| Already know... |
| already ma using conservative measures. |
| Already use energy saving stuff |
| Am already practicing energy savings. |
| It possibly could - I've already discussed energy savings with a representative. |
| An educational workshop would be beneficial, however it would need to be offered in several locations made available for all due to gas prices. |
| Anyone with a brain has been subject to the information through media, speakers, and common sense. |
| Apt. life affords little room for many energy reduction possibilities. |
| As a norm I don't think most people would bother. Example would be all the litter around the area. People just don't care. |
| As a whole we try to conserve resources the best we can. |
| At my age would prefer a mailed advice. |
| Because all your suggestions would cost money we don't have. |
| Because common sense will show how to save power. |

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| Because first, I would want to know how many customers need assistance, how often, and how much. Also, how much funding is presently provided and from whom - Sorry, misread question. My answer is in regard customer who need assistance. |
| Because I already manage my money well. |
| Because I am disabled & have other health issues that would prevent me of being able to go to the workshop. I also know about saving energy and I get that kind of information from the energy assistance program that I get help with. |
| Because I am doing all I can to reduce my power bill now. |
| Because I don't speak English and I'm 94 yrs old. |
| Because I have paid attention to power programs sinc a child. Turn off lights, use higher efficiency lights, set thermostat to moderate temperatures, keep doors closed, highter efficiency appliances when able. |
| Because I think the money spent on a workshop could be better spent to help pay power bills of those that need help. We are adults and know how to save electricity. |
| Because I unplug everything but the fridge and use only one light at a time. |
| Because it is funded with my power bill in part. Idaho Power sells electricity not education programs. |
| because it never comes thru |
| Because Most People have common Sense unlike ruling elitist Beaucrats. |
| Because most people waste and don't care. |
| Because participation would be very low. |
| Because people would not pay attention, they may have to sacrifice a little to help themselves. |
| Because we work a lot to pay bills this is not possible now - know our home needs work to lower our power bill. |
| Been to several already thru community in action |
| Buying gas for necessities takes all my extra income. The representatives that came out before were for less than helpful. |
| Common sense solutions we already know. |
| Common sense, new everything - but cannot afford any of it. |
| cost of upgrade |
| cost/time invested not beneficial vs savings |
| Disabled |
| Do not need it in our household |
| Do you really need a workshop0 on how to turn lights off and raise your thermostat a few degrees? Most older people know how to do this already and young people are not going to attend such a workshop. Just a waste of money. |
| Don't have time |
| Don't have time |
| Don't have time! |
| Don't know |
| Don't know |
| Don't need an 'educational workshop' to get this kind of information. |
| Don't use much power right now. |
| Education workshops are needless expense producing electricity. Turning off lights and lowering or unplugging power consumption items should not be funded by utility providers and consumers. |
| First - just try to get people to attend. Good luck. |
| For me - I'm 84 years old & learned to be conservative. |
| For some but not needed for me. |
| Go to work |
| Good question |
| Hard to find time to attend. |
| home-bound |
| How are you going to get people to attend? What is the incentive?? |
| How many people in need of education will attend? |

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| I already know how to reduce my power bill |
| I already attended one. |
| I already conserve |
| I already do all of the things I need to to reduce. energy use. You would be teaching one anything new. |
| I already have |
| I already have. |
| I already read your included literature. |
| I already save power when I can. |
| I am 82 years old, retired cattle rancher. I live in a house built in 1945. I burn wood entirely for heat in the winter. I have no computer - credit card - cell phone. My biggest bills are in the winter when I have a tractor & a backhoe plugged in & 2 water trough & 1 pump house plugged in. |
| I am 92 years old & my house is fine. |
| I am a single mom with a very busy schedule |
| I am already trained by the Northwest Energy Council on energy savings. |
| I am an educated person & know how to reduce my power bills. You send us tips w/every bill we get. I know how to read. |
| I am an Energy Conservationist. |
| I am capable of doing by myself |
| I am disabled - can't attend. |
| I am disabled, mailed info would be helpful. |
| I am elderly and would not attend |
| I am in a care center |
| I am short on time kids, farm, ranch ect. |
| I am too busy to attend. |
| I am very conservative with my power uasage. Simply don't have time. |
| I believe that I have been frugal with my electric use for a longtime. |
| I cannot afford to purchase new appliances or have my home re insulated, fans installed in the attic, etc. |
| I can't as I am disabled. |
| I can't attend due to time restraints. |
| I cut down on usage by staying in one room of the house. I shut the bedrooms and sleep on the couch. I live in a center block town house and it is expensive to heat. My doors leak air. One of the doors is to big for the frame, the door sticks out an inch or so. My kitchen window is from the 70's. I put tape around it. |
| I do not know any way it could not help |
| I don't believe enough people would come to the workshop |
| I don't believe I could save much more. I am very careful. |
| I don't have the time to take a work shop. |
| I don't know. |
| I don't know. I personally work to much to get ahead. No time. |
| I don't need a workshop as can pay my power bill, Many who need help won't attend a workshop or watch on web. |
| I don't need it. |
| I don't see it benefit me. I use a minimal amount as it is. |
| I don't think I use an excess amount of power. |
| I don't understand English |
| I doubt that there would be much participation no matter how it was presented (in-person/virtually) due to time constraints for most individuals. I feel most people will complain about their power usage but do very little or nothing to conserve. |
| I educate myself on these matters already. |
| I feel we manage our usage prudently. |
| I generally heat my home with wood and I have a fairly new and efficient hot water heater. |

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| I have a 1980 mobile home. I have replaced most outlets and disconnected new heater. |
| I have been involved in reduction/conservation work for many years. Our basic economic model (supported by both major parties) overtly drives people to overspend on needless junk while ignoring very basic expenses. I have never made a lot of money, but I have never been sucked in to the spend-more-than-you-have scam that really is the problem. |
| I have been working on ways to help reduce my power costs New Windows & Siding around my home, insulation, Energy Stare appliances |
| I have informed myself already on ways to reduce power usage. |
| I have learned a lot through the years from your tips in the bills. |
| I have no time in day cause of work. I have no time, evenings cause of babysitting. I have no time on my time cause of things I have to catch up on household, yard, laundry, yard work. |
| I have read all the material IP has distributed over the years on the methods & ways to reduce power loss etc. |
| I have read articles and watched PSAs and other info. |
| I know how to budget. |
| I know how to do that. |
| I know the ways to conserve |
| I live in a rental. |
| I live out of state for periods of time. |
| I look for ways to save and read the materials provided by Idaho Power on saving power. This isn't because there is no value in such a program. Others may want such a workshop, I just don't. |
| I personally read a lot about conservation and would not attend a workshop - It is each individual's preference. |
| I probably couldn't afford upgrades. |
| I read your inserts on the topic regularly. |
| I really dont know |
| I said it wouldn't benefit ME. It probably would help a lot of people, if you could get them to pay ATTENTION. |
| I said no because we are older people and not sure we could understand the program |
| I think a workshop could be beneficial to others. I myself do not want to attend. I shut all my lights off when not in use and hang my clothes on a clothesline when weather permits. |
| I think I am already pretty knowledgeable on the subject & pretty prudent when it comes to electricity usage. I know I need a new HVAC & that's what sucking up the electricity. I'm not saying it couldn't be valuable to others. |
| I think I have figured it out already |
| I think it's a good idea, I just don't want it at this point in my life. |
| I think the average person understands what influences electrical consumption. |
| I understand how to save/reduce energy in my household, but unfortunately the cost of living and income make it hard to pay my bills. |
| I would find it difficult to find the time in my schedule to attend a workshop. |
| I would not attend |
| I would rather have info sent to me - I don't have time to go to ID & sit through a class. |
| I wouldn't attend. |
| Idaho Power Co already has educational programs on winterizing homes & Project Share. |
| Idaho Power news letter would work. |
| Idaho Power raises its rates at will - We, the consumer have to pay the price - |
| If you can travel to workshop probably can pay bill |
| If you can't pay of it, don't use it. |
| I'm 86 yrs old. Can't set for long |
| I'm aware of some ways to reduce power usage, and how energy efficient household appliances can help, but upgrades cost money some don't have. |
| I'm not interested |
| I'm sure it would, but attending would e difficult because of health issues. |
| Information is available |

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| Information is available on line and in IP publications |
| It could for some. |
| It may but that would be something for Idaho Power to work on. |
| It may help low income people. |
| It may provide value for some, but I would not attend. |
| It might help others. I have read the pamphlets you sent out before and can look it up on the internet. I don't believe anyone would attend a workshop. Waste of money for Idaho Power. |
| It might provide value but I don't have time to attend |
| It might to some consumers |
| It probably would for some |
| It probably would if there was something we could do to make our bills actually go down, but we live in an older trailer house and we do as much as we can to try to keep it down. However, health makes us have to run the finance more than we would like. |
| It will have value. I just work all the time and can't attend |
| It would be of value except I cannot leave my house for a workshop due to my husbands' physical disabilities. |
| It would but I'm disabled so would be hard for me. |
| It would cost more to attend than I, or we would put into practice or remodel our home. We do not expect to live long enough to make it worthwhile. |
| It would for some but not me |
| It would help but the cost of windows and labor is what stop people. I replaced my windows last year and it cost over \$7000. |
| It would help people know how to reduce their electric. |
| It would help the farmers, that would be right. |
| it would just not to me |
| It would not help me as I have an up to date home with current codes and I leave alone and watch me energy bills. |
| It would not provide value if those who felt they needed financial assistance did not attend, or were not willing to implement the suggestion. |
| It would provide value but you give pointers now. |
| it would provide value however we do not have the time to attend a workshop. We both work full time & have kids. |
| It would provide value. |
| I just don't have the time to attend |
| It would provide value. I just probale wouldn't go due to work, kids, etc. |
| it wouldn't |
| Its called common sense and considering priorities. |
| It's just another way to raise cost of electric bills. To pay some people to tell you to close your door when you leave or open a window in the evening during summer to save on heat in the winter. Make sure your door is closed. Saving on your bill is common sense. |
| just my power usage |
| Just send me some cost savings suggestions in the mail or email. Don't want to travel. |
| Maybe I could change something. |
| Might not be able to reduce |
| Most of us know how to save energy. |
| most people know but maybe can't afford to do it. |
| Most things required money to install. |
| Most young people think they are entitled to help in most things. Doubt many of them would make many changes to their life style. |
| My daughter is helping me fill this out. I get disability for a mental illness. I would not fully understand what was being talked about. |
| My driving is limited. |

| |
|---|
| My time is more valuable than that |
| Needs to be one on one with each customer |
| No doubt a workshop is a worthwhile endeavor. Neither I or my partner have time to attend it. |
| No, sometimes I have no time. |
| not all can go to a workshop |
| Not for myself. I am able to keep my bill reasonable. |
| Not interested. |
| Not many would attend |
| not needed |
| Not needed. |
| Not saying they wouldn't |
| Not time to go to meetings! |
| Of course it would provide value, just not interested in attending. |
| Old house and I cannot afford to update anything like windows or weatherization's. |
| On a farm and ranch power is not reduction optional. |
| Online only |
| Only if it were online |
| Only if you are not doing everything you can to lower your bills. |
| People don't want help. They want a handout. |
| People expect handouts. They won't cut out non essential spending. |
| people need to be responsible for themselves |
| People need to do without and budget to meet their needs. Do without their wants. |
| Probably wouldn't attend - I understand energy efficiency. |
| Probably wouldn't learn anything new. |
| Reduce power bills yes. Another welfare program no. |
| Send me the info and I will read it. |
| Some could benefit from the workshop, but just try to get them to attend. |
| Some people might not understand. |
| Someone may not know what's sucking power when not needed. |
| Speaking for myself only - Already have been there |
| Still to high - cost |
| Super low power bills |
| Takes up my time. |
| Teaching never hurts, just helps. |
| The bottom line, if Idaho Power is honest, is that rates are not particularly negotiable. Power companies are not welfare agencies. We have enough of them in our society today. If we want top notch power, reduce the welfare. People's irresponsibility is not my problem. |
| The educational workshop would be very helpful. I am 87 yrs old, so I limit my social events or I get too busy. Paying my power bill, has not been a problem. I am a depression baby, European nationality, so I tend to control the pennies. |
| The workshop would probably help some folks. But - the question was if I thought I would help me. I feel I am fairly well educated in the area - therefore not interested in a workshop. |
| There's plenty of ad information already available for free |
| They do provide lots of helpful ways to reduce power bills. I have attended one in previous years. |
| They wouldn't know your residence or your spending habits. |
| Time. make the 'workshop' available on line w/a link. I dont have time for a workshop. |
| to people struggling it always helps to educate yourself that's the problem. Most of them don't care enough to make the effort. |
| Too many meetings |

| |
|--|
| Too old for re-educating. |
| Too old to change |
| Two adult retarded children living with us make energy saving emphases futile. |
| Use less power. |
| use of time |
| Use of time |
| Use your power wisely |
| Very few people would attend. |
| The average person would not implement a plan. |
| Waste of my time |
| wastefulness |
| We already do what we can and know how to do it. It would be good for young families and millennials. |
| We already receive such tips from you. The educational programs have no effects on our undereducated population who are in financial struggles in all aspects of household mgmt, At least they do not struggle for food. |
| we are able to afford it now and we turn off lights when not needed. |
| we are able to pay the light bill every month and are familiar with some ways to save power. |
| We are energy aware for example: turn off when leave a room, don't leave TV on. |
| We are on level pay and we can manage our bill each month. We are on a budget and live on SS. |
| We aren't interested. |
| We do a lot of work from home, have 2 kids and an old house. |
| We do not need reduction |
| WE have LED light, timers on, and thermal switches. Some windows are double glazed. Doors have storm doors, and new seals, insulation upgrade is budgeted for a improved roof ventilation. Any other option is more affordable HVC heating currently electric. Could convert to NG or solar. |
| What, we need to hold classes for dummies? |
| When supplying water & growing feed for cattle on a rance you have no control over power used Idaho power should reduce rates for farmers & Ranchers but instead they increase them. |
| Who actually is going up to show up for a class when a person works full time, has a family, and some are attending college classes too. |
| why I just got my bill you raised my rates 7.7% you will use this as another reason for a rate increase |
| With the increased cost of fuel, I would rather see a zoom meeting or have Idaho Power come to my hometown to conduct their educational workshop. |
| Would not provide value to us because we are very frugal with our electricity use. We are aware of and use ways to reduce our use. |
| Would provide education |
| Wouldn't apply to the situation |
| Wouldn't attend |
| wouldn't go to or attend online - send written materials. |
| you already provide information on this in the pamphlets you send with the bills. |
| You already send helpful pamphlets with the power bill. |
| You aren't going to tell me anything I don't already know in this area. |
| You can't fix stupid. |

| | | I have trouble paying my monthly power bill ... | | | | | | My power bill is affordable. | | | | | | |
|--------------------------------|----------------------------|---|---------|-----------|--------|--------|-------|------------------------------|----------------|----------------------------|-------------------|-------------------|-------|------|
| | | Always | Usually | Sometimes | Seldom | Never | Total | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total | |
| My age is best described as .. | Under 25 | Value | 2 | 2 | 3 | 2 | 3 | 12 | 2 | 4 | 1 | 3 | 2 | 12 |
| | | | 17% | 17% | 25% | 17% | 25% | 100% | 17% | 33% | 8% | 25% | 17% | 100% |
| | 25 - 34 | Value | 6 | 8 | 30 | 9 | 10 | 63 | 13 | 22 | 7 | 13 | 8 | 63 |
| | | | 10% | 13% | 48% | 14% | 16% | 100% | 21% | 35% | 11% | 21% | 13% | 100% |
| | 35 - 44 | Value | 9 | 11 | 26 | 26 | 22 | 94 | 14 | 27 | 16 | 21 | 16 | 94 |
| | | | 10% | 12% | 28% | 28% | 23% | 100% | 15% | 29% | 17% | 22% | 17% | 100% |
| | 45 - 54 | Value | 12 | 14 | 47 | 27 | 36 | 136 | 26 | 36 | 24 | 32 | 18 | 136 |
| | | | 9% | 10% | 35% | 20% | 26% | 100% | 19% | 26% | 18% | 24% | 13% | 100% |
| | 55 - 64 | Value | 15 | 14 | 62 | 40 | 79 | 210 | 47 | 78 | 30 | 37 | 18 | 210 |
| | | | 7% | 7% | 30% | 19% | 38% | 100% | 22% | 37% | 14% | 18% | 9% | 100% |
| 65 - 74 | Value | 25 | 24 | 108 | 90 | 151 | 398 | 72 | 151 | 84 | 57 | 35 | 399 | |
| | | 6% | 6% | 27% | 23% | 38% | 100% | 18% | 38% | 21% | 14% | 9% | 100% | |
| 75 or older | Value | 9 | 17 | 80 | 55 | 176 | 337 | 95 | 123 | 72 | 33 | 16 | 339 | |
| | | 3% | 5% | 24% | 16% | 52% | 100% | 28% | 36% | 21% | 10% | 5% | 100% | |
| Total | Value | 78 | 90 | 356 | 249 | 477 | 1250 | 269 | 441 | 234 | 196 | 113 | 1253 | |
| | Column Percentage(Base N) | 6.24% | 7.21% | 28.50% | 19.94% | 38.19% | | 21.54% | 35.31% | 18.73% | 15.69% | 9.05% | | |
| Column Mean | | 15.6 | 18 | 71.2 | 49.8 | 95.4 | | 53.8 | 88.2 | 46.8 | 39.2 | 22.6 | | |

| My age is best described as .. | | I pay ___ percent of my monthly household income towards my monthly power bill. | | | | | There is a need to develop a new program to assist customers who struggle to pay their power bills? | | | | | |
|--------------------------------|----------------------------|---|---------|-----------|---------------|-------|---|----------------|----------------------------|-------------------|-------------------|-------|
| | | Less than 5% | 5% - 9% | 10% - 15% | More than 15% | Total | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total |
| Under 25 | Value | 4 | 2 | 3 | 2 | 11 | 10 | 1 | 1 | 0 | 0 | 12 |
| | | 36% | 18% | 27% | 18% | 100% | 83% | 8% | 8% | 0% | 0% | 100% |
| 25 - 34 | Value | 15 | 23 | 15 | 9 | 62 | 32 | 16 | 12 | 3 | 0 | 63 |
| | | 24% | 37% | 24% | 15% | 100% | 51% | 25% | 19% | 5% | 0% | 100% |
| 35 - 44 | Value | 21 | 33 | 24 | 16 | 94 | 40 | 19 | 24 | 7 | 4 | 94 |
| | | 22% | 35% | 26% | 17% | 100% | 43% | 20% | 26% | 7% | 4% | 100% |
| 45 - 54 | Value | 39 | 45 | 31 | 17 | 132 | 54 | 24 | 33 | 10 | 14 | 135 |
| | | 30% | 34% | 23% | 13% | 100% | 40% | 18% | 24% | 7% | 10% | 100% |
| 55 - 64 | Value | 64 | 63 | 49 | 28 | 204 | 75 | 41 | 52 | 14 | 27 | 209 |
| | | 31% | 31% | 24% | 14% | 100% | 36% | 20% | 25% | 7% | 13% | 100% |
| 65 - 74 | Value | 124 | 121 | 91 | 46 | 382 | 106 | 109 | 110 | 31 | 40 | 396 |
| | | 32% | 32% | 24% | 12% | 100% | 27% | 28% | 28% | 8% | 10% | 100% |
| 75 or older | Value | 126 | 91 | 45 | 33 | 295 | 66 | 82 | 118 | 21 | 32 | 319 |
| | | 43% | 31% | 15% | 11% | 100% | 21% | 26% | 37% | 7% | 10% | 100% |
| Total | Value | 393 | 378 | | 151 | 1180 | 383 | 292 | 350 | 86 | 117 | 1228 |
| | Column Percentage(Base N) | 31.47% | 30.26% | 20.66% | 12.09% | | 30.66% | 23.38% | 28.02% | 6.89% | 9.37% | |
| Column Mean | | 98.25 | 94.5 | 64.5 | 37.75 | | 76.6 | 58.4 | 70 | 17.2 | 23.4 | |

My age is best described as ..

The costs of a bill-payment assistance program should be collected in rates paid by Idaho Power customers in Oregon.

| | | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total |
|--------------------|----------------------------|----------------|----------------|----------------------------|-------------------|-------------------|-------|
| | Value | 4 | 0 | 7 | 0 | 0 | 11 |
| Under 25 | | 36% | 0% | 64% | 0% | 0% | 100% |
| | Value | 14 | 14 | 19 | 5 | 9 | 61 |
| 25 - 34 | | 23% | 23% | 31% | 8% | 15% | 100% |
| | Value | 15 | 14 | 31 | 4 | 22 | 86 |
| 35 - 44 | | 17% | 16% | 36% | 5% | 26% | 100% |
| | Value | 10 | 17 | 45 | 13 | 35 | 120 |
| 45 - 54 | | 8% | 14% | 38% | 11% | 29% | 100% |
| | Value | 27 | 35 | 49 | 16 | 58 | 185 |
| 55 - 64 | | 15% | 19% | 26% | 9% | 31% | 100% |
| | Value | 38 | 51 | 119 | 44 | 104 | 356 |
| 65 - 74 | | 11% | 14% | 33% | 12% | 29% | 100% |
| | Value | 24 | 45 | 121 | 30 | 67 | 287 |
| 75 or older | | 8% | 16% | 42% | 10% | 23% | 100% |
| | Value | 132 | 176 | 391 | 112 | 295 | 1106 |
| Total | Column Percentage(Base N) | 10.57% | 14.09% | 31.31% | 8.97% | 23.62% | |
| Column Mean | | 26.4 | 35.2 | 78.2 | 22.4 | 59 | |

My age is best described as ..

| | | I would voluntarily contribute to a program to assist customers who struggle with paying their power bills. | | | | | | I would voluntarily contribute ___ per month to fund a bill-assistance program for helping customers who struggle to pay their power bills. | | | | | |
|--------------|----------------------------|---|----------------|----------------------------|-------------------|-------------------|-------|---|-------|-----------|------------|----------------|-------|
| | | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total | \$0 | \$1 | \$2 - \$5 | \$6 - \$10 | More than \$10 | Total |
| | Value | 2 | 3 | 3 | 3 | 0 | 11 | 3 | 1 | 3 | 1 | 0 | 8 |
| | | 18% | 27% | 27% | 27% | 0% | 100% | 38% | 13% | 38% | 13% | 0% | 100% |
| Under 25 | Value | 8 | 9 | 18 | 7 | 5 | 47 | 14 | 8 | 12 | 1 | 0 | 35 |
| | | 17% | 19% | 38% | 15% | 11% | 100% | 40% | 23% | 34% | 3% | 0% | 100% |
| 25 - 34 | Value | 6 | 10 | 15 | 11 | 17 | 59 | 11 | 7 | 9 | 1 | 2 | 30 |
| | | 10% | 17% | 25% | 19% | 29% | 100% | 37% | 23% | 30% | 3% | 7% | 100% |
| 35 - 44 | Value | 3 | 13 | 27 | 10 | 16 | 69 | 16 | 10 | 15 | 2 | 0 | 43 |
| | | 4% | 19% | 39% | 14% | 23% | 100% | 37% | 23% | 35% | 5% | 0% | 100% |
| 45 - 54 | Value | 13 | 22 | 40 | 18 | 16 | 109 | 29 | 12 | 26 | 7 | 1 | 75 |
| | | 12% | 20% | 37% | 17% | 15% | 100% | 39% | 16% | 35% | 9% | 1% | 100% |
| 55 - 64 | Value | 11 | 31 | 86 | 24 | 47 | 199 | 52 | 24 | 35 | 15 | 0 | 126 |
| | | 6% | 16% | 43% | 12% | 24% | 100% | 41% | 19% | 28% | 12% | 0% | 100% |
| 65 - 74 | Value | 6 | 22 | 79 | 20 | 45 | 172 | 43 | 17 | 35 | 8 | 1 | 104 |
| | | 3% | 13% | 46% | 12% | 26% | 100% | 41% | 16% | 34% | 8% | 1% | 100% |
| 75 or older | Value | 49 | 110 | 268 | 93 | 146 | 666 | 168 | 79 | 135 | 35 | 4 | 421 |
| | Column Percentage(Base N) | 3.92% | 8.81% | 21.46% | 7.45% | 11.69% | | 13.45% | 6.33% | 10.81% | 2.80% | 0.32% | |
| Total | Column Mean | 9.8 | 22 | 53.6 | 18.6 | 29.2 | | 33.6 | 15.8 | 27 | 7 | 0.8 | |

| My age is best described as .. | Value | My household has requested energy bill assistance at some point since January 2021 (e. g. LIHEAP, etc.). | | | | I have had a past due balance on my Idaho Power bill at some point since January 2021. | | | | I am aware of an Arrearage Management Program offered by Idaho Power to help Oregon customers resolve past-due power bills. | | |
|--------------------------------|----------------------------|--|---------|----------|------|--|---------|----------|------|---|--------|------|
| | | Yes | No | Not sure | | Yes | No | Not sure | | Yes | No | |
| | | Total | | | | Total | | | | Total | | |
| Under 25 | Value | 4 | 7 | 1 | 12 | 4 | 8 | 0 | 12 | 2 | 2 | 4 |
| | | 33% | 58% | 8% | 100% | 33% | 67% | 0% | 100% | 50% | 50% | 100% |
| 25 - 34 | Value | 21 | 33 | 9 | 63 | 28 | 30 | 5 | 63 | 14 | 19 | 33 |
| | | 33% | 52% | 14% | 100% | 44% | 48% | 8% | 100% | 42% | 58% | 100% |
| 35 - 44 | Value | 19 | 67 | 7 | 93 | 35 | 53 | 6 | 94 | 14 | 27 | 41 |
| | | 20% | 72% | 8% | 100% | 37% | 56% | 6% | 100% | 34% | 66% | 100% |
| 45 - 54 | Value | 25 | 94 | 15 | 134 | 42 | 78 | 13 | 133 | 25 | 30 | 55 |
| | | 19% | 70% | 11% | 100% | 32% | 59% | 10% | 100% | 45% | 55% | 100% |
| 55 - 64 | Value | 34 | 171 | 4 | 209 | 40 | 158 | 10 | 208 | 19 | 28 | 47 |
| | | 16% | 82% | 2% | 100% | 19% | 76% | 5% | 100% | 40% | 60% | 100% |
| 65 - 74 | Value | 62 | 322 | 14 | 398 | 53 | 322 | 23 | 398 | 26 | 49 | 75 |
| | | 16% | 81% | 4% | 100% | 13% | 81% | 6% | 100% | 35% | 65% | 100% |
| 75 or older | Value | 24 | 297 | 10 | 331 | 16 | 304 | 13 | 333 | 6 | 21 | 27 |
| | | 7% | 90% | 3% | 100% | 5% | 91% | 4% | 100% | 22% | 78% | 100% |
| Total | Value | 189 | 991 | 60 | 1240 | 218 | 953 | 70 | 1241 | 106 | 176 | 282 |
| | Column Percentage(Base N) | 15.13% | 79.34% | 4.80% | | 17.45% | 76.30% | 5.60% | | 8.49% | 14.09% | |
| Column Mean | | 63 | 330.333 | 20 | | 72.6667 | 317.667 | 23.333 | | 53 | 88 | |

| My age is best described as .. | | I participated in Idaho Power's Arrearage Management Program. | | | Idaho Power's Arrearage Management Program helped me resolve a past-due balance on my power bill. | | | I would find value in an educational workshop that focused on helping identify ways to reduce my power bill. | | | I would attend an educational workshop that focused on helping identify ways to reduce my power bill. | | |
|--------------------------------|----------------------------|---|-------|-------|---|---------|---------|--|--------|-------|---|--------|-------|
| | | Yes | No | Total | Yes | No | Total | Yes | No | Total | Yes | No | Total |
| | | Value | | | Value | | | Value | | | Value | | |
| Under 25 | | 0 | 2 | 2 | 0 | 0 | 0 | 10 | 2 | 12 | 9 | 1 | 10 |
| | | 0% | 100% | 100% | #DIV/0! | #DIV/0! | #DIV/0! | 83% | 17% | 100% | 90% | 10% | 100% |
| 25 - 34 | | 8 | 6 | 14 | 6 | 2 | 8 | 43 | 20 | 63 | 37 | 6 | 43 |
| | | 57% | 43% | 100% | 75% | 25% | 100% | 68% | 32% | 100% | 86% | 14% | 100% |
| 35 - 44 | | 7 | 7 | 14 | 7 | 0 | 7 | 52 | 42 | 94 | 34 | 18 | 52 |
| | | 50% | 50% | 100% | 100% | 0% | 100% | 55% | 45% | 100% | 65% | 35% | 100% |
| 45 - 54 | | 6 | 18 | 24 | 6 | 0 | 6 | 62 | 71 | 133 | 49 | 12 | 61 |
| | | 25% | 75% | 100% | 100% | 0% | 100% | 47% | 53% | 100% | 80% | 20% | 100% |
| 55 - 64 | | 11 | 8 | 19 | 10 | 1 | 11 | 100 | 108 | 208 | 75 | 25 | 100 |
| | | 58% | 42% | 100% | 91% | 9% | 100% | 48% | 52% | 100% | 75% | 25% | 100% |
| 65 - 74 | | 9 | 17 | 26 | 3 | 5 | 8 | 194 | 191 | 385 | 147 | 51 | 198 |
| | | 35% | 65% | 100% | 38% | 63% | 100% | 50% | 50% | 100% | 74% | 26% | 100% |
| 75 or older | | 4 | 1 | 5 | 3 | 0 | 3 | 101 | 219 | 320 | 67 | 33 | 100 |
| | | 80% | 20% | 100% | 100% | 0% | 100% | 32% | 68% | 100% | 67% | 33% | 100% |
| Total | Value | 45 | 59 | 104 | 35 | 8 | 43 | 562 | 653 | 1215 | 418 | 146 | 564 |
| | Column Percentage(Base N) | 3.60% | 4.72% | | 2.80% | 0.64% | | 45.00% | 52.28% | | 33.47% | 11.69% | |
| Column Mean | | 22.5 | 29.5 | | 17.5 | 4 | | 281 | 326.5 | | 209 | 73 | |

| | | I would prefer the selected format below for an educational workshop. | | | | I am aware of Idaho Power's residential weatherization program for low-income customers offered through a local assistance agency? | | | I have received weatherization assistance from Idaho Power's program offered through a local assistance agency. | | | |
|--------------------------------|----------------------------|---|-------------------|--------|-------|--|--------|-------|---|--------|-------|------|
| | | In-person | A virtual webinar | Other | Total | Yes | No | Total | Yes | No | Total | |
| My age is best described as .. | Under 25 | Value | 0 | 8 | 1 | 9 | 5 | 7 | 12 | 0 | 5 | 5 |
| | | | 0% | 89% | 11% | 100% | 42% | 58% | 100% | 0% | 100% | 100% |
| | 25 - 34 | Value | 10 | 25 | 2 | 37 | 28 | 35 | 63 | 11 | 17 | 28 |
| | | | 27% | 68% | 5% | 100% | 44% | 56% | 100% | 39% | 61% | 100% |
| | 35 - 44 | Value | 6 | 27 | 1 | 34 | 36 | 56 | 92 | 11 | 24 | 35 |
| | | | 18% | 79% | 3% | 100% | 39% | 61% | 100% | 31% | 69% | 100% |
| | 45 - 54 | Value | 12 | 34 | 2 | 48 | 60 | 72 | 132 | 9 | 50 | 59 |
| | | | 25% | 71% | 4% | 100% | 45% | 55% | 100% | 15% | 85% | 100% |
| | 55 - 64 | Value | 24 | 43 | 7 | 74 | 105 | 103 | 208 | 12 | 91 | 103 |
| | | 32% | 58% | 9% | 100% | 50% | 50% | 100% | 12% | 88% | 100% | |
| 65 - 74 | Value | 61 | 73 | 11 | 145 | 204 | 179 | 383 | 33 | 167 | 200 | |
| | | 42% | 50% | 8% | 100% | 53% | 47% | 100% | 17% | 84% | 100% | |
| 75 or older | Value | 33 | 25 | 7 | 65 | 177 | 144 | 321 | 28 | 146 | 174 | |
| | | 51% | 38% | 11% | 100% | 55% | 45% | 100% | 16% | 84% | 100% | |
| Total | Value | 146 | 235 | 31 | 412 | 615 | 596 | 1211 | 104 | 500 | 604 | |
| | Column Percentage(Base N) | 11.69% | 18.82% | 2.48% | | 49.24% | 47.72% | | 8.33% | 40.03% | | |
| Column Mean | | 48.6667 | 78.3333 | 10.333 | | 307.5 | 298 | | 52 | 250 | | |

| | | I am aware of Idaho Power's Project Share program administered through The Salvation Army. | | | I have contributed to Idaho Power's Project Share program. | | | I have received assistance from Idaho Power's Project Share program administered through The Salvation Army. | | | |
|---------------------------------------|----------------------------|---|--------|-------|---|--------|-------|---|--------|-------|------|
| | | Yes | No | Total | Yes | No | Total | Yes | No | Total | |
| My age is best described as .. | Under 25 | Value | 1 | 11 | 12 | 0 | 1 | 1 | 0 | 1 | 1 |
| | | | 8% | 92% | 100% | 0% | 100% | 100% | 0% | 100% | 100% |
| | 25 - 34 | Value | 9 | 54 | 63 | 2 | 7 | 9 | 1 | 8 | 9 |
| | | | 14% | 86% | 100% | 22% | 78% | 100% | 11% | 89% | 100% |
| | 35 - 44 | Value | 17 | 77 | 94 | 2 | 15 | 17 | 1 | 16 | 17 |
| | | | 18% | 82% | 100% | 12% | 88% | 100% | 6% | 94% | 100% |
| | 45 - 54 | Value | 21 | 113 | 134 | 8 | 13 | 21 | 1 | 20 | 21 |
| | | | 16% | 84% | 100% | 38% | 62% | 100% | 5% | 95% | 100% |
| 55 - 64 | Value | 55 | 153 | 208 | 16 | 39 | 55 | 2 | 53 | 55 | |
| | | 26% | 74% | 100% | 29% | 71% | 100% | 4% | 96% | 100% | |
| 65 - 74 | Value | 67 | 322 | 389 | 16 | 50 | 66 | 5 | 62 | 67 | |
| | | 17% | 83% | 100% | 24% | 76% | 100% | 7% | 93% | 100% | |
| 75 or older | Value | 54 | 276 | 330 | 19 | 35 | 54 | 0 | 52 | 52 | |
| | | 16% | 84% | 100% | 35% | 65% | 100% | 0% | 100% | 100% | |
| Total | Value | 224 | 1006 | 1230 | 63 | 160 | 223 | 10 | 212 | 222 | |
| | Column Percentage(Base N) | 17.93% | 80.54% | | 5.04% | 12.81% | | 0.80% | 16.97% | | |
| Column Mean | | 112 | 503 | | 31.5 | 80 | | 5 | 106 | | |

| | | | I have trouble paying my monthly power bill ... | | | | | My power bill is affordable. | | | | | Total | |
|--|-------------------------------|-------|---|---------|-----------|--------|-------|------------------------------|----------------|----------------------------|-------------------|-------------------|-------|------|
| | | | Always | Usually | Sometimes | Seldom | Never | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | | |
| The highest level of education I have completed is ... | Value | | | | | | | | | | | | | |
| | Some high school | Value | 6 | 12 | 28 | 7 | 13 | 66 | 11 | 21 | 13 | 16 | 5 | 66 |
| | | | 9% | 18% | 42% | 11% | 20% | 100% | 17% | 32% | 20% | 24% | 8% | 100% |
| | High school graduate/GED | Value | 20 | 27 | 91 | 43 | 98 | 279 | 59 | 93 | 57 | 44 | 29 | 282 |
| | | | 7% | 10% | 33% | 15% | 35% | 100% | 21% | 33% | 20% | 16% | 10% | 100% |
| | Some college | Value | 21 | 22 | 86 | 69 | 105 | 303 | 46 | 118 | 59 | 51 | 29 | 303 |
| | | | 7% | 7% | 28% | 23% | 35% | 100% | 15% | 39% | 19% | 17% | 10% | 100% |
| | Two-year Associates degree or | Value | 8 | 14 | 61 | 43 | 76 | 202 | 38 | 74 | 35 | 36 | 19 | 202 |
| | | | 4% | 7% | 30% | 21% | 38% | 100% | 19% | 37% | 17% | 18% | 9% | 100% |
| | Four-year college degree | Value | 6 | 4 | 39 | 33 | 85 | 167 | 57 | 55 | 24 | 21 | 10 | 167 |
| | | 4% | 2% | 23% | 20% | 51% | 100% | 34% | 33% | 14% | 13% | 6% | 100% | |
| Some graduate courses | Value | 0 | 2 | 14 | 14 | 21 | 51 | 11 | 18 | 13 | 6 | 2 | 50 | |
| | | 0% | 4% | 27% | 27% | 41% | 100% | 22% | 36% | 26% | 12% | 4% | 100% | |
| Advanced degree | Value | 5 | 3 | 14 | 28 | 64 | 114 | 37 | 44 | 19 | 8 | 6 | 114 | |
| | | 4% | 3% | 12% | 25% | 56% | 100% | 32% | 39% | 17% | 7% | 5% | 100% | |
| Prefer not to answer | Value | 11 | 5 | 20 | 12 | 13 | 61 | 9 | 17 | 13 | 11 | 12 | 62 | |
| | | 18% | 8% | 33% | 20% | 21% | 100% | 15% | 27% | 21% | 18% | 19% | 100% | |
| Total | Value | 77 | 89 | 353 | 249 | 475 | 1243 | 268 | 440 | 233 | 193 | 112 | 1246 | |
| | Column Percentage(Base N) | 6.16% | 7.13% | 28.26% | 19.94% | 38.03% | | 21.46% | 35.23% | 18.65% | 15.45% | 8.97% | | |
| Column Mean | | 15.4 | 17.8 | 70.6 | 49.8 | 95 | | 53.6 | 88 | 46.6 | 38.6 | 22.4 | | |

| | | I pay ___ percent of my monthly household income towards my monthly power bill. | | | | | There is a need to develop a new program to assist customers who struggle to pay their power bills? | | | | | | |
|--|-------------------------------|---|---------|-----------|---------------|-------|---|----------------|----------------------------|-------------------|-------------------|-------|------|
| | | Less than 5% | 5% - 9% | 10% - 15% | More than 15% | Total | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total | |
| The highest level of education I have completed is ... | Some high school | Value | 16 | 15 | 13 | 14 | 58 | 42 | 9 | 9 | 1 | 1 | 62 |
| | | | 28% | 26% | 22% | 24% | 100% | 68% | 15% | 15% | 2% | 2% | 100% |
| | High school graduate/GED | Value | 72 | 84 | 65 | 40 | 261 | 97 | 67 | 80 | 10 | 18 | 272 |
| | | | 28% | 32% | 25% | 15% | 100% | 36% | 25% | 29% | 4% | 7% | 100% |
| | Some college | Value | 95 | 92 | 62 | 34 | 283 | 86 | 73 | 87 | 22 | 28 | 296 |
| | | | 34% | 33% | 22% | 12% | 100% | 29% | 25% | 29% | 7% | 9% | 100% |
| | Two-year Associates degree or | Value | 56 | 65 | 49 | 24 | 194 | 59 | 49 | 59 | 11 | 22 | 200 |
| | | | 29% | 34% | 25% | 12% | 100% | 30% | 25% | 30% | 6% | 11% | 100% |
| | Four-year college degree | Value | 71 | 49 | 30 | 13 | 163 | 28 | 38 | 54 | 18 | 28 | 166 |
| | | | 44% | 30% | 18% | 8% | 100% | 17% | 23% | 33% | 11% | 17% | 100% |
| | Some graduate courses | Value | 17 | 19 | 5 | 6 | 47 | 10 | 11 | 14 | 8 | 8 | 51 |
| | | 36% | 40% | 11% | 13% | 100% | 20% | 22% | 27% | 16% | 16% | 100% | |
| Advanced degree | Value | 56 | 35 | 15 | 6 | 112 | 28 | 30 | 36 | 10 | 9 | 113 | |
| | | 50% | 31% | 13% | 5% | 100% | 25% | 27% | 32% | 9% | 8% | 100% | |
| Prefer not to answer | Value | 11 | 17 | 18 | 12 | 58 | 28 | 14 | 11 | 6 | 2 | 61 | |
| | | 19% | 29% | 31% | 21% | 100% | 46% | 23% | 18% | 10% | 3% | 100% | |
| Total | Value | 394 | 376 | 257 | 149 | 1176 | 378 | 291 | 350 | 86 | 116 | 1221 | |
| | Column Percentage(Base N) | 31.55% | 30.10% | 20.58% | 11.93% | | 30.26% | 23.30% | 28.02% | 6.89% | 9.29% | | |
| Column Mean | | 98.5 | 94 | 64.25 | 37.25 | | 75.6 | 58.2 | 70 | 17.2 | 23.2 | | |

The highest level of education I have completed is ...

The costs of a bill-payment assistance program should be collected in rates paid by Idaho Power customers in Oregon.

| | | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total |
|-------------------------------|----------------------------|----------------|----------------|----------------------------|-------------------|-------------------|-------|
| | Value | 21 | 9 | 19 | 4 | 6 | 59 |
| Some high school | | 36% | 15% | 32% | 7% | 10% | 100% |
| High school graduate/GED | Value | 31 | 34 | 114 | 20 | 55 | 254 |
| | | 12% | 13% | 45% | 8% | 22% | 100% |
| Some college | Value | 30 | 47 | 95 | 25 | 70 | 267 |
| | | 11% | 18% | 36% | 9% | 26% | 100% |
| Two-year Associates degree or | Value | 18 | 34 | 54 | 21 | 51 | 178 |
| | | 10% | 19% | 30% | 12% | 29% | 100% |
| Four-year college degree | Value | 10 | 25 | 42 | 17 | 48 | 142 |
| | | 7% | 18% | 30% | 12% | 34% | 100% |
| Some graduate courses | Value | 1 | 5 | 15 | 4 | 19 | 44 |
| | | 2% | 11% | 34% | 9% | 43% | 100% |
| Advanced degree | Value | 6 | 14 | 33 | 16 | 32 | 101 |
| | | 6% | 14% | 33% | 16% | 32% | 100% |
| Prefer not to answer | Value | 11 | 7 | 17 | 5 | 15 | 55 |
| | | 20% | 13% | 31% | 9% | 27% | 100% |
| Total | Value | 128 | 175 | 389 | 112 | 296 | 1100 |
| | Column Percentage(Base N) | 10.25% | 14.01% | 31.14% | 8.97% | 23.70% | |
| Column Mean | | 25.6 | 35 | 77.8 | 22.4 | 59.2 | |

The highest level of education I have completed is ...

| | | I would voluntarily contribute to a program to assist customers who struggle with paying their power bills. | | | | | | I would voluntarily contribute ___ per month to fund a bill-assistance program for helping customers who struggle to pay their power bills. | | | | | |
|--|-------------------------------|---|----------------|----------------------------|-------------------|-------------------|-------|---|-------|-----------|------------|----------------|-------|
| | | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total | \$0 | \$1 | \$2 - \$5 | \$6 - \$10 | More than \$10 | Total |
| | Value | 6 | 8 | 14 | 6 | 11 | 45 | 15 | 7 | 5 | 1 | 0 | 28 |
| | Some high school | 13% | 18% | 31% | 13% | 24% | 100% | 54% | 25% | 18% | 4% | 0% | 100% |
| | High school graduate/GED | 17 | 20 | 63 | 25 | 46 | 171 | 43 | 22 | 27 | 6 | 0 | 98 |
| | Value | 10% | 12% | 37% | 15% | 27% | 100% | 44% | 22% | 28% | 6% | 0% | 100% |
| | Some college | 9 | 22 | 75 | 22 | 37 | 165 | 50 | 17 | 31 | 6 | 0 | 104 |
| | Two-year Associates degree or | 5% | 13% | 45% | 13% | 22% | 100% | 48% | 16% | 30% | 6% | 0% | 100% |
| | Value | 10 | 21 | 43 | 16 | 12 | 102 | 27 | 10 | 25 | 9 | 2 | 73 |
| | Four-year college degree | 10% | 21% | 42% | 16% | 12% | 100% | 37% | 14% | 34% | 12% | 3% | 100% |
| | Value | 3 | 17 | 26 | 10 | 15 | 71 | 13 | 9 | 19 | 5 | 0 | 46 |
| | Some graduate courses | 4% | 24% | 37% | 14% | 21% | 100% | 28% | 20% | 41% | 11% | 0% | 100% |
| | Value | 0 | 5 | 11 | 1 | 3 | 20 | 4 | 2 | 8 | 2 | 0 | 16 |
| | Advanced degree | 0% | 25% | 55% | 5% | 15% | 100% | 25% | 13% | 50% | 13% | 0% | 100% |
| | Value | 4 | 15 | 19 | 6 | 8 | 52 | 7 | 7 | 16 | 5 | 2 | 37 |
| | Prefer not to answer | 8% | 29% | 37% | 12% | 15% | 100% | 19% | 19% | 43% | 14% | 5% | 100% |
| | Value | 0 | 3 | 15 | 5 | 11 | 34 | 10 | 5 | 3 | 0 | 0 | 18 |
| | Value | 0% | 9% | 44% | 15% | 32% | 100% | 56% | 28% | 17% | 0% | 0% | 100% |
| | Value | 49 | 111 | 266 | 91 | 143 | 660 | 169 | 79 | 134 | 34 | 4 | 420 |
| | Total | | | | | | | | | | | | |
| | Column Percentage(Base N) | 3.92% | 8.89% | 21.30% | 7.29% | 11.45% | | 13.53% | 6.33% | 10.73% | 2.72% | 0.32% | |
| | Column Mean | 9.8 | 22.2 | 53.2 | 18.2 | 28.6 | | 33.8 | 15.8 | 26.8 | 6.8 | 0.8 | |

| | | My household has requested energy bill assistance at some point since January 2021 (e. g. LIHEAP, etc.). | | | | I have had a past due balance on my Idaho Power bill at some point since January 2021. | | | | I am aware of an Arrearage Management Program offered by Idaho Power to help Oregon customers resolve past-due power bills. | | | |
|---|-------------------------------|--|---------|----------|-------|--|---------|----------|-------|---|--------|-------|------|
| | | Yes | No | Not sure | Total | Yes | No | Not sure | Total | Yes | No | Total | |
| The highest level of education I have completed is .. | Some high school | Value | 26 | 33 | 6 | 65 | 19 | 37 | 7 | 63 | 10 | 14 | 24 |
| | | | 40% | 51% | 9% | 100% | 30% | 59% | 11% | 100% | 42% | 58% | 100% |
| | High school graduate/GED | Value | 57 | 201 | 20 | 278 | 57 | 201 | 19 | 277 | 35 | 40 | 75 |
| | | | 21% | 72% | 7% | 100% | 21% | 73% | 7% | 100% | 47% | 53% | 100% |
| | Some college | Value | 50 | 239 | 10 | 299 | 51 | 231 | 19 | 301 | 27 | 42 | 69 |
| | | | 17% | 80% | 3% | 100% | 17% | 77% | 6% | 100% | 39% | 61% | 100% |
| | Two-year Associates degree or | Value | 25 | 166 | 9 | 200 | 39 | 153 | 9 | 201 | 13 | 35 | 48 |
| | | | 13% | 83% | 5% | 100% | 19% | 76% | 4% | 100% | 27% | 73% | 100% |
| | Four-year college degree | Value | 9 | 155 | 5 | 169 | 18 | 144 | 6 | 168 | 8 | 16 | 24 |
| | | | 5% | 92% | 3% | 100% | 11% | 86% | 4% | 100% | 33% | 67% | 100% |
| Some graduate courses | Value | 3 | 46 | 2 | 51 | 5 | 46 | 0 | 51 | 3 | 2 | 5 | |
| | | 6% | 90% | 4% | 100% | 10% | 90% | 0% | 100% | 60% | 40% | 100% | |
| Advanced degree | Value | 5 | 106 | 2 | 113 | 15 | 93 | 5 | 113 | 5 | 14 | 19 | |
| | | 4% | 94% | 2% | 100% | 13% | 82% | 4% | 100% | 26% | 74% | 100% | |
| Prefer not to answer | Value | 10 | 42 | 6 | 58 | 13 | 44 | 3 | 60 | 4 | 12 | 16 | |
| | | 17% | 72% | 10% | 100% | 22% | 73% | 5% | 100% | 25% | 75% | 100% | |
| Total | Value | 185 | 988 | 60 | 1233 | 217 | 949 | 68 | 1234 | 105 | 175 | 280 | |
| | Column Percentage(Base N) | 14.81% | 79.10% | 4.80% | | 17.37% | 75.98% | 5.44% | | 8.41% | 14.01% | | |
| Column Mean | | 61.6667 | 329.333 | 20 | | 72.3333 | 316.333 | 22.667 | | 52.5 | 87.5 | | |

| The highest level of education I have completed is ... | | I participated in Idaho Power's Arrearage Management Program. | | | Idaho Power's Arrearage Management Program helped me resolve a past-due balance on my power bill. | | | I would find value in an educational workshop that focused on helping identify ways to reduce my power bill. | | | I would attend an educational workshop that focused on helping identify ways to reduce my power bill. | | |
|--|----------------------------|---|-------|-------|---|-------|-------|--|--------|-------|---|--------|-------|
| | | Yes | No | Total | Yes | No | Total | Yes | No | Total | Yes | No | Total |
| | | | | | | | | | | | | | |
| | Value | 6 | 4 | 10 | 4 | 2 | 6 | 27 | 34 | 61 | 21 | 7 | 28 |
| Some high school | | 60% | 40% | 100% | 67% | 33% | 100% | 44% | 56% | 100% | 75% | 25% | 100% |
| High school graduate/GED | Value | 11 | 24 | 35 | 8 | 2 | 10 | 118 | 150 | 268 | 79 | 40 | 119 |
| | | 31% | 69% | 100% | 80% | 20% | 100% | 44% | 56% | 100% | 66% | 34% | 100% |
| Some college | Value | 15 | 12 | 27 | 12 | 2 | 14 | 149 | 149 | 298 | 106 | 41 | 147 |
| | | 56% | 44% | 100% | 86% | 14% | 100% | 50% | 50% | 100% | 72% | 28% | 100% |
| Two-year Associates degree or | Value | 3 | 9 | 12 | 3 | 0 | 3 | 99 | 97 | 196 | 81 | 19 | 100 |
| | | 25% | 75% | 100% | 100% | 0% | 100% | 51% | 49% | 100% | 81% | 19% | 100% |
| Four-year college degree | Value | 4 | 4 | 8 | 3 | 1 | 4 | 73 | 92 | 165 | 52 | 22 | 74 |
| | | 50% | 50% | 100% | 75% | 25% | 100% | 44% | 56% | 100% | 70% | 30% | 100% |
| Some graduate courses | Value | 1 | 2 | 3 | 0 | 1 | 1 | 19 | 30 | 49 | 16 | 3 | 19 |
| | | 33% | 67% | 100% | 0% | 100% | 100% | 39% | 61% | 100% | 84% | 16% | 100% |
| Advanced degree | Value | 2 | 3 | 5 | 2 | 0 | 2 | 48 | 63 | 111 | 41 | 8 | 49 |
| | | 40% | 60% | 100% | 100% | 0% | 100% | 43% | 57% | 100% | 84% | 16% | 100% |
| Prefer not to answer | Value | 2 | 1 | 3 | 2 | 0 | 2 | 26 | 34 | 60 | 20 | 6 | 26 |
| | | 67% | 33% | 100% | 100% | 0% | 100% | 43% | 57% | 100% | 77% | 23% | 100% |
| Total | Value | 44 | 59 | 103 | 34 | 8 | 42 | 559 | 649 | 1208 | 416 | 146 | 562 |
| | Column Percentage(Base N) | 3.52% | 4.72% | | 2.72% | 0.64% | | 44.76% | 51.96% | | 33.31% | 11.69% | |
| Column Mean | | 22 | 29.5 | | 17 | 4 | | 279.5 | 324.5 | | 208 | 73 | |

| | | I would prefer the selected format below for an educational workshop. | | | | I am aware of Idaho Power's residential weatherization program for low-income customers offered through a local assistance agency? | | | I have received weatherization assistance from Idaho Power's program offered through a local assistance agency. | | |
|--|-------------------------------|---|-------------------|-------|-------|--|--------|-------|---|--------|-------|
| | | In-person | A virtual webinar | Other | Total | Yes | No | Total | Yes | No | Total |
| | | Value | | | | | | | | | |
| The highest level of education I have completed is ... | Some high school | 8 | 12 | 1 | 21 | 30 | 31 | 61 | 14 | 15 | 29 |
| | | 38% | 57% | 5% | 100% | 49% | 51% | 100% | 48% | 52% | 100% |
| | High school graduate/GED | 31 | 38 | 8 | 77 | 136 | 134 | 270 | 27 | 108 | 135 |
| | | 40% | 49% | 10% | 100% | 50% | 50% | 100% | 20% | 80% | 100% |
| | Some college | 46 | 55 | 4 | 105 | 148 | 148 | 296 | 25 | 122 | 147 |
| | | 44% | 52% | 4% | 100% | 50% | 50% | 100% | 17% | 83% | 100% |
| | Two-year Associates degree or | 24 | 52 | 4 | 80 | 94 | 99 | 193 | 15 | 76 | 91 |
| | | 30% | 65% | 5% | 100% | 49% | 51% | 100% | 16% | 84% | 100% |
| | Four-year college degree | 11 | 36 | 4 | 51 | 81 | 84 | 165 | 12 | 66 | 78 |
| | | 22% | 71% | 8% | 100% | 49% | 51% | 100% | 15% | 85% | 100% |
| Some graduate courses | 6 | 9 | 1 | 16 | 26 | 21 | 47 | 1 | 23 | 24 | |
| | 38% | 56% | 6% | 100% | 55% | 45% | 100% | 4% | 96% | 100% | |
| Advanced degree | 11 | 25 | 5 | 41 | 69 | 44 | 113 | 2 | 67 | 69 | |
| | 27% | 61% | 12% | 100% | 61% | 39% | 100% | 3% | 97% | 100% | |
| Prefer not to answer | 9 | 7 | 3 | 19 | 27 | 32 | 59 | 6 | 21 | 27 | |
| | 47% | 37% | 16% | 100% | 46% | 54% | 100% | 22% | 78% | 100% | |
| Total | Value | 146 | 234 | 30 | 410 | 611 | 593 | 1204 | 102 | 498 | 600 |
| | Column Percentage(Base N) | 11.69% | 18.73% | 2.40% | | 48.92% | 47.48% | | 8.17% | 39.87% | |
| Column Mean | | 48.6667 | 78 | 10 | | 305.5 | 296.5 | | 51 | 249 | |

| | | I am aware of Idaho Power's Project Share program administered through The Salvation Army. | | | I have contributed to Idaho Power's Project Share program. | | | I have received assistance from Idaho Power's Project Share program administered through The Salvation Army. | | | |
|---|-------------------------------|---|--------|-------|---|--------|-------|---|--------|-------|------|
| | | Yes | No | Total | Yes | No | Total | Yes | No | Total | |
| The highest level of education I have completed is ... | Some high school | Value | 7 | 56 | 63 | 0 | 7 | 7 | 1 | 6 | 7 |
| | | | 11% | 89% | 100% | 0% | 100% | 100% | 14% | 86% | 100% |
| | High school graduate/GED | Value | 45 | 227 | 272 | 15 | 30 | 45 | 3 | 41 | 44 |
| | | | 17% | 83% | 100% | 33% | 67% | 100% | 7% | 93% | 100% |
| | Some college | Value | 62 | 238 | 300 | 18 | 43 | 61 | 2 | 59 | 61 |
| | | | 21% | 79% | 100% | 30% | 70% | 100% | 3% | 97% | 100% |
| | Two-year Associates degree or | Value | 33 | 167 | 200 | 6 | 27 | 33 | 1 | 32 | 33 |
| | | | 17% | 84% | 100% | 18% | 82% | 100% | 3% | 97% | 100% |
| | Four-year college degree | Value | 31 | 134 | 165 | 12 | 19 | 31 | 0 | 31 | 31 |
| | | | 19% | 81% | 100% | 39% | 61% | 100% | 0% | 100% | 100% |
| Some graduate courses | Value | 10 | 40 | 50 | 2 | 8 | 10 | 0 | 10 | 10 | |
| | | 20% | 80% | 100% | 20% | 80% | 100% | 0% | 100% | 100% | |
| Advanced degree | Value | 26 | 86 | 112 | 8 | 18 | 26 | 1 | 25 | 26 | |
| | | 23% | 77% | 100% | 31% | 69% | 100% | 4% | 96% | 100% | |
| Prefer not to answer | Value | 10 | 49 | 59 | 2 | 8 | 10 | 2 | 8 | 10 | |
| | | 17% | 83% | 100% | 20% | 80% | 100% | 20% | 80% | 100% | |
| Total | Value | 224 | 997 | 1221 | 63 | 160 | 223 | 10 | 212 | 222 | |
| | Column Percentage(Base N) | 17.93% | 79.82% | | 5.04% | 12.81% | | 0.80% | 16.97% | | |
| Column Mean | | 112 | 498.5 | | 31.5 | 80 | | 5 | 106 | | |

| | | I have trouble paying my monthly power bill ... | | | | | My power bill is affordable. | | | | | | | |
|---|---------------------------------------|---|---------|-----------|--------|--------|------------------------------|----------------|----------------|----------------------------|-------------------|-------------------|-------|------|
| | | Always | Usually | Sometimes | Seldom | Never | Total | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total | |
| My residence would be best described as ... | Mobile home | Value | 10 | 9 | 35 | 19 | 34 | 107 | 22 | 40 | 19 | 17 | 8 | 106 |
| | | | 9% | 8% | 33% | 18% | 32% | 100% | 21% | 38% | 18% | 16% | 8% | 100% |
| | Manufactured home | Value | 15 | 16 | 58 | 41 | 54 | 184 | 31 | 60 | 39 | 34 | 21 | 185 |
| | | | 8% | 9% | 32% | 22% | 29% | 100% | 17% | 32% | 21% | 18% | 11% | 100% |
| | Single-family home – detached | Value | 38 | 44 | 200 | 171 | 350 | 803 | 190 | 296 | 145 | 113 | 61 | 805 |
| | | | 5% | 5% | 25% | 21% | 44% | 100% | 24% | 37% | 18% | 14% | 8% | 100% |
| | Apartment, condo, townhouse or multi- | Value | 9 | 8 | 31 | 6 | 14 | 68 | 15 | 17 | 11 | 16 | 9 | 68 |
| | | | 13% | 12% | 46% | 9% | 21% | 100% | 22% | 25% | 16% | 24% | 13% | 100% |
| | Apartment, condo, townhouse or multi- | Value | 1 | 9 | 12 | 4 | 8 | 34 | 3 | 10 | 8 | 9 | 4 | 34 |
| | | | 3% | 26% | 35% | 12% | 24% | 100% | 9% | 29% | 24% | 26% | 12% | 100% |
| Other | Value | 4 | 4 | 22 | 7 | 17 | 54 | 8 | 17 | 12 | 8 | 9 | 54 | |
| | | 7% | 7% | 41% | 13% | 31% | 100% | 15% | 31% | 22% | 15% | 17% | 100% | |
| Total | Value | 77 | 90 | 358 | 248 | 477 | 1250 | 269 | 440 | 234 | 197 | 112 | 1252 | |
| | Column Percentage(Base N) | 6.16% | 7.21% | 28.66% | 19.86% | 38.19% | | 21.54% | 35.23% | 18.73% | 15.77% | 8.97% | | |
| Column Mean | | 15.4 | 18 | 71.6 | 49.6 | 95.4 | | 53.8 | 88 | 46.8 | 39.4 | 22.4 | | |

| My residence would be best described as ... | Value | I pay ___ percent of my monthly household income towards my monthly power bill. | | | | There is a need to develop a new program to assist customers who struggle to pay their power bills? | | | | | Total | |
|---|----------------------------|---|---------|-----------|---------------|---|----------------|----------------------------|-------------------|-------------------|-------|------|
| | | Less than 5% | 5% - 9% | 10% - 15% | More than 15% | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | | |
| | | Total | | | | Total | | | | | | |
| Mobile home | Value | 22 | 27 | 32 | 22 | 103 | 42 | 24 | 23 | 4 | 7 | 100 |
| | | 21% | 26% | 31% | 21% | 100% | 42% | 24% | 23% | 4% | 7% | 100% |
| Manufactured home | Value | 39 | 56 | 45 | 25 | 165 | 60 | 41 | 50 | 11 | 19 | 181 |
| | | 24% | 34% | 27% | 15% | 100% | 33% | 23% | 28% | 6% | 10% | 100% |
| Single-family home – detached | Value | 298 | 260 | 136 | 73 | 767 | 206 | 198 | 238 | 65 | 86 | 793 |
| | | 39% | 34% | 18% | 10% | 100% | 26% | 25% | 30% | 8% | 11% | 100% |
| Apartment, condo, townhouse or multi- | Value | 17 | 16 | 19 | 12 | 64 | 41 | 10 | 15 | 1 | 1 | 68 |
| | | 27% | 25% | 30% | 19% | 100% | 60% | 15% | 22% | 1% | 1% | 100% |
| Apartment, condo, townhouse or multi- | Value | 5 | 11 | 8 | 6 | 30 | 13 | 7 | 11 | 1 | 0 | 32 |
| | | 17% | 37% | 27% | 20% | 100% | 41% | 22% | 34% | 3% | 0% | 100% |
| Other | Value | 11 | 7 | 20 | 12 | 50 | 18 | 15 | 13 | 4 | 3 | 53 |
| | | 22% | 14% | 40% | 24% | 100% | 34% | 28% | 25% | 8% | 6% | 100% |
| Total | Value | 392 | 377 | 260 | 150 | 1179 | 380 | 295 | 350 | 86 | 116 | 1227 |
| | Column Percentage(Base N) | 31.39% | 30.18% | 20.82% | 12.01% | | 30.42% | 23.62% | 28.02% | 6.89% | 9.29% | |
| Column Mean | | 98 | 94.25 | 65 | 37.5 | | 76 | 59 | 70 | 17.2 | 23.2 | |

My residence would be best described as ...

The costs of a bill-payment assistance program should be collected in rates paid by Idaho Power customers in Oregon.

| | | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total |
|---------------------------------------|----------------------------|----------------|----------------|----------------------------|-------------------|-------------------|-------|
| | Value | 16 | 23 | 31 | 9 | 16 | 95 |
| Mobile home | | 17% | 24% | 33% | 9% | 17% | 100% |
| | Value | 22 | 18 | 65 | 11 | 47 | 163 |
| Manufactured home | | 13% | 11% | 40% | 7% | 29% | 100% |
| Single-family home – detached | Value | 73 | 114 | 232 | 81 | 208 | 708 |
| Apartment, condo, townhouse or multi- | | 10% | 16% | 33% | 11% | 29% | 100% |
| Apartment, condo, townhouse or multi- | Value | 13 | 6 | 32 | 5 | 10 | 66 |
| | | 20% | 9% | 48% | 8% | 15% | 100% |
| | Value | 2 | 9 | 12 | 2 | 4 | 29 |
| | | 7% | 31% | 41% | 7% | 14% | 100% |
| Other | Value | 6 | 6 | 18 | 4 | 11 | 45 |
| | | 13% | 13% | 40% | 9% | 24% | 100% |
| Total | Value | 132 | 176 | 390 | 112 | 296 | 1106 |
| | Column Percentage(Base N) | 10.57% | 14.09% | 31.22% | 8.97% | 23.70% | |
| Column Mean | | 26.4 | 35.2 | 78 | 22.4 | 59.2 | |

| My residence would be best described as ... | Value | I would voluntarily contribute to a program to assist customers who struggle with paying their power bills. | | | | | I would voluntarily contribute ___ per month to fund a bill-assistance program for helping customers who struggle to pay their power bills. | | | | | Total | |
|---|----------------------------|---|----------------|----------------------------|-------------------|-------------------|---|--------|-----------|------------|----------------|-------|------|
| | | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | \$0 | \$1 | \$2 - \$5 | \$6 - \$10 | More than \$10 | | |
| | | | | | | | | | | | | | |
| Mobile home | Value | 7 | 6 | 28 | 11 | 14 | 66 | 22 | 6 | 9 | 4 | 0 | 41 |
| | | 11% | 9% | 42% | 17% | 21% | 100% | 54% | 15% | 22% | 10% | 0% | 100% |
| Manufactured home | Value | 7 | 10 | 48 | 12 | 22 | 99 | 30 | 12 | 18 | 4 | 1 | 65 |
| Single-family home – detached | Value | 24 | 79 | 156 | 57 | 82 | 398 | 92 | 45 | 90 | 25 | 3 | 255 |
| Apartment, condo, townhouse or multi- | Value | 8 | 8 | 13 | 6 | 15 | 50 | 12 | 6 | 9 | 1 | 0 | 28 |
| Apartment, condo, townhouse or multi- | Value | 2 | 7 | 9 | 0 | 5 | 23 | 5 | 6 | 6 | 1 | 0 | 18 |
| Other | Value | 1 | 1 | 12 | 7 | 8 | 29 | 7 | 3 | 3 | 0 | 0 | 13 |
| | | 3% | 3% | 41% | 24% | 28% | 100% | 54% | 23% | 23% | 0% | 0% | 100% |
| Total | Value | 49 | 111 | 266 | 93 | 146 | 665 | 168 | 78 | 135 | 35 | 4 | 420 |
| | Column Percentage(Base N) | 3.92% | 8.89% | 21.30% | 7.45% | 11.69% | | 13.45% | 6.24% | 10.81% | 2.80% | 0.32% | |
| Column Mean | | 9.8 | 22.2 | 53.2 | 18.6 | 29.2 | | 33.6 | 15.6 | 27 | 7 | 0.8 | |

| My residence would be best described as ... | | My household has requested energy bill assistance at some point since January 2021 (e. g. LIHEAP, etc.). | | | | I have had a past due balance on my Idaho Power bill at some point since January 2021. | | | | I am aware of an Arrearage Management Program offered by Idaho Power to help Oregon customers resolve past-due power bills. | | |
|---|----------------------------|--|---------|----------|------|--|---------|----------|------|---|--------|------|
| | | Yes | No | Not sure | | Yes | No | Not sure | | Yes | No | |
| | | Total | | | | Total | | | | Total | | |
| Mobile home | Value | 24 | 77 | 3 | 104 | 25 | 71 | 11 | 107 | 11 | 23 | 34 |
| | | 23% | 74% | 3% | 100% | 23% | 66% | 10% | 100% | 32% | 68% | 100% |
| Manufactured home | Value | 26 | 147 | 11 | 184 | 37 | 137 | 10 | 184 | 22 | 25 | 47 |
| | | 14% | 80% | 6% | 100% | 20% | 74% | 5% | 100% | 47% | 53% | 100% |
| Single-family home – detached | Value | 84 | 682 | 34 | 800 | 117 | 650 | 33 | 800 | 50 | 99 | 149 |
| | | 11% | 85% | 4% | 100% | 15% | 81% | 4% | 100% | 34% | 66% | 100% |
| Apartment, condo, townhouse or multi- | Value | 29 | 33 | 6 | 68 | 23 | 37 | 7 | 67 | 16 | 14 | 30 |
| | | 43% | 49% | 9% | 100% | 34% | 55% | 10% | 100% | 53% | 47% | 100% |
| Apartment, condo, townhouse or multi- | Value | 16 | 15 | 2 | 33 | 6 | 23 | 3 | 32 | 3 | 4 | 7 |
| | | 48% | 45% | 6% | 100% | 19% | 72% | 9% | 100% | 43% | 57% | 100% |
| Other | Value | 10 | 38 | 4 | 52 | 9 | 37 | 6 | 52 | 4 | 10 | 14 |
| | | 19% | 73% | 8% | 100% | 17% | 71% | 12% | 100% | 29% | 71% | 100% |
| Total | Value | 189 | 992 | 60 | 1241 | 217 | 955 | 70 | 1242 | 106 | 175 | 281 |
| | Column Percentage(Base N) | 15.13% | 79.42% | 4.80% | | 17.37% | 76.46% | 5.60% | | 8.49% | 14.01% | |
| Column Mean | | 63 | 330.667 | 20 | | 72.3333 | 318.333 | 23.333 | | 53 | 87.5 | |

| My residence would be best described as ... | Value | I participated in Idaho Power's Arrearage Management Program. | | | Idaho Power's Arrearage Management Program helped me resolve a past-due balance on my power bill. | | | I would find value in an educational workshop that focused on helping identify ways to reduce my power bill. | | | I would attend an educational workshop that focused on helping identify ways to reduce my power bill. | | |
|---|----------------------------|---|-------|-------|---|-------|-------|--|--------|-------|---|--------|-------|
| | | Yes | No | Total | Yes | No | Total | Yes | No | Total | Yes | No | Total |
| | | | | | | | | | | | | | |
| Mobile home | Value | 6 | 4 | 10 | 6 | 0 | 6 | 42 | 63 | 105 | 32 | 9 | 41 |
| | | 60% | 40% | 100% | 100% | 0% | 100% | 40% | 60% | 100% | 78% | 22% | 100% |
| Manufactured home | Value | 7 | 15 | 22 | 5 | 1 | 6 | 83 | 94 | 177 | 58 | 26 | 84 |
| | | 32% | 68% | 100% | 83% | 17% | 100% | 47% | 53% | 100% | 69% | 31% | 100% |
| Single-family home – detached | Value | 20 | 29 | 49 | 15 | 4 | 19 | 367 | 418 | 785 | 274 | 92 | 366 |
| | | 41% | 59% | 100% | 79% | 21% | 100% | 47% | 53% | 100% | 75% | 25% | 100% |
| Apartment, condo, townhouse or multi- | Value | 7 | 9 | 16 | 5 | 2 | 7 | 34 | 32 | 66 | 27 | 7 | 34 |
| | | 44% | 56% | 100% | 71% | 29% | 100% | 52% | 48% | 100% | 79% | 21% | 100% |
| Apartment, condo, townhouse or multi- | Value | 2 | 1 | 3 | 2 | 0 | 2 | 14 | 16 | 30 | 11 | 5 | 16 |
| | | 67% | 33% | 100% | 100% | 0% | 100% | 47% | 53% | 100% | 69% | 31% | 100% |
| Other | Value | 3 | 1 | 4 | 2 | 1 | 3 | 22 | 30 | 52 | 15 | 7 | 22 |
| | | 75% | 25% | 100% | 67% | 33% | 100% | 42% | 58% | 100% | 68% | 32% | 100% |
| Total | Value | 45 | 59 | 104 | 35 | 8 | 43 | 562 | 653 | 1215 | 417 | 146 | 563 |
| | Column Percentage(Base N) | 3.60% | 4.72% | | 2.80% | 0.64% | | 45.00% | 52.28% | | 33.39% | 11.69% | |
| Column Mean | | 22.5 | 29.5 | | 17.5 | 4 | | 281 | 326.5 | | 208.5 | 73 | |

| My residence would be best described as ... | | I would prefer the selected format below for an educational workshop. | | | | I am aware of Idaho Power's residential weatherization program for low-income customers offered through a local assistance agency? | | | I have received weatherization assistance from Idaho Power's program offered through a local assistance agency. | | |
|---|----------------------------|---|-------------------|--------|-------|--|--------|-------|---|--------|-------|
| | | In-person | A virtual webinar | Other | Total | Yes | No | Total | Yes | No | Total |
| | | Value | | | | | | | | | |
| Mobile home | Value | 12 | 18 | 1 | 31 | 50 | 53 | 103 | 16 | 33 | 49 |
| | | 39% | 58% | 3% | 100% | 49% | 51% | 100% | 33% | 67% | 100% |
| Manufactured home | Value | 21 | 29 | 7 | 57 | 92 | 84 | 176 | 22 | 67 | 89 |
| | | 37% | 51% | 12% | 100% | 52% | 48% | 100% | 25% | 75% | 100% |
| Single-family home – detached | Value | 91 | 164 | 16 | 271 | 392 | 389 | 781 | 46 | 340 | 386 |
| | | 34% | 61% | 6% | 100% | 50% | 50% | 100% | 12% | 88% | 100% |
| Apartment, condo, townhouse or multi- | Value | 9 | 14 | 3 | 26 | 33 | 34 | 67 | 9 | 24 | 33 |
| | | 35% | 54% | 12% | 100% | 49% | 51% | 100% | 27% | 73% | 100% |
| Apartment, condo, townhouse or multi- | Value | 8 | 3 | 0 | 11 | 18 | 14 | 32 | 7 | 10 | 17 |
| | | 73% | 27% | 0% | 100% | 56% | 44% | 100% | 41% | 59% | 100% |
| Other | Value | 6 | 5 | 4 | 15 | 29 | 22 | 51 | 5 | 24 | 29 |
| | | 40% | 33% | 27% | 100% | 57% | 43% | 100% | 17% | 83% | 100% |
| Total | Value | 147 | 233 | 31 | 411 | 614 | 596 | 1210 | 105 | 498 | 603 |
| | Column Percentage(Base N) | 11.77% | 18.65% | 2.48% | | 49.16% | 47.72% | | 8.41% | 39.87% | |
| Column Mean | | 49 | 77.6667 | 10.333 | | 307 | 298 | | 52.5 | 249 | |

| My residence would be best described as ... | Value | I am aware of Idaho Power's Project Share program administered through The Salvation Army. | | | I have contributed to Idaho Power's Project Share program. | | | I have received assistance from Idaho Power's Project Share program administered through The Salvation Army. | | |
|---|----------------------------|--|--------|-------|--|--------|-------|--|--------|-------|
| | | Yes | No | Total | Yes | No | Total | Yes | No | Total |
| | | Mobile home | 18 | 89 | 107 | 8 | 10 | 18 | 1 | 16 |
| | | 17% | 83% | 100% | 44% | 56% | 100% | 6% | 94% | 100% |
| Manufactured home | 32 | 148 | 180 | 7 | 25 | 32 | 2 | 30 | 32 | |
| | | 18% | 82% | 100% | 22% | 78% | 100% | 6% | 94% | 100% |
| Single-family home – detached | 151 | 640 | 791 | 41 | 109 | 150 | 4 | 147 | 151 | |
| | | 19% | 81% | 100% | 27% | 73% | 100% | 3% | 97% | 100% |
| Apartment, condo, townhouse or multi- | 8 | 58 | 66 | 4 | 4 | 8 | 2 | 6 | 8 | |
| | | 12% | 88% | 100% | 50% | 50% | 100% | 25% | 75% | 100% |
| Apartment, condo, townhouse or multi- | 3 | 29 | 32 | 0 | 3 | 3 | 0 | 3 | 3 | |
| | | 9% | 91% | 100% | 0% | 100% | 100% | 0% | 100% | 100% |
| Other | 12 | 39 | 51 | 3 | 9 | 12 | 1 | 10 | 11 | |
| | | 24% | 76% | 100% | 25% | 75% | 100% | 9% | 91% | 100% |
| Total | Value | 224 | 1003 | 1227 | 63 | 160 | 223 | 10 | 212 | 222 |
| | Column Percentage(Base N) | 17.93% | 80.30% | | 5.04% | 12.81% | | 0.80% | 16.97% | |
| Column Mean | | 112 | 501.5 | | 31.5 | 80 | | 5 | 106 | |

| | | I have trouble paying my monthly power bill ... | | | | | My power bill is affordable. | | | | | | | |
|---------------------------------------|----------------------------|---|---------|-----------|--------|--------|------------------------------|----------------|----------------|----------------------------|-------------------|-------------------|-------|------|
| | | Always | Usually | Sometimes | Seldom | Never | Total | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total | |
| My residence was originally built ... | Before 1960 | Value | 24 | 23 | 109 | 73 | 138 | 367 | 71 | 136 | 72 | 56 | 35 | 370 |
| | | | 7% | 6% | 30% | 20% | 38% | 100% | 19% | 37% | 19% | 15% | 9% | 100% |
| | 1960-1979 | Value | 22 | 20 | 99 | 78 | 140 | 359 | 81 | 134 | 64 | 54 | 27 | 360 |
| | | | 6% | 6% | 28% | 22% | 39% | 100% | 23% | 37% | 18% | 15% | 8% | 100% |
| | 1980-1989 | Value | 10 | 18 | 42 | 31 | 47 | 148 | 21 | 56 | 19 | 29 | 22 | 147 |
| | | | 7% | 12% | 28% | 21% | 32% | 100% | 14% | 38% | 13% | 20% | 15% | 100% |
| | 1990-1999 | Value | 4 | 4 | 25 | 16 | 46 | 95 | 22 | 33 | 24 | 8 | 8 | 95 |
| | | | 4% | 4% | 26% | 17% | 48% | 100% | 23% | 35% | 25% | 8% | 8% | 100% |
| | 2000-2009 | Value | 3 | 7 | 22 | 25 | 50 | 107 | 28 | 36 | 25 | 12 | 7 | 108 |
| | | | 3% | 7% | 21% | 23% | 47% | 100% | 26% | 33% | 23% | 11% | 6% | 100% |
| | 2010-2019 | Value | 3 | 1 | 11 | 11 | 23 | 49 | 12 | 18 | 11 | 7 | 1 | 49 |
| | | 6% | 2% | 22% | 22% | 47% | 100% | 24% | 37% | 22% | 14% | 2% | 100% | |
| 2020-2022 | Value | 0 | 0 | 8 | 4 | 8 | 20 | 7 | 5 | 3 | 3 | 1 | 19 | |
| | | 0% | 0% | 40% | 20% | 40% | 100% | 37% | 26% | 16% | 16% | 5% | 100% | |
| Don't know | Value | 9 | 17 | 39 | 10 | 25 | 100 | 27 | 21 | 13 | 28 | 11 | 100 | |
| | | 9% | 17% | 39% | 10% | 25% | 100% | 27% | 21% | 13% | 28% | 11% | 100% | |
| | Total | Value | 75 | 90 | 355 | 248 | 477 | 1245 | 269 | 439 | 231 | 197 | 112 | 1248 |
| | Column Percentage(Base N) | | 6.00% | 7.21% | 28.42% | 19.86% | 38.19% | | 21.54% | 35.15% | 18.49% | 15.77% | 8.97% | |
| | Column Mean | | 15 | 18 | 71 | 49.6 | 95.4 | | 53.8 | 87.8 | 46.2 | 39.4 | 22.4 | |

My residence was originally built ...

| | | I pay ___ percent of my monthly household income towards my monthly power bill. | | | | | There is a need to develop a new program to assist customers who struggle to pay their power bills? | | | | | | |
|---------------------------------------|----------------------------|---|---------|-----------|---------------|-------|---|----------------|----------------------------|-------------------|-------------------|-------|------|
| | | Less than 5% | 5% - 9% | 10% - 15% | More than 15% | Total | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total | |
| My residence was originally built ... | Before 1960 | Value | 115 | 113 | 79 | 40 | 347 | 106 | 86 | 111 | 26 | 33 | 362 |
| | | | 33% | 33% | 23% | 12% | 100% | 29% | 24% | 31% | 7% | 9% | 100% |
| | 1960-1979 | Value | 111 | 114 | 78 | 39 | 342 | 99 | 79 | 107 | 28 | 35 | 348 |
| | | | 32% | 33% | 23% | 11% | 100% | 28% | 23% | 31% | 8% | 10% | 100% |
| | 1980-1989 | Value | 46 | 33 | 34 | 27 | 140 | 51 | 39 | 33 | 8 | 13 | 144 |
| | | | 33% | 24% | 24% | 19% | 100% | 35% | 27% | 23% | 6% | 9% | 100% |
| | 1990-1999 | Value | 33 | 33 | 12 | 11 | 89 | 27 | 27 | 21 | 8 | 10 | 93 |
| | | | 37% | 37% | 13% | 12% | 100% | 29% | 29% | 23% | 9% | 11% | 100% |
| | 2000-2009 | Value | 43 | 38 | 10 | 9 | 100 | 23 | 29 | 35 | 8 | 11 | 106 |
| | | | 43% | 38% | 10% | 9% | 100% | 22% | 27% | 33% | 8% | 10% | 100% |
| | 2010-2019 | Value | 16 | 12 | 14 | 5 | 47 | 10 | 14 | 13 | 3 | 9 | 49 |
| | | 34% | 26% | 30% | 11% | 100% | 20% | 29% | 27% | 6% | 18% | 100% | |
| 2020-2022 | Value | 7 | 8 | 4 | 1 | 20 | 8 | 2 | 6 | 1 | 3 | 20 | |
| | | 35% | 40% | 20% | 5% | 100% | 40% | 10% | 30% | 5% | 15% | 100% | |
| Don't know | Value | 21 | 26 | 26 | 17 | 90 | 54 | 18 | 21 | 4 | 1 | 98 | |
| | | 23% | 29% | 29% | 19% | 100% | 55% | 18% | 21% | 4% | 1% | 100% | |
| Total | Value | 392 | 377 | 257 | 149 | 1175 | 378 | 294 | 347 | 86 | 115 | 1220 | |
| | Column Percentage(Base N) | 31.39% | 30.18% | 20.58% | 11.93% | | 30.26% | 23.54% | 27.78% | 6.89% | 9.21% | | |
| Column Mean | | 98 | 94.25 | 64.25 | 37.25 | | 75.6 | 58.8 | 69.4 | 17.2 | 23 | | |

My residence was originally built ...

The costs of a bill-payment assistance program should be collected in rates paid by Idaho Power customers in Oregon.

| | | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total |
|---------------------------------------|-----------------------------------|--------------------|----------------|----------------------------|-------------------|-------------------|-------------|
| My residence was originally built ... | Before 1960 | Value 40 12% | 48 15% | 122 37% | 35 11% | 86 26% | 331 100% |
| | 1960-1979 | Value 32 10% | 60 19% | 103 33% | 30 10% | 84 27% | 309 100% |
| | 1980-1989 | Value 14 10% | 21 15% | 45 33% | 14 10% | 42 31% | 136 100% |
| | 1990-1999 | Value 11 13% | 12 15% | 27 33% | 8 10% | 24 29% | 82 100% |
| | 2000-2009 | Value 10 11% | 12 13% | 35 38% | 11 12% | 25 27% | 93 100% |
| | 2010-2019 | Value 4 10% | 7 17% | 11 26% | 4 10% | 16 38% | 42 100% |
| | 2020-2022 | Value 2 12% | 2 12% | 7 41% | 2 12% | 4 24% | 17 100% |
| | Don't know | Value 18 20% | 12 13% | 38 42% | 7 8% | 15 17% | 90 100% |
| | Total | Value 131 | 174 | 388 | 111 | 296 | 1100 |
| | Column Percentage(Base N) | | | | | | |
| | Column Mean | | | | | | |

My residence was originally built ...

| | | I would voluntarily contribute to a program to assist customers who struggle with paying their power bills. | | | | | I would voluntarily contribute ___ per month to fund a bill-assistance program for helping customers who struggle to pay their power bills. | | | | | | | |
|---------------------------------------|----------------------------|---|----------------|----------------------------|-------------------|-------------------|---|--------|-------|-----------|------------|----------------|-------|------|
| | | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total | \$0 | \$1 | \$2 - \$5 | \$6 - \$10 | More than \$10 | Total | |
| My residence was originally built ... | Before 1960 | Value | 14 | 40 | 83 | 24 | 40 | 201 | 50 | 23 | 51 | 11 | 0 | 135 |
| | | | 7% | 20% | 41% | 12% | 20% | 100% | 37% | 17% | 38% | 8% | 0% | 100% |
| | 1960-1979 | Value | 13 | 25 | 71 | 31 | 43 | 183 | 47 | 17 | 32 | 8 | 3 | 107 |
| | | | 7% | 14% | 39% | 17% | 23% | 100% | 44% | 16% | 30% | 7% | 3% | 100% |
| | 1980-1989 | Value | 2 | 13 | 29 | 12 | 20 | 76 | 20 | 10 | 11 | 2 | 0 | 43 |
| | | | 3% | 17% | 38% | 16% | 26% | 100% | 47% | 23% | 26% | 5% | 0% | 100% |
| | 1990-1999 | Value | 4 | 11 | 22 | 3 | 8 | 48 | 7 | 10 | 14 | 6 | 0 | 37 |
| | | | 8% | 23% | 46% | 6% | 17% | 100% | 19% | 27% | 38% | 16% | 0% | 100% |
| | 2000-2009 | Value | 3 | 11 | 25 | 9 | 8 | 56 | 15 | 6 | 13 | 5 | 0 | 39 |
| | | | 5% | 20% | 45% | 16% | 14% | 100% | 38% | 15% | 33% | 13% | 0% | 100% |
| 2010-2019 | Value | 2 | 0 | 9 | 5 | 4 | 20 | 8 | 1 | 2 | 0 | 0 | 11 | |
| | | 10% | 0% | 45% | 25% | 20% | 100% | 73% | 9% | 18% | 0% | 0% | 100% | |
| 2020-2022 | Value | 1 | 1 | 6 | 0 | 3 | 11 | 4 | 3 | 0 | 1 | 0 | 8 | |
| | | 9% | 9% | 55% | 0% | 27% | 100% | 50% | 38% | 0% | 13% | 0% | 100% | |
| Don't know | Value | 8 | 10 | 20 | 7 | 20 | 65 | 15 | 7 | 12 | 2 | 1 | 37 | |
| | | 12% | 15% | 31% | 11% | 31% | 100% | 41% | 19% | 32% | 5% | 3% | 100% | |
| Total | Value | 47 | 111 | 265 | 91 | 146 | 660 | 166 | 77 | 135 | 35 | 4 | 417 | |
| | Column Percentage(Base N) | 3.76% | 8.89% | 21.22% | 7.29% | 11.69% | | 13.29% | 6.16% | 10.81% | 2.80% | 0.32% | | |
| Column Mean | | 9.4 | 22.2 | 53 | 18.2 | 29.2 | | 33.2 | 15.4 | 27 | 7 | 0.8 | | |

My residence was originally built ...

| | | My household has requested energy bill assistance at some point since January 2021 (e. g. LIHEAP, etc.). | | | | I have had a past due balance on my Idaho Power bill at some point since January 2021. | | | | I am aware of an Arrearage Management Program offered by Idaho Power to help Oregon customers resolve past-due power bills. | | |
|--------------------|----------------------------|--|---------|----------|------|--|---------|----------|------|---|--------|------|
| | | Yes | No | Not sure | | Yes | No | Not sure | | Yes | No | |
| | | Total | | | | Total | | | | Total | | |
| Before 1960 | Value | 53 | 300 | 12 | 365 | 60 | 284 | 20 | 364 | 28 | 52 | 80 |
| | | 15% | 82% | 3% | 100% | 16% | 78% | 5% | 100% | 35% | 65% | 100% |
| 1960-1979 | Value | 51 | 284 | 17 | 352 | 62 | 281 | 14 | 357 | 30 | 45 | 75 |
| | | 14% | 81% | 5% | 100% | 17% | 79% | 4% | 100% | 40% | 60% | 100% |
| 1980-1989 | Value | 25 | 111 | 11 | 147 | 28 | 109 | 10 | 147 | 11 | 25 | 36 |
| | | 17% | 76% | 7% | 100% | 19% | 74% | 7% | 100% | 31% | 69% | 100% |
| 1990-1999 | Value | 10 | 80 | 5 | 95 | 18 | 73 | 4 | 95 | 8 | 14 | 22 |
| | | 11% | 84% | 5% | 100% | 19% | 77% | 4% | 100% | 36% | 64% | 100% |
| 2000-2009 | Value | 7 | 99 | 2 | 108 | 12 | 91 | 4 | 107 | 8 | 7 | 15 |
| | | 6% | 92% | 2% | 100% | 11% | 85% | 4% | 100% | 53% | 47% | 100% |
| 2010-2019 | Value | 4 | 43 | 1 | 48 | 4 | 42 | 3 | 49 | 3 | 4 | 7 |
| | | 8% | 90% | 2% | 100% | 8% | 86% | 6% | 100% | 43% | 57% | 100% |
| 2020-2022 | Value | 1 | 19 | 0 | 20 | 6 | 12 | 2 | 20 | 2 | 6 | 8 |
| | | 5% | 95% | 0% | 100% | 30% | 60% | 10% | 100% | 25% | 75% | 100% |
| Don't know | Value | 34 | 53 | 12 | 99 | 24 | 60 | 12 | 96 | 14 | 20 | 34 |
| | | 34% | 54% | 12% | 100% | 25% | 63% | 13% | 100% | 41% | 59% | 100% |
| Total | Value | 185 | 989 | 60 | 1234 | 214 | 952 | 69 | 1235 | 104 | 173 | 277 |
| | Column Percentage(Base N) | 14.81% | 79.18% | 4.80% | | 17.13% | 76.22% | 5.52% | | 8.33% | 13.85% | |
| Column Mean | | 61.6667 | 329.667 | 20 | | 71.3333 | 317.333 | 23 | | 52 | 86.5 | |

My residence was originally built ...

| | | I participated in Idaho Power's Arrearage Management Program. | | | Idaho Power's Arrearage Management Program helped me resolve a past-due balance on my power bill. | | | I would find value in an educational workshop that focused on helping identify ways to reduce my power bill. | | | I would attend an educational workshop that focused on helping identify ways to reduce my power bill. | | | |
|---------------------------------------|----------------------------|---|-------|-------|---|-------|-------|--|--------|-------|---|--------|-------|------|
| | | Yes | No | Total | Yes | No | Total | Yes | No | Total | Yes | No | Total | |
| My residence was originally built ... | Before 1960 | Value | 12 | 15 | 27 | 9 | 2 | 11 | 159 | 200 | 359 | 110 | 48 | 158 |
| | | | 44% | 56% | 100% | 82% | 18% | 100% | 44% | 56% | 100% | 70% | 30% | 100% |
| | 1960-1979 | Value | 13 | 17 | 30 | 11 | 2 | 13 | 152 | 197 | 349 | 112 | 39 | 151 |
| | | | 43% | 57% | 100% | 85% | 15% | 100% | 44% | 56% | 100% | 74% | 26% | 100% |
| | 1980-1989 | Value | 8 | 3 | 11 | 7 | 1 | 8 | 71 | 72 | 143 | 54 | 18 | 72 |
| | | | 73% | 27% | 100% | 88% | 13% | 100% | 50% | 50% | 100% | 75% | 25% | 100% |
| | 1990-1999 | Value | 2 | 6 | 8 | 2 | 0 | 2 | 50 | 43 | 93 | 38 | 12 | 50 |
| | | | 25% | 75% | 100% | 100% | 0% | 100% | 54% | 46% | 100% | 76% | 24% | 100% |
| | 2000-2009 | Value | 1 | 7 | 8 | 1 | 0 | 1 | 51 | 55 | 106 | 40 | 11 | 51 |
| | | | 13% | 88% | 100% | 100% | 0% | 100% | 48% | 52% | 100% | 78% | 22% | 100% |
| | 2010-2019 | Value | 2 | 1 | 3 | 0 | 1 | 1 | 24 | 22 | 46 | 16 | 8 | 24 |
| | | 67% | 33% | 100% | 0% | 100% | 100% | 52% | 48% | 100% | 67% | 33% | 100% | |
| 2020-2022 | Value | 1 | 1 | 2 | 1 | 0 | 1 | 11 | 9 | 20 | 6 | 5 | 11 | |
| | | 50% | 50% | 100% | 100% | 0% | 100% | 55% | 45% | 100% | 55% | 45% | 100% | |
| Don't know | Value | 5 | 9 | 14 | 4 | 1 | 5 | 41 | 53 | 94 | 37 | 5 | 42 | |
| | | 36% | 64% | 100% | 80% | 20% | 100% | 44% | 56% | 100% | 88% | 12% | 100% | |
| Total | Value | 44 | 59 | 103 | 35 | 7 | 42 | 559 | 651 | 1210 | 413 | 146 | 559 | |
| | Column Percentage(Base N) | 3.52% | 4.72% | | 2.80% | 0.56% | | 44.76% | 52.12% | | 33.07% | 11.69% | | |
| Column Mean | | 22 | 29.5 | | 17.5 | 3.5 | | 279.5 | 325.5 | | 206.5 | 73 | | |

My residence was originally built ...

| | | I would prefer the selected format below for an educational workshop. | | | | I am aware of Idaho Power's residential weatherization program for low-income customers offered through a local assistance agency? | | | I have received weatherization assistance from Idaho Power's program offered through a local assistance agency. | | |
|--------------------|----------------------------|---|-------------------|--------|-------|--|--------|-------|---|--------|-------|
| | | In-person | A virtual webinar | Other | Total | Yes | No | Total | Yes | No | Total |
| | | | | | | | | | | | |
| Before 1960 | Value | 32 | 71 | 5 | 108 | 182 | 175 | 357 | 29 | 148 | 177 |
| | | 30% | 66% | 5% | 100% | 51% | 49% | 100% | 16% | 84% | 100% |
| 1960-1979 | Value | 41 | 59 | 11 | 111 | 172 | 174 | 346 | 24 | 144 | 168 |
| | | 37% | 53% | 10% | 100% | 50% | 50% | 100% | 14% | 86% | 100% |
| 1980-1989 | Value | 19 | 30 | 5 | 54 | 64 | 77 | 141 | 13 | 51 | 64 |
| | | 35% | 56% | 9% | 100% | 45% | 55% | 100% | 20% | 80% | 100% |
| 1990-1999 | Value | 12 | 23 | 3 | 38 | 57 | 37 | 94 | 7 | 50 | 57 |
| | | 32% | 61% | 8% | 100% | 61% | 39% | 100% | 12% | 88% | 100% |
| 2000-2009 | Value | 11 | 26 | 3 | 40 | 58 | 45 | 103 | 11 | 46 | 57 |
| | | 28% | 65% | 8% | 100% | 56% | 44% | 100% | 19% | 81% | 100% |
| 2010-2019 | Value | 8 | 6 | 2 | 16 | 25 | 22 | 47 | 3 | 22 | 25 |
| | | 50% | 38% | 13% | 100% | 53% | 47% | 100% | 12% | 88% | 100% |
| 2020-2022 | Value | 3 | 3 | 0 | 6 | 11 | 9 | 20 | 0 | 11 | 11 |
| | | 50% | 50% | 0% | 100% | 55% | 45% | 100% | 0% | 100% | 100% |
| Don't know | Value | 19 | 15 | 2 | 36 | 42 | 53 | 95 | 16 | 25 | 41 |
| | | 53% | 42% | 6% | 100% | 44% | 56% | 100% | 39% | 61% | 100% |
| Total | Value | 145 | 233 | 31 | 409 | 611 | 592 | 1203 | 103 | 497 | 600 |
| | Column Percentage(Base N) | 11.61% | 18.65% | 2.48% | | 48.92% | 47.40% | | 8.25% | 39.79% | |
| Column Mean | | 48.3333 | 77.6667 | 10.333 | | 305.5 | 296 | | 51.5 | 248.5 | |

My residence was originally built ...

| | | I am aware of Idaho Power's Project Share program administered through The Salvation Army. | | | I have contributed to Idaho Power's Project Share program. | | | I have received assistance from Idaho Power's Project Share program administered through The Salvation Army. | | | |
|---------------------------------------|----------------------------|--|--------|-------|--|--------|-------|--|--------|-------|------|
| | | Yes | No | Total | Yes | No | Total | Yes | No | Total | |
| My residence was originally built ... | Before 1960 | Value | 64 | 296 | 360 | 19 | 44 | 63 | 0 | 64 | 64 |
| | | | 18% | 82% | 100% | 30% | 70% | 100% | 0% | 100% | 100% |
| | 1960-1979 | Value | 61 | 295 | 356 | 15 | 46 | 61 | 2 | 57 | 59 |
| | | | 17% | 83% | 100% | 25% | 75% | 100% | 3% | 97% | 100% |
| | 1980-1989 | Value | 20 | 126 | 146 | 6 | 14 | 20 | 2 | 18 | 20 |
| | | | 14% | 86% | 100% | 30% | 70% | 100% | 10% | 90% | 100% |
| | 1990-1999 | Value | 24 | 70 | 94 | 8 | 16 | 24 | 1 | 23 | 24 |
| | | | 26% | 74% | 100% | 33% | 67% | 100% | 4% | 96% | 100% |
| | 2000-2009 | Value | 26 | 79 | 105 | 7 | 19 | 26 | 0 | 26 | 26 |
| | | | 25% | 75% | 100% | 27% | 73% | 100% | 0% | 100% | 100% |
| | 2010-2019 | Value | 14 | 33 | 47 | 4 | 10 | 14 | 1 | 13 | 14 |
| | | 30% | 70% | 100% | 29% | 71% | 100% | 7% | 93% | 100% | |
| 2020-2022 | Value | 6 | 14 | 20 | 2 | 4 | 6 | 0 | 6 | 6 | |
| | | 30% | 70% | 100% | 33% | 67% | 100% | 0% | 100% | 100% | |
| Don't know | Value | 8 | 87 | 95 | 2 | 6 | 8 | 4 | 4 | 8 | |
| | | 8% | 92% | 100% | 25% | 75% | 100% | 50% | 50% | 100% | |
| Total | Value | 223 | 1000 | 1223 | 63 | 159 | 222 | 10 | 211 | 221 | |
| | Column Percentage(Base N) | 17.85% | 80.06% | | 5.04% | 12.73% | | 0.80% | 16.89% | | |
| Column Mean | | 111.5 | 500 | | 31.5 | 79.5 | | 5 | 105.5 | | |

| | | I have trouble paying my monthly power bill ... | | | | | | My power bill is affordable. | | | | | | | |
|--------------------------|--------------------|---|---------|-----------|--------|--------|--------|------------------------------|----------------|----------------------------|-------------------|-------------------|-------|------|--|
| | | Always | Usually | Sometimes | Seldom | Never | Total | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total | | |
| I rent/own my residence. | Own | Value | 39 | 52 | 262 | 219 | 424 | 996 | 228 | 366 | 197 | 138 | 69 | 998 | |
| | | | 4% | 5% | 26% | 22% | 43% | 100% | 23% | 37% | 20% | 14% | 7% | 100% | |
| | Rent | Value | 36 | 37 | 89 | 25 | 44 | 231 | 36 | 65 | 31 | 58 | 41 | 231 | |
| | | | 16% | 16% | 39% | 11% | 19% | 100% | 16% | 28% | 13% | 25% | 18% | 100% | |
| | Total | Value | 75 | 89 | 351 | 244 | 468 | 1227 | 264 | 431 | 228 | 196 | 110 | 1229 | |
| | | Column Percentage(Base N) | 6.00% | 7.13% | 28.10% | 19.54% | 37.47% | | 21.14% | 34.51% | 18.25% | 15.69% | 8.81% | | |
| | Column Mean | | 15 | 17.8 | 70.2 | 48.8 | 93.6 | | 52.8 | 86.2 | 45.6 | 39.2 | 22 | | |

| | | I pay ___ percent of my monthly household income towards my monthly power bill. | | | | | There is a need to develop a new program to assist customers who struggle to pay their power bills? | | | | | | |
|--------------------------|------|---|---------|-----------|---------------|--------|---|----------------|----------------------------|-------------------|-------------------|-------|------|
| | | Less than 5% | 5% - 9% | 10% - 15% | More than 15% | Total | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total | |
| I rent/own my residence. | Own | Value | 350 | 314 | 187 | 91 | 942 | 246 | 247 | 299 | 76 | 108 | 976 |
| | | | 37% | 33% | 20% | 10% | 100% | 25% | 25% | 31% | 8% | 11% | 100% |
| | Rent | Value | 38 | 60 | 65 | 54 | 217 | 131 | 41 | 44 | 9 | 3 | 228 |
| | | | 18% | 28% | 30% | 25% | 100% | 57% | 18% | 19% | 4% | 1% | 100% |
| Total | | Value | 388 | 374 | 252 | 145 | 1159 | 377 | 288 | 343 | 85 | 111 | 1204 |
| | | Column Percentage(Base N) | 31.06% | 29.94% | 20.18% | 11.61% | | 30.18% | 23.06% | 27.46% | 6.81% | 8.89% | |
| Column Mean | | | 97 | 93.5 | 63 | 36.25 | | 75.4 | 57.6 | 68.6 | 17 | 22.2 | |

The costs of a bill-payment assistance program should be collected in rates paid by Idaho Power customers in Oregon.

| | | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total |
|-----------------------------------|-------|----------------|----------------|----------------------------|-------------------|-------------------|-------|
| I rent/own my residence. | Own | 84 | 142 | 296 | 94 | 256 | 872 |
| | Value | 10% | 16% | 34% | 11% | 29% | 100% |
| Rent | Value | 47 | 30 | 85 | 14 | 36 | 212 |
| | Value | 22% | 14% | 40% | 7% | 17% | 100% |
| Total | | 131 | 172 | 381 | 108 | 292 | 1084 |
| Column Percentage(Base N) | | 10.49% | 13.77% | 30.50% | 8.65% | 23.38% | |
| Column Mean | | 26.2 | 34.4 | 76.2 | 21.6 | 58.4 | |

| | | I would voluntarily contribute to a program to assist customers who struggle with paying their power bills. | | | | | | I would voluntarily contribute ___ per month to fund a bill-assistance program for helping customers who struggle to pay their power bills. | | | | | | |
|--------------------------|--------------------|---|----------------|----------------------------|-------------------|-------------------|--------|---|--------|-----------|------------|----------------|-------|------|
| | | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total | \$0 | \$1 | \$2 - \$5 | \$6 - \$10 | More than \$10 | Total | |
| I rent/own my residence. | Own | Value | 28 | 80 | 207 | 75 | 106 | 496 | 119 | 60 | 99 | 28 | 4 | 310 |
| | | | 6% | 16% | 42% | 15% | 21% | 100% | 38% | 19% | 32% | 9% | 1% | 100% |
| | Rent | Value | 19 | 30 | 56 | 16 | 36 | 157 | 47 | 15 | 35 | 7 | 0 | 104 |
| | | | 12% | 19% | 36% | 10% | 23% | 100% | 45% | 14% | 34% | 7% | 0% | 100% |
| | Total | Value | 47 | 110 | 263 | 91 | 142 | 653 | 166 | 75 | 134 | 35 | 4 | 414 |
| | | Column Percentage(Base N) | 3.76% | 8.81% | 21.06% | 7.29% | 11.37% | | 13.29% | 6.00% | 10.73% | 2.80% | 0.32% | |
| | Column Mean | | 9.4 | 22 | 52.6 | 18.2 | 28.4 | | 33.2 | 15 | 26.8 | 7 | 0.8 | |

| | | My household has requested energy bill assistance at some point since January 2021 (e. g. LIHEAP, etc.). | | | | I have had a past due balance on my Idaho Power bill at some point since January 2021. | | | | I am aware of an Arrearage Management Program offered by Idaho Power to help Oregon customers resolve past-due power bills. | | | |
|--------------------------|------|--|---------|----------|-------|--|--------|----------|--------|---|-------|--------|------|
| | | Yes | No | Not sure | Total | Yes | No | Not sure | Total | Yes | No | Total | |
| I rent/own my residence. | Own | Value | 94 | 858 | 37 | 989 | 138 | 808 | 45 | 991 | 56 | 124 | 180 |
| | | | 10% | 87% | 4% | 100% | 14% | 82% | 5% | 100% | 31% | 69% | 100% |
| | Rent | Value | 93 | 113 | 23 | 229 | 75 | 129 | 23 | 227 | 47 | 50 | 97 |
| | | | 41% | 49% | 10% | 100% | 33% | 57% | 10% | 100% | 48% | 52% | 100% |
| Total | | Value | 187 | 971 | 60 | 1218 | 213 | 937 | 68 | 1218 | 103 | 174 | 277 |
| | | Column Percentage(Base N) | 14.97% | 77.74% | 4.80% | | 17.05% | 75.02% | 5.44% | | 8.25% | 13.93% | |
| Column Mean | | | 62.3333 | 323.667 | 20 | | 71 | 312.333 | 22.667 | | 51.5 | 87 | |

| | | I participated in Idaho Power's Arrearage Management Program. | | | Idaho Power's Arrearage Management Program helped me resolve a past-due balance on my power bill. | | | I would find value in an educational workshop that focused on helping identify ways to reduce my power bill. | | | I would attend an educational workshop that focused on helping identify ways to reduce my power bill. | | | |
|--------------------------|--------------------|---|-------|-------|---|-------|-------|--|--------|--------|---|--------|--------|------|
| | | Yes | No | Total | Yes | No | Total | Yes | No | Total | Yes | No | Total | |
| I rent/own my residence. | Own | Value | 19 | 35 | 54 | 14 | 4 | 18 | 447 | 522 | 969 | 325 | 121 | 446 |
| | | | 35% | 65% | 100% | 78% | 22% | 100% | 46% | 54% | 100% | 73% | 27% | 100% |
| | Rent | Value | 23 | 24 | 47 | 19 | 4 | 23 | 108 | 117 | 225 | 86 | 23 | 109 |
| | | | 49% | 51% | 100% | 83% | 17% | 100% | 48% | 52% | 100% | 79% | 21% | 100% |
| | Total | Value | 42 | 59 | 101 | 33 | 8 | 41 | 555 | 639 | 1194 | 411 | 144 | 555 |
| | | Column Percentage(Base N) | 3.36% | 4.72% | | 2.64% | 0.64% | | 44.44% | 51.16% | | 32.91% | 11.53% | |
| | Column Mean | | 21 | 29.5 | | 16.5 | 4 | | 277.5 | 319.5 | | 205.5 | 72 | |

| | | I would prefer the selected format below for an educational workshop. | | | | I am aware of Idaho Power's residential weatherization program for low-income customers offered through a local assistance agency? | | | I have received weatherization assistance from Idaho Power's program offered through a local assistance agency. | | | |
|--------------------------|------|---|-------------------|---------|-------|--|--------|--------|---|-------|--------|------|
| | | In-person | A virtual webinar | Other | Total | Yes | No | Total | Yes | No | Total | |
| I rent/own my residence. | Own | Value | 113 | 185 | 23 | 321 | 489 | 477 | 966 | 68 | 412 | 480 |
| | | | 35% | 58% | 7% | 100% | 51% | 49% | 100% | 14% | 86% | 100% |
| | Rent | Value | 29 | 48 | 7 | 84 | 112 | 112 | 224 | 33 | 77 | 110 |
| | | | 35% | 57% | 8% | 100% | 50% | 50% | 100% | 30% | 70% | 100% |
| Total | | Value | 142 | 233 | 30 | 405 | 601 | 589 | 1190 | 101 | 489 | 590 |
| | | Column Percentage(Base N) | 11.37% | 18.65% | 2.40% | | 48.12% | 47.16% | | 8.09% | 39.15% | |
| Column Mean | | | 47.3333 | 77.6667 | 10 | | 300.5 | 294.5 | | 50.5 | 244.5 | |

| | | I am aware of Idaho Power's Project Share program administered through The Salvation Army. | | | I have contributed to Idaho Power's Project Share program. | | | I have received assistance from Idaho Power's Project Share program administered through The Salvation Army. | | | |
|---------------------------------|--------------------|---|--------|--------|---|-------|--------|---|-------|--------|------|
| | | Yes | No | Total | Yes | No | Total | Yes | No | Total | |
| I rent/own my residence. | Own | Value | 186 | 797 | 983 | 51 | 134 | 185 | 6 | 178 | 184 |
| | | | 19% | 81% | 100% | 28% | 72% | 100% | 3% | 97% | 100% |
| | Rent | Value | 33 | 191 | 224 | 10 | 23 | 33 | 3 | 30 | 33 |
| | | | 15% | 85% | 100% | 30% | 70% | 100% | 9% | 91% | 100% |
| | Total | Value | 219 | 988 | 1207 | 61 | 157 | 218 | 9 | 208 | 217 |
| | | Column Percentage(Base N) | 17.53% | 79.10% | | 4.88% | 12.57% | | 0.72% | 16.65% | |
| | Column Mean | | 109.5 | 494 | | 30.5 | 78.5 | | 4.5 | 104 | |

| | | | I have trouble paying my monthly power bill ... | | | | | My power bill is affordable. | | | | | | |
|--|----------------------------|-------|---|---------|-----------|--------|-------|------------------------------|----------------|----------------|----------------------------|-------------------|-------------------|-------|
| | | | Always | Usually | Sometimes | Seldom | Never | Total | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total |
| The fuel used most often to heat my residence is best described as ... | Electricity | Value | 57 | 64 | 196 | 108 | 182 | 607 | 96 | 197 | 113 | 127 | 76 | 609 |
| | | | 9% | 11% | 32% | 18% | 30% | 100% | 16% | 32% | 19% | 21% | 12% | 100% |
| | Natural gas | Value | 13 | 16 | 89 | 85 | 167 | 370 | 96 | 147 | 64 | 39 | 25 | 371 |
| | | | 4% | 4% | 24% | 23% | 45% | 100% | 26% | 40% | 17% | 11% | 7% | 100% |
| | Propane | Value | 2 | 3 | 13 | 19 | 32 | 69 | 22 | 20 | 15 | 10 | 2 | 69 |
| | | | 3% | 4% | 19% | 28% | 46% | 100% | 32% | 29% | 22% | 14% | 3% | 100% |
| | Fuel oil | Value | 0 | 1 | 7 | 8 | 24 | 40 | 17 | 13 | 7 | 2 | 1 | 40 |
| | | | 0% | 3% | 18% | 20% | 60% | 100% | 43% | 33% | 18% | 5% | 3% | 100% |
| | Wood | Value | 1 | 4 | 39 | 23 | 56 | 123 | 31 | 50 | 21 | 15 | 5 | 122 |
| | | | 1% | 3% | 32% | 19% | 46% | 100% | 25% | 41% | 17% | 12% | 4% | 100% |
| Other | Value | 3 | 2 | 12 | 4 | 16 | 37 | 7 | 13 | 12 | 3 | 3 | 38 | |
| | | 8% | 5% | 32% | 11% | 43% | 100% | 18% | 34% | 32% | 8% | 8% | 100% | |
| Total | Value | 76 | 90 | 356 | 247 | 477 | 1246 | 269 | 440 | 232 | 196 | 112 | 1249 | |
| Column Mean | Column Percentage(Base N) | 6.08% | 7.21% | 28.50% | 19.78% | 38.19% | | 21.54% | 35.23% | 18.57% | 15.69% | 8.97% | | |
| | | 15.2 | 18 | 71.2 | 49.4 | 95.4 | | 53.8 | 88 | 46.4 | 39.2 | 22.4 | | |

| The fuel used most often to heat my residence is best described as ... | | I pay ___ percent of my monthly household income towards my monthly power bill. | | | | | There is a need to develop a new program to assist customers who struggle to pay their power bills? | | | | | |
|--|----------------------------|---|---------|-----------|---------------|-------|---|----------------|----------------------------|-------------------|-------------------|-------|
| | | Less than 5% | 5% - 9% | 10% - 15% | More than 15% | Total | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total |
| | | Value | 132 | 185 | 144 | 109 | 570 | 225 | 128 | 158 | 32 | 53 |
| Electricity | Value | 23% | 32% | 25% | 19% | 100% | 38% | 21% | 27% | 5% | 9% | 100% |
| Natural gas | Value | 158 | 112 | 59 | 24 | 353 | 102 | 97 | 105 | 29 | 31 | 364 |
| | Value | 45% | 32% | 17% | 7% | 100% | 28% | 27% | 29% | 8% | 9% | 100% |
| Propane | Value | 23 | 21 | 16 | 5 | 65 | 16 | 19 | 20 | 6 | 6 | 67 |
| | Value | 35% | 32% | 25% | 8% | 100% | 24% | 28% | 30% | 9% | 9% | 100% |
| Fuel oil | Value | 18 | 10 | 7 | 2 | 37 | 5 | 6 | 13 | 6 | 9 | 39 |
| | Value | 49% | 27% | 19% | 5% | 100% | 13% | 15% | 33% | 15% | 23% | 100% |
| Wood | Value | 47 | 37 | 23 | 9 | 116 | 20 | 34 | 42 | 10 | 14 | 120 |
| | Value | 41% | 32% | 20% | 8% | 100% | 17% | 28% | 35% | 8% | 12% | 100% |
| Other | Value | 13 | 12 | 10 | 1 | 36 | 12 | 9 | 10 | 3 | 3 | 37 |
| | Value | 36% | 33% | 28% | 3% | 100% | 32% | 24% | 27% | 8% | 8% | 100% |
| Total | Value | 391 | 377 | 259 | 150 | 1177 | 380 | 293 | 348 | 86 | 116 | 1223 |
| Column Mean | Column Percentage(Base N) | 31.31% | 30.18% | 20.74% | 12.01% | | 30.42% | 23.46% | 27.86% | 6.89% | 9.29% | |
| | | 97.75 | 94.25 | 64.75 | 37.5 | | 76 | 58.6 | 69.6 | 17.2 | 23.2 | |

The fuel used most often to heat my residence is best described as ...

The costs of a bill-payment assistance program should be collected in rates paid by Idaho Power customers in Oregon.

| | | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total |
|--------------------|----------------------------|----------------|----------------|----------------------------|-------------------|-------------------|-------|
| | Value | 82 | 80 | 192 | 47 | 145 | 546 |
| | | 15% | 15% | 35% | 9% | 27% | 100% |
| Electricity | Value | 34 | 58 | 110 | 35 | 89 | 326 |
| | | 10% | 18% | 34% | 11% | 27% | 100% |
| Natural gas | Value | 6 | 8 | 22 | 7 | 16 | 59 |
| | | 10% | 14% | 37% | 12% | 27% | 100% |
| Propane | Value | 0 | 4 | 13 | 7 | 10 | 34 |
| | | 0% | 12% | 38% | 21% | 29% | 100% |
| Fuel oil | Value | 7 | 20 | 36 | 13 | 29 | 105 |
| | | 7% | 19% | 34% | 12% | 28% | 100% |
| Wood | Value | 3 | 5 | 14 | 2 | 8 | 32 |
| | | 9% | 16% | 44% | 6% | 25% | 100% |
| Other | Value | 132 | 175 | 387 | 111 | 297 | 1102 |
| | Column Percentage(Base N) | 10.57% | 14.01% | 30.98% | 8.89% | 23.78% | |
| Total | | | | | | | |
| Column Mean | | 26.4 | 35 | 77.4 | 22.2 | 59.4 | |

| | | | I would voluntarily contribute to a program to assist customers who struggle with paying their power bills. | | | | | I would voluntarily contribute ___ per month to fund a bill-assistance program for helping customers who struggle to pay their power bills. | | | | | | |
|--|----------------------------|-------|---|----------------|----------------------------|-------------------|-------------------|---|-------|--------|-----------|------------|----------------|-------|
| | | | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total | \$0 | \$1 | \$2 - \$5 | \$6 - \$10 | More than \$10 | Total |
| The fuel used most often to heat my residence is best described as ... | Electricity | Value | 30 | 51 | 133 | 38 | 81 | 333 | 87 | 32 | 72 | 16 | 3 | 210 |
| | | | 9% | 15% | 40% | 11% | 24% | 100% | 41% | 15% | 34% | 8% | 1% | 100% |
| | Natural gas | Value | 12 | 38 | 77 | 36 | 34 | 197 | 50 | 25 | 39 | 11 | 0 | 125 |
| | | | 6% | 19% | 39% | 18% | 17% | 100% | 40% | 20% | 31% | 9% | 0% | 100% |
| | Propane | Value | 3 | 9 | 11 | 3 | 7 | 33 | 6 | 4 | 8 | 4 | 1 | 23 |
| | | | 9% | 27% | 33% | 9% | 21% | 100% | 26% | 17% | 35% | 17% | 4% | 100% |
| | Fuel oil | Value | 1 | 0 | 9 | 1 | 3 | 14 | 7 | 0 | 3 | 0 | 0 | 10 |
| | | | 7% | 0% | 64% | 7% | 21% | 100% | 70% | 0% | 30% | 0% | 0% | 100% |
| | Wood | Value | 1 | 11 | 27 | 9 | 14 | 62 | 11 | 13 | 12 | 3 | 0 | 39 |
| | | | 2% | 18% | 44% | 15% | 23% | 100% | 28% | 33% | 31% | 8% | 0% | 100% |
| Other | Value | 1 | 2 | 9 | 4 | 6 | 22 | 7 | 3 | 1 | 1 | 0 | 12 | |
| | | 5% | 9% | 41% | 18% | 27% | 100% | 58% | 25% | 8% | 8% | 0% | 100% | |
| Total | Value | 48 | 111 | 266 | 91 | 145 | 661 | 168 | 77 | 135 | 35 | 4 | 419 | |
| Column Mean | Column Percentage(Base N) | 3.84% | 8.89% | 21.30% | 7.29% | 11.61% | | 13.45% | 6.16% | 10.81% | 2.80% | 0.32% | | |
| | | 9.6 | 22.2 | 53.2 | 18.2 | 29 | | 33.6 | 15.4 | 27 | 7 | 0.8 | | |

| The fuel used most often to heat my residence is best described as ... | | My household has requested energy bill assistance at some point since January 2021 (e. g. LIHEAP, etc.). | | | | I have had a past due balance on my Idaho Power bill at some point since January 2021. | | | | I am aware of an Arrearage Management Program offered by Idaho Power to help Oregon customers resolve past-due power bills. | | |
|--|----------------------------|--|---------|----------|------|--|---------|----------|------|---|--------|------|
| | | Yes | No | Not sure | | Yes | No | Not sure | | Yes | No | |
| | | Total | | | | Total | | | | Total | | |
| | Value | 125 | 445 | 33 | 603 | 130 | 444 | 31 | 605 | 67 | 90 | 157 |
| Electricity | | 21% | 74% | 5% | 100% | 21% | 73% | 5% | 100% | 43% | 57% | 100% |
| | Value | 40 | 308 | 18 | 366 | 55 | 286 | 24 | 365 | 23 | 56 | 79 |
| Natural gas | | 11% | 84% | 5% | 100% | 15% | 78% | 7% | 100% | 29% | 71% | 100% |
| | Value | 3 | 63 | 2 | 68 | 5 | 58 | 6 | 69 | 4 | 7 | 11 |
| Propane | | 4% | 93% | 3% | 100% | 7% | 84% | 9% | 100% | 36% | 64% | 100% |
| | Value | 0 | 39 | 1 | 40 | 3 | 35 | 1 | 39 | 0 | 4 | 4 |
| Fuel oil | | 0% | 98% | 3% | 100% | 8% | 90% | 3% | 100% | 0% | 100% | 100% |
| | Value | 12 | 104 | 5 | 121 | 18 | 102 | 2 | 122 | 8 | 11 | 19 |
| Wood | | 10% | 86% | 4% | 100% | 15% | 84% | 2% | 100% | 42% | 58% | 100% |
| | Value | 7 | 30 | 1 | 38 | 6 | 27 | 4 | 37 | 3 | 7 | 10 |
| Other | | 18% | 79% | 3% | 100% | 16% | 73% | 11% | 100% | 30% | 70% | 100% |
| | Value | 187 | 989 | 60 | 1236 | 217 | 952 | 68 | 1237 | 105 | 175 | 280 |
| Total | Column Percentage(Base N) | 14.97% | 79.18% | 4.80% | | 17.37% | 76.22% | 5.44% | | 8.41% | 14.01% | |
| Column Mean | | 62.3333 | 329.667 | 20 | | 72.3333 | 317.333 | 22.667 | | 52.5 | 87.5 | |

| The fuel used most often to heat my residence is best described as ... | | I participated in Idaho Power's Arrearage Management Program. | | | Idaho Power's Arrearage Management Program helped me resolve a past-due balance on my power bill. | | | I would find value in an educational workshop that focused on helping identify ways to reduce my power bill. | | | I would attend an educational workshop that focused on helping identify ways to reduce my power bill. | | | |
|--|--------------------|---|---------|---------|---|---------|---------|--|--------|--------|---|--------|--------|------|
| | | Yes | No | Total | Yes | No | Total | Yes | No | Total | Yes | No | Total | |
| | | | | | | | | | | | | | | |
| | Electricity | Value | 33 | 32 | 65 | 26 | 5 | 31 | 288 | 304 | 592 | 218 | 69 | 287 |
| | | | 51% | 49% | 100% | 84% | 16% | 100% | 49% | 51% | 100% | 76% | 24% | 100% |
| | Natural gas | Value | 8 | 15 | 23 | 7 | 1 | 8 | 167 | 192 | 359 | 120 | 48 | 168 |
| | | | 35% | 65% | 100% | 88% | 13% | 100% | 47% | 53% | 100% | 71% | 29% | 100% |
| | Propane | Value | 1 | 3 | 4 | 0 | 1 | 1 | 31 | 36 | 67 | 25 | 6 | 31 |
| | | | 25% | 75% | 100% | 0% | 100% | 100% | 46% | 54% | 100% | 81% | 19% | 100% |
| | Fuel oil | Value | 0 | 0 | 0 | 0 | 0 | 0 | 14 | 25 | 39 | 7 | 8 | 15 |
| | | | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | 36% | 64% | 100% | 47% | 53% | 100% |
| | Wood | Value | 2 | 6 | 8 | 2 | 0 | 2 | 48 | 71 | 119 | 35 | 12 | 47 |
| | | | 25% | 75% | 100% | 100% | 0% | 100% | 40% | 60% | 100% | 74% | 26% | 100% |
| | Other | Value | 0 | 3 | 3 | 0 | 0 | 0 | 14 | 22 | 36 | 12 | 2 | 14 |
| | | | 0% | 100% | 100% | #DIV/0! | #DIV/0! | #DIV/0! | 39% | 61% | 100% | 86% | 14% | 100% |
| | Total | Value | 44 | 59 | 103 | 35 | 7 | 42 | 562 | 650 | 1212 | 417 | 145 | 562 |
| | | Column Percentage(Base N) | 3.52% | 4.72% | | 2.80% | 0.56% | | 45.00% | 52.04% | | 33.39% | 11.61% | |
| | Column Mean | | 22 | 29.5 | | 17.5 | 3.5 | | 281 | 325 | | 208.5 | 72.5 | |

| The fuel used most often to heat my residence is best described as ... | | I would prefer the selected format below for an educational workshop. | | | | I am aware of Idaho Power's residential weatherization program for low-income customers offered through a local assistance agency? | | | I have received weatherization assistance from Idaho Power's program offered through a local assistance agency. | | |
|--|----------------------------|---|-------------------|--------|-------|--|--------|-------|---|--------|-------|
| | | In-person | A virtual webinar | Other | Total | Yes | No | Total | Yes | No | Total |
| | | | | | | | | | | | |
| Electricity | Value | 84 | 115 | 14 | 213 | 301 | 289 | 590 | 67 | 229 | 296 |
| | | 39% | 54% | 7% | 100% | 51% | 49% | 100% | 23% | 77% | 100% |
| Natural gas | Value | 39 | 70 | 11 | 120 | 192 | 166 | 358 | 27 | 160 | 187 |
| | | 33% | 58% | 9% | 100% | 54% | 46% | 100% | 14% | 86% | 100% |
| Propane | Value | 10 | 12 | 3 | 25 | 34 | 34 | 68 | 4 | 30 | 34 |
| | | 40% | 48% | 12% | 100% | 50% | 50% | 100% | 12% | 88% | 100% |
| Fuel oil | Value | 5 | 2 | 0 | 7 | 19 | 19 | 38 | 2 | 17 | 19 |
| | | 71% | 29% | 0% | 100% | 50% | 50% | 100% | 11% | 89% | 100% |
| Wood | Value | 5 | 28 | 2 | 35 | 54 | 62 | 116 | 4 | 49 | 53 |
| | | 14% | 80% | 6% | 100% | 47% | 53% | 100% | 8% | 92% | 100% |
| Other | Value | 4 | 6 | 1 | 11 | 11 | 26 | 37 | 0 | 11 | 11 |
| | | 36% | 55% | 9% | 100% | 30% | 70% | 100% | 0% | 100% | 100% |
| Total | Value | 147 | 233 | 31 | 411 | 611 | 596 | 1207 | 104 | 496 | 600 |
| | Column Percentage(Base N) | 11.77% | 18.65% | 2.48% | | 48.92% | 47.72% | | 8.33% | 39.71% | |
| Column Mean | | 49 | 77.6667 | 10.333 | | 305.5 | 298 | | 52 | 248 | |

| | | | I am aware of Idaho Power's Project Share program administered through The Salvation Army. | | | I have contributed to Idaho Power's Project Share program. | | | I have received assistance from Idaho Power's Project Share program administered through The Salvation Army. | | |
|--|----------------------------|--------|--|------|-------|--|------|-------|--|------|-------|
| | | | Yes | No | Total | Yes | No | Total | Yes | No | Total |
| The fuel used most often to heat my residence is best described as ... | Electricity | Value | 106 | 491 | 597 | 29 | 76 | 105 | 8 | 97 | 105 |
| | | | 18% | 82% | 100% | 28% | 72% | 100% | 8% | 92% | 100% |
| | Natural gas | Value | 76 | 288 | 364 | 19 | 57 | 76 | 2 | 73 | 75 |
| | | | 21% | 79% | 100% | 25% | 75% | 100% | 3% | 97% | 100% |
| | Propane | Value | 12 | 57 | 69 | 6 | 6 | 12 | 0 | 12 | 12 |
| | | | 17% | 83% | 100% | 50% | 50% | 100% | 0% | 100% | 100% |
| | Fuel oil | Value | 8 | 31 | 39 | 2 | 6 | 8 | 0 | 8 | 8 |
| | | | 21% | 79% | 100% | 25% | 75% | 100% | 0% | 100% | 100% |
| | Wood | Value | 13 | 107 | 120 | 5 | 8 | 13 | 0 | 13 | 13 |
| | | | 11% | 89% | 100% | 38% | 62% | 100% | 0% | 100% | 100% |
| Other | Value | 8 | 29 | 37 | 2 | 6 | 8 | 0 | 8 | 8 | |
| | | 22% | 78% | 100% | 25% | 75% | 100% | 0% | 100% | 100% | |
| Total | Value | 223 | 1003 | 1226 | 63 | 159 | 222 | 10 | 211 | 221 | |
| Column Mean | Column Percentage(Base N) | 17.85% | 80.30% | | 5.04% | 12.73% | | 0.80% | 16.89% | | |
| | | 111.5 | 501.5 | | 31.5 | 79.5 | | 5 | 105.5 | | |

| I live in the following county. | | I have trouble paying my monthly power bill ... | | | | | My power bill is affordable. | | | | | Total | |
|---------------------------------|----------------------------|---|---------|-----------|--------|--------|------------------------------|----------------|----------------------------|-------------------|-------------------|-------|------|
| | | Always | Usually | Sometimes | Seldom | Never | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | | |
| | | Total | | | | | Total | | | | | | |
| | Value | 72 | 79 | 309 | 220 | 387 | 1067 | 222 | 380 | 197 | 169 | 100 | 1068 |
| | | 7% | 7% | 29% | 21% | 36% | 100% | 21% | 36% | 18% | 16% | 9% | 100% |
| Malheur | Value | 5 | 10 | 47 | 26 | 82 | 170 | 42 | 55 | 36 | 28 | 11 | 172 |
| Baker | | 3% | 6% | 28% | 15% | 48% | 100% | 24% | 32% | 21% | 16% | 6% | 100% |
| Harney | Value | 0 | 0 | 1 | 0 | 7 | 8 | 3 | 2 | 2 | 0 | 1 | 8 |
| | | 0% | 0% | 13% | 0% | 88% | 100% | 38% | 25% | 25% | 0% | 13% | 100% |
| Total | Value | 77 | 89 | 357 | 246 | 476 | 1245 | 267 | 437 | 235 | 197 | 112 | 1248 |
| | Column Percentage(Base N) | 6.16% | 7.13% | 28.58% | 19.70% | 38.11% | | 21.38% | 34.99% | 18.82% | 15.77% | 8.97% | |
| Column Mean | | 15.4 | 17.8 | 71.4 | 49.2 | 95.2 | | 53.4 | 87.4 | 47 | 39.4 | 22.4 | |

| I live in the following county. | | I pay ___ percent of my monthly household income towards my monthly power bill. | | | | | There is a need to develop a new program to assist customers who struggle to pay their power bills? | | | | | |
|---------------------------------|----------------------------|---|---------|-----------|---------------|-------|---|----------------|----------------------------|-------------------|-------------------|-------|
| | | Less than 5% | 5% - 9% | 10% - 15% | More than 15% | Total | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total |
| | | Value | Value | Value | Value | Value | Value | Value | Value | Value | Value | Value |
| Malheur | Value | 339 | 323 | 208 | 135 | 1005 | 343 | 243 | 300 | 69 | 92 | 1047 |
| | Column Percentage(Base N) | 34% | 32% | 21% | 13% | 100% | 33% | 23% | 29% | 7% | 9% | 100% |
| Baker | Value | 50 | 50 | 50 | 13 | 163 | 36 | 48 | 44 | 17 | 21 | 166 |
| | Column Percentage(Base N) | 31% | 31% | 31% | 8% | 100% | 22% | 29% | 27% | 10% | 13% | 100% |
| Harney | Value | 3 | 1 | 2 | 1 | 7 | 0 | 1 | 3 | 0 | 4 | 8 |
| | Column Percentage(Base N) | 43% | 14% | 29% | 14% | 100% | 0% | 13% | 38% | 0% | 50% | 100% |
| Total | Value | 392 | 374 | 260 | 149 | 1175 | 379 | 292 | 347 | 86 | 117 | 1221 |
| | Column Percentage(Base N) | 31.39% | 29.94% | 20.82% | 11.93% | | 30.34% | 23.38% | 27.78% | 6.89% | 9.37% | |
| Column Mean | | 98 | 93.5 | 65 | 37.25 | | 75.8 | 58.4 | 69.4 | 17.2 | 23.4 | |

| | | The costs of a bill-payment assistance program should be collected in rates paid by Idaho Power customers in Oregon. | | | | | | |
|---------------------------------|--------------------|---|----------------|----------------------------|-------------------|-------------------|--------|------|
| | | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total | |
| I live in the following county. | Malheur | Value | 119 | 161 | 323 | 92 | 247 | 942 |
| | | | 13% | 17% | 34% | 10% | 26% | 100% |
| | Baker | Value | 12 | 12 | 64 | 19 | 44 | 151 |
| | | | 8% | 8% | 42% | 13% | 29% | 100% |
| | Harney | Value | 0 | 0 | 1 | 1 | 5 | 7 |
| | | | 0% | 0% | 14% | 14% | 71% | 100% |
| | Total | Value | 131 | 173 | 388 | 112 | 296 | 1100 |
| | | Column Percentage(Base N) | 10.49% | 13.85% | 31.06% | 8.97% | 23.70% | |
| | Column Mean | | 26.2 | 34.6 | 77.6 | 22.4 | 59.2 | |

| I live in the following county. | | I would voluntarily contribute to a program to assist customers who struggle with paying their power bills. | | | | | | I would voluntarily contribute ___ per month to fund a bill-assistance program for helping customers who struggle to pay their power bills. | | | | | |
|---------------------------------|----------------------------|---|----------------|----------------------------|-------------------|-------------------|-------|---|-------|-----------|------------|----------------|-------|
| | | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total | \$0 | \$1 | \$2 - \$5 | \$6 - \$10 | More than \$10 | Total |
| | Value | 45 | 96 | 230 | 82 | 124 | 577 | 147 | 69 | 114 | 31 | 4 | 365 |
| | | 8% | 17% | 40% | 14% | 21% | 100% | 40% | 19% | 31% | 8% | 1% | 100% |
| Malheur | Value | 3 | 13 | 35 | 11 | 19 | 81 | 21 | 7 | 19 | 4 | 0 | 51 |
| | | 4% | 16% | 43% | 14% | 23% | 100% | 41% | 14% | 37% | 8% | 0% | 100% |
| Baker | Value | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | 0% | 0% | 0% | 0% | 100% | 100% | | | | | | |
| Harney | Value | 48 | 109 | 265 | 93 | 144 | 659 | 168 | 76 | 133 | 35 | 4 | 416 |
| Total | Column Percentage(Base N) | 3.84% | 8.73% | 21.22% | 7.45% | 11.53% | | 13.45% | 6.08% | 10.65% | 2.80% | 0.32% | |
| Column Mean | | 9.6 | 21.8 | 53 | 18.6 | 28.8 | | 33.6 | 15.2 | 26.6 | 7 | 0.8 | |

| I live in the following county. | | My household has requested energy bill assistance at some point since January 2021 (e. g. LIHEAP, etc.). | | | | I have had a past due balance on my Idaho Power bill at some point since January 2021. | | | | I am aware of an Arrearage Management Program offered by Idaho Power to help Oregon customers resolve past-due power bills. | | |
|---------------------------------|----------------------------|--|---------|----------|------|--|---------|----------|------|---|--------|------|
| | | Yes | No | Not sure | | Yes | No | Not sure | | Yes | No | |
| | | Total | | | | Total | | | | Total | | |
| | Value | 174 | 832 | 51 | 1057 | 192 | 801 | 64 | 1057 | 96 | 156 | 252 |
| Malheur | | 16% | 79% | 5% | 100% | 18% | 76% | 6% | 100% | 38% | 62% | 100% |
| | Value | 15 | 147 | 9 | 171 | 24 | 143 | 5 | 172 | 10 | 17 | 27 |
| Baker | | 9% | 86% | 5% | 100% | 14% | 83% | 3% | 100% | 37% | 63% | 100% |
| | Value | 0 | 7 | 0 | 7 | 0 | 8 | 0 | 8 | 0 | 0 | 0 |
| Harney | | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | | | |
| | Value | 189 | 986 | 60 | 1235 | 216 | 952 | 69 | 1237 | 106 | 173 | 279 |
| Total | Column Percentage(Base N) | 15.13% | 78.94% | 4.80% | | 17.29% | 76.22% | 5.52% | | 8.49% | 13.85% | |
| Column Mean | | 63 | 328.667 | 20 | | 72 | 317.333 | 23 | | 53 | 86.5 | |

| I live in the following county. | | I participated in Idaho Power's Arrearage Management Program. | | | Idaho Power's Arrearage Management Program helped me resolve a past-due balance on my power bill. | | | I would find value in an educational workshop that focused on helping identify ways to reduce my power bill. | | | I would attend an educational workshop that focused on helping identify ways to reduce my power bill. | | |
|---------------------------------|----------------------------|---|-------|-------|---|-------|-------|--|--------|-------|---|--------|-------|
| | | Yes | No | Total | Yes | No | Total | Yes | No | Total | Yes | No | Total |
| | | Value | | | Value | | | Value | | | Value | | |
| Malheur | Value | 42 | 52 | 94 | 32 | 8 | 40 | 473 | 561 | 1034 | 354 | 122 | 476 |
| | Column Percentage(Base N) | 45% | 55% | 100% | 80% | 20% | 100% | 46% | 54% | 100% | 74% | 26% | 100% |
| Baker | Value | 3 | 7 | 10 | 3 | 0 | 3 | 81 | 88 | 169 | 55 | 24 | 79 |
| | Column Percentage(Base N) | 30% | 70% | 100% | 100% | 0% | 100% | 48% | 52% | 100% | 70% | 30% | 100% |
| Harney | Value | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 4 | 7 | 4 | 0 | 4 |
| | Column Percentage(Base N) | | | | | | | 43% | 57% | 100% | 100% | 0% | 100% |
| Total | Value | 45 | 59 | 104 | 35 | 8 | 43 | 557 | 653 | 1210 | 413 | 146 | 559 |
| | Column Percentage(Base N) | 3.60% | 4.72% | | 2.80% | 0.64% | | 44.60% | 52.28% | | 33.07% | 11.69% | |
| Column Mean | | 22.5 | 29.5 | | 17.5 | 4 | | 278.5 | 326.5 | | 206.5 | 73 | |

| I live in the following county. | | I would prefer the selected format below for an educational workshop. | | | | I am aware of Idaho Power's residential weatherization program for low-income customers offered through a local assistance agency? | | | I have received weatherization assistance from Idaho Power's program offered through a local assistance agency. | | |
|---------------------------------|----------------------------|---|-------------------|--------|-------|--|--------|-------|---|--------|-------|
| | | In-person | A virtual webinar | Other | Total | Yes | No | Total | Yes | No | Total |
| | | Value | | | | | | | | | |
| Malheur | Value | 128 | 192 | 28 | 348 | 536 | 496 | 1032 | 100 | 426 | 526 |
| | | 37% | 55% | 8% | 100% | 52% | 48% | 100% | 19% | 81% | 100% |
| Baker | Value | 14 | 38 | 3 | 55 | 73 | 93 | 166 | 5 | 67 | 72 |
| | | 25% | 69% | 5% | 100% | 44% | 56% | 100% | 7% | 93% | 100% |
| Harney | Value | 3 | 1 | 0 | 4 | 1 | 6 | 7 | 0 | 1 | 1 |
| | | 75% | 25% | 0% | 100% | 14% | 86% | 100% | 0% | 100% | 100% |
| Total | Value | 145 | 231 | 31 | 407 | 610 | 595 | 1205 | 105 | 494 | 599 |
| | Column Percentage(Base N) | 11.61% | 18.49% | 2.48% | | 48.84% | 47.64% | | 8.41% | 39.55% | |
| Column Mean | | 48.3333 | 77 | 10.333 | | 305 | 297.5 | | 52.5 | 247 | |

| I live in the following county. | | I am aware of Idaho Power's Project Share program administered through The Salvation Army. | | | I have contributed to Idaho Power's Project Share program. | | | I have received assistance from Idaho Power's Project Share program administered through The Salvation Army. | | |
|---------------------------------|----------------------------|--|--------|-------|--|--------|-------|--|--------|-------|
| | | Yes | No | Total | Yes | No | Total | Yes | No | Total |
| | | Value | Value | Value | Value | Value | Value | Value | Value | Value |
| Malheur | Value | 200 | 848 | 1048 | 55 | 144 | 199 | 10 | 189 | 199 |
| | | 19% | 81% | 100% | 28% | 72% | 100% | 5% | 95% | 100% |
| Baker | Value | 21 | 147 | 168 | 7 | 14 | 21 | 0 | 20 | 20 |
| | | 13% | 88% | 100% | 33% | 67% | 100% | 0% | 100% | 100% |
| Harney | Value | 1 | 7 | 8 | 1 | 0 | 1 | 0 | 1 | 1 |
| | | 13% | 88% | 100% | 100% | 0% | 100% | 0% | 100% | 100% |
| Total | Value | 222 | 1002 | 1224 | 63 | 158 | 221 | 10 | 210 | 220 |
| | Column Percentage(Base N) | 17.77% | 80.22% | | 5.04% | 12.65% | | 0.80% | 16.81% | |
| Column Mean | | 111 | 501 | | 31.5 | 79 | | 5 | 105 | |