

Consumer Information



We think our customers deserve excellent service. But what do we mean by that? Giving you clear, straightforward answers when you have questions, for one thing. This summary was written to give you answers to some common questions about bills, credit, deposits and other parts of your electric service. **If you'd like more information on any of the topics we cover here, please call Pacific Power toll free at 1-888-221-7070 or visit pacificpower.net/regulation.** *Si desea una copia en español de este resumen de los derechos y responsabilidades del consumidor, por favor llame al 1-888-225-2611. Su llamada será gratuita.*

Your rights and responsibilities as a California utility consumer

Pacific Power has prepared this summary of your rights and responsibilities when you apply for an account with or are a current customer of a utility company in California. Pacific Power's main responsibility is to provide you with reliable services at rates approved by the California Public Utilities Commission (CPUC). Your main responsibilities are to pay for the services you use, not to damage or tamper with our equipment, and to let us know if you move, would like to change your service or have a problem.

Customer responsibilities

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

Establishing credit

Before receiving service you may be required to satisfactorily establish credit. You can establish credit if:

- You pay a cash deposit.
- You have been a customer of Pacific Power for a similar type of service within the last two years and during the last 12 consecutive months of that prior service, you have not had more than two past due bills.

Deposits

If a deposit is required, the amount will be twice the average monthly bill as estimated by Pacific Power. Pacific Power will review your payment record regularly to determine whether you have established satisfactory credit. Once you have paid your bill by the due date for 12 consecutive months, your deposit, with interest, will be mailed to you or applied as a credit to your account.

Billing

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

Third party notices

You may ask that another person receive your bills and notices if you are unable to receive or understand them. You can also ask us to provide notices in another language if you do not understand English.

Payment plans

We have several special payment options designed to make it easier to pay your electric bills. You may pay your bills through our Equal Payment Plan that spreads your payments out evenly over a one-year period. If you are unable to pay your electric bills and we notify you that we are going to disconnect your service, you may also make special arrangements with us to pay the overdue amount over a set period of time.

Financial help

There are programs that give financial help to pay utility bills, depending on your circumstances. The Low-Income Home Energy Assistance Program (LIHEAP) provides money to qualified customers who need help with winter heating bills. Pacific Power also offers income-qualifying residential customers a 20 percent discount on monthly bills through its California Alternate Rates for Energy (CARE) program. For more information regarding how to apply for these programs, call our customer service center toll free at **1-888-221-7070**.

Medical certificate

If you or a member of your household has a serious health problem and you are having trouble paying your utility bills, you may get a medical certificate from your doctor or other medical professional who provides your health care. A medical certificate will prevent immediate disconnection of your service and allow you to set up a payment plan to pay any overdue bill. If you are on life-support equipment, have a life-threatening illness or a compromised immune system, you may also be eligible for a special medical allowance that can lower your bill.

Disconnection notices

Electric service can be disconnected during normal office hours of 8 a.m. to 5 p.m., Monday through Friday if your bill is not paid. Before Pacific Power can disconnect your service, we must notify you. We will give you a 15-day notice and another notice five days before disconnection.

Cash payment is only accepted through payment stations. If you want to make cash payment, please contact the company toll free at **1-888-221-7070**, and a representative will provide you with the nearest payment locations available to you.

If your service is disconnected, to reconnect we will require payment of the full past due balance, a deposit, if applicable, and a reconnection fee.

Pacific Power can disconnect service, or refuse to provide service, if a customer:

- Violates regulations, service agreements or filed tariffs.
- Has dangerous wiring or equipment that does not meet safety standards.
- Tampers with the meter or Pacific Power's equipment.
- Uses equipment that interferes with service to others.
- Denies the company reasonable access to property to make repairs or read a meter.
- Willfully wastes electricity through improper wiring, equipment or any other way.

Late charges

Customers are responsible for paying their bills on time. Pacific Power may add late payment charges to bills that are paid late.

Closing your account

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

Complaints and disputes

Pacific Power will promptly investigate every complaint or dispute we receive and we'll report to you on the results. Contact us through our toll-free phone number at **1-888-221-7070**. This number is also printed on your bill. If you are not satisfied with the information or assistance you receive from our representative, you have the right to request that your problem be reviewed by a supervisor. We will either transfer you directly to a supervisor, if one is immediately available, or provide you the supervisor's name and how he or she can be reached.

If you talk to the supervisor and still aren't satisfied, you can call or write the California Public Utilities Commission's Consumer Affairs Branch. Their toll-free number is 1-800-649-7570 or TTD 1-415-703-2032. You may also write them at Consumer Affairs Branch, California State Building, 505 Van Ness Avenue, San Francisco, CA 94102. Pacific Power will not knowingly disconnect your service while you are honestly pursuing a complaint with a supervisor or the Commission.

We've tried to explain in a way that's easy to understand what California's laws say about your rights and responsibilities as a utility customer. Copies of these rules and Pacific Power's filed tariffs, including rate schedules and general rules and regulations, in their original wording, are available to you by calling toll free at **1-888-221-7070**, mailing us at **PO Box 400, Portland, OR 97207-0400** or on the Web at **pacificpower.net/regulation**.

Privacy

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

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

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

You may review Pacific Power's Privacy Policy in its entirety at **pacificpower.net/privacy**.

Customer Service Guarantees

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