



Residential Programs

Low Income Programs

Project Share

This is a low-income heating assistance program administered by the Salvation Army and Salvation Army outreach offices throughout the IGC territory. Project Share was started by Idaho Power in 1982 and Intermountain Gas now partners in raising funds via direct and pledge donations from our customers. The 2007 customer contributions totaled \$57,256 with an additional \$7,000 donated by the Intermountain Industries Foundation, for a total of \$64,256.

In December 2007 Intermountain Gas contributed \$10,000 to help sponsor the "Season of Hope" campaign created by KTVB to increase public awareness of Project Share and to raise donations. The 2008 Season of Hope campaign will run from November 2008 thru January 2009.

Intermountain Gas includes a pledge card for assistance funds each October and promotes the funds to our customers in the Heating Assistance program brochure included with our December statements.

We also support the operation of Project Share by being on the board and co-sponsoring the annual Project Share Provider training session in Nampa with Idaho Power.

Project Warmth

Project Warmth is a low-income heating assistance program in Southeastern Idaho which is administered by CAPAI agencies. Intermountain Gas and Rocky Mountain Power assisted the CAPAI agencies in creating this fund to provide additional heating assistance to those in service territories that are not eligible for Project Share assistance.

In the Pocatello/Soda Springs area the main source of contributions is from the Project Warmth golf tournament held each July in Soda Springs. Both Intermountain Gas and Rocky Mountain Power assist with planning, donations and attendance for the tournament and approximately \$25,000 is raised annually. Intermountain Industries also donated \$1000 in 2007 to the Pocatello/Soda Springs fund, but pledge donations from Intermountain customers were only \$88.

The Idaho Falls Project Warmth fund is supported solely by pledge donations from Intermountain Gas customers, \$3,591 in 2007 and a \$2000 donation from Intermountain Industries.

Keep Kids Warm

This low-income assistance program, for those families with children, was created by KIZN radio 11 years ago in response to a radio request by a child for money to buy oil to heat her home. Intermountain Gas partnered with KIZN in 2007 to help promote the fund and assist with fund raising, the funds are administered by CAPAI agencies in the Treasure Valley.

Currently, the main source of funds is an on-air auction held by KIZN each December. Donated items, many provided by country western stars associated with the radio station via concerts, are auctioned live with all proceeds benefiting Keep Kids Warm. The 2007 auction raised approximately \$60,000. Intermountain Gas employees assisted with the auction and the auction highlight, a private concert by Bucky Covington, was held in the Intermountain Gas conference center. In addition, a large gas BBQ grill was donated to the 2007 auction and another large grill was raffled at the September 2008 KIZN Listener Appreciation concert.

In 2007, Intermountain Gas customers donated \$5,959 via direct and pledge donations and 2008 is off to a great start with \$791 raised by the grill raffle. There will be a Keep Kids Warm brochure included with the November Intermountain Gas statements and pledges are already being received from the pledge card insert for October. We are in the planning stages with KIZN for a Keep Kids Warm golf tournament to be held in September 2009.

Payment Plans

Level Pay

The Level Pay payment option allows customers to even out their annual gas expenses into equal monthly payments. Having a set monthly payment allows for easier budgeting and smoothes out the low summer and higher winter use.

The Level Pay payment is calculated by adding the previous 12 months usage or based on square footage, normalized for weather and divided by twelve equal installments. The plan is reviewed periodically to adjust for an increase/decrease in usage or rate changes with a true up once annually.

Winter Payment Plan

The Winter Payment plan allows customers to pay an amount equal to one half the normal Level Pay amount during the five months of November thru March. Any balance remaining after March may be eligible for payment arrangements or the Level Pay program.

Those customers who declare they are unable to pay their gas bill in full and who have households that include children, elderly or infirm are eligible for the Winter Payment Plan.

Following the completion of the five month period the customer may pay the remaining balance in full, or contact the Customer Service Center to discuss other payment options.

Payment Arrangements (short-term)

Customers that are past due and at risk of disconnection may be eligible for a short term arrangement to gain an extension on their date of service disconnection. Customers need to contact Intermountain and agree to pay a portion of their past due with the remaining amount plus current usage due in installment over a period of up to 45 days.

Eligibility for short-term arrangements includes factors such as the customer's payment history, account balance and length of service.

Payment Contract (long-term)

A Payment Contract allows eligible customers to pay for a larger account balance through equal installments over a longer period of time. Upon entering into the agreement, subsequent billing statements will reflect the equalized installment of the balance owed, plus any current usage.

This program is normally reserved for account balances created by billing errors or a transferred balance.

Budget Contract

Customers with past due balances resulting from extenuating circumstances may pay their debit balance and estimated charges through equalized payments over a time period of several months. Following the completion of the Budget Contract time frame, the customer would resume payments of any remaining balance plus current usage.

Eligibility will be determined by management or a specialized agent and factors such as payment history, account balance and time of service may determine the length of the Budget Contract.