

# Idaho

Last updated: 5/20/22

**Covered utilities:** These policies pertain to electricity customers who receive their service from an investor-owned utility in the State of Idaho. Customers that receive service from a municipal utility or an electric cooperative are not covered by these policies.

Idaho Code § 61-129; Idaho Code § 61-104

## Weather Protections

Electric utilities may not terminate service, or threaten to terminate service, during the months of December through February to any residential customer who declares that he or she is unable to pay in full for utility service at the primary household and whose primary household includes children (18 years or younger), elderly (62 years or older), or infirm persons.

There are no similar protections that limit disconnections during times of hot weather.

IDAPA 31.21.01.306

## Medical Protections

Each utility must honor a medical certificate submitted by a licensed physician or a public health official that indicates if a customer is seriously ill, is experiencing a medical emergency, or will become seriously ill due to the termination of their utility service. Certificates must include a statement that termination of the utility service would adversely affect the health of that customer, member of the customer's family, or resident of the household.

Disconnections will be delayed for up to 30 days after the medical certificate is received. Customers can renew a medical protection only once.

IDAPA 31.21.01.308

## Other Customer Protections

There are no specific protections for households for individuals with disabilities or military personnel.

## General Exemptions

It is not clear whether customers and utilities can request an exemption from the rules for reasons of hardship.

## Notification Requirements

Written notification of at least 7 calendar days is required from a utility before a customer may be disconnected. Additionally, in-person or telephone notifications are required. However, a utility is not required to delay a disconnection if it is unable to reach a customer by a telephone call or an in-person visit.

IDAPA 31.21.01.304

#### Payment Information, Delinquency, and Fee Information

Customers have 15 days after issuance to pay their bills before they are considered past-due.

Electric utilities will not terminate service if customers have an unpaid bill that is either less than \$50, or less than two months charges for services.

Customer may be charged fees associated with a disconnection or a reconnection.

Utilities may provide customers with payment plans.

IDAPA 31.21.01.202; IDAPA 31.21.01.310; IDAPA 31.21.01.306; IDAPA 31.21.01.313

#### Landlords and Tenants

Tenants in Idaho do not have the same protections as other customers, as they only receive 2 days of notice before disconnection.

IDAPA 31.21.01.312

#### Availability of Protection Policies

Utilities and public utility commissions are not required to provide information on available sources of financial assistance. However, customers must be notified of disconnection protections annually in writing from their utility provider. During winter months, customers will be made aware of the weather protections with their disconnection notices.

IDAPA 31.21.01.305; IDAPA 31.21.01.700