

# Aligning Your Bill Cycle with Community Solar Credits and Fees

Idaho Power Customers

## Overview

As a subscriber with a community solar project, you will receive solar credits and subscription fees on your utility bill throughout the year. In most cases, you can expect to receive bill credits and fees consistently on each month's bill. However, depending on when you receive your existing utility bill, there may be months when you receive no bill credits or fees and instead receive bill credits and fees for two-months' worth of solar production on the next bill.

This resource explains how to identify if you are a utility customer that is likely to experience solar billing inconsistencies and explains how to change your billing cycle if you would like to see your community solar credits and fees on a more predictable, monthly basis.

Please note that there is no requirement to change your billing cycle in order to participate in the community solar program. The steps below are optional for all participants.

## ***Identifying Impact Based on Billing Due Dates***

Your current billing cycle determines when you receive your monthly bill.

The following bill cycles are likely to be impacted by this irregular schedule.

- Bill cycle 5
- Bill cycle 6
- Bill cycle 7

Your assigned bill cycle is not found on your monthly utility bill or within the online customer portal. However, you can call the customer service center to obtain it.

The next section will explain how to change your current billing cycle to a preferred one.

## ***Process for Changing Billing Cycle – Idaho Power***

You can change your billing cycle to a preferred one over the phone

To change your billing cycle over the phone:

1. Call 1 (800) 488-6151
2. Ask if your bill cycle falls within cycle 5-7 and if so ask to be moved out of that bill cycle range.
3. Be advised that you can only move your current bill due date +/- 10 days
4. This will go into effect on your next bill cycle and may take several bill cycles to be completely effective.

5. There are no guarantees that taking the steps above will prevent skipping/doubling of solar bill credit and fees in all cases, but it will minimize these inconsistencies from occurring throughout the year.

If you have questions about how this issue may impact your solar subscription, please contact the Oregon Community Solar Program help line at 1-800-481-0510. If you have questions specific to changing your billing due date, please contact your utility call center at 1-800-488-6151.