

How to read your new utility bill

As you may have noticed, we have redesigned your statement in conjunction with new billing software the City recently put into place. This newsletter is devoted to helping you navigate the new look—the first since the early 1980s.

The new billing system makes it easier to access information about your account, and make changes to it, while offering more convenient payment options. Please note that your

account number has changed, and a new procedure is in place for online payments. More information regarding payment options can be found on the back of this newsletter.

This is the first bill created with the new billing system. If anything looks unusual, or if you have any questions or concerns, please call us 24/7 at 612-8430. Thank you for your patience as we make this change.

City of Idaho Falls
308 Constitution Way
Idaho Falls, Idaho 83402

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Account Number 12951	Bill Type REGLR	Bill Date 05/02/2016	Due Date 05/17/2016	Amount Due \$132.92
Service Address 1234 EAGLE ROCK LN		Period 04/02/2016 - 05/02/2016		
		Days 31		
		Previous Balance \$165.75		
		Payments (\$165.75)		
		Adjustments \$0.00		
		Penalties \$0.00		
		Current Charges \$132.92		
		Amount Due \$132.92		

Description	Previous	Current	Usage	Multiplier	Rate	Amount
Electric - Residential Consumption (Meter #)	800	1560	760.00	1	0.0578	\$43.83
Electric - Residential Base					15.00	\$15.00
Electric - Res Power Cost Adjustment			760.00	1	-0.0043	(\$3.27)
Water					25.20	\$25.20
Irrigation					20.95	\$20.95
Wastewater					21.66	\$21.66
Sanitation - Residential Hand Load					9.45	\$9.45
						\$132.92

Compare Your Use
Electric Meter 14933630

Period Ending	Days	KWH Used	KWH/Day
05/02/2016	31	760	26
05/04/2015	30	720	24

Detach and return this stub with remittance - Please make check payable to CITY of IDAHO FALLS - Allow 5 business days for mailing

Account Number 12951	Service Address 1234 EAGLE ROCK LN	Bill Date 05/02/2016	Due Date 05/17/2016	Amount Due \$132.92
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I wish to donate \$

to those in need of assistance with their utility bills.

Signed _____

Loan Amount Enclosed \$

Total Amount Enclosed \$

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9 For online payments go to portal.idahofallsidaho.gov

Understanding your new bill

The numbers below correspond with those on the copy of the bill displayed to the left:

1. This section contains basic information about your account, including your new account number.
2. This box contains information about the billing period.
3. All charges on your bill will be described here. Please be aware that sewer is now referred to as Wastewater and Seasonal Sprinkling is now Irrigation.
4. This space graphically displays electric consumption history.
5. Customers who have a loan for weatherization measures or an appliance will find loan information here.
6. Messages will be displayed here.
7. The amount of year-to-date donations to Project HELP will be found here.
8. Bill Remittance Stub
9. To pay online, enter this URL in your web browser or scan the QR code at the top of the bill.
10. QR Code. See reverse side for more information about QR codes and the new customer portal.

Need help?

If you have any questions about this bill, please call us at any time regardless of day or time: 612-8430

NEW! Online Customer Self-Service Portal

You can check your monthly consumption, account balance and transaction history at any time with the new portal. If you have a question or concern regarding City services, submit a request by clicking on the Contact Us tab. The portal also allows you to contact us regarding connection of service, disconnection of service and transfer of service to a new address. And you can use the portal to change your payment method or sign up for Paperless Billing and Budget Billing.

You'll need to register for the portal before you can explore your account. Scan the QR Code (that process is explained below) or enter this URL to get there: Portal.idahofallsidaho.gov

Once on the main screen, look for the new user account registration link at the bottom of the page.

To register, you'll need your account number, last name on the account and the last four digits of the account holder's SSN or Federal Tax ID.

You'll also be prompted to provide a valid email address and a password between 8-16 characters in length, including at least one number and one special character.

After registering, you'll be able to log in to the portal with your email and password.

Protecting your data

Ensuring the privacy of online payments is a priority at the City of Idaho Falls. We have taken a number of steps to ensure the privacy of your data. We do not store bank card information on our system, for example, and we have partnered with Paymentus, an industry leader in secure online transactions, to handle e-commerce.

When you enter your bank card information, that transaction is secure and encrypted.

Please be sure to verify that you are using an HTTPS page when making payments.

THE APPROVED PAYMENT SITE IS
portal.idahofallsidaho.gov



What is a QR Code?

QR Code (quick response code) is a type of bar code capable of taking you to a website via smart phone. For more information on how to use it, visit ifpower.org.

FREQUENTLY CALLED NUMBERS

- New connects or disconnects. 612-8280
- Power Outages 612-8430
- Energy Efficiency Programs 612-8526
- High Electric Bill Questions. 612-8436

Payment options



Along with the new bill format, the City's new billing software accommodates more convenient payment options using a secure network that does not store any sensitive financial or customer data.

Here's a look at the options. For more information about payment options, please go to the IFP website at www.ifpower.org:



Paperless Billing

This option allows you to receive statements electronically, via email, rather than through the mail. One of the online payment options describe below is recommended for those who enroll in Paperless Billing.



Pay Online

Make a one-time payment using our secure network. If you typically choose this option, please allow yourself a little extra time to pay this first bill since you'll need to register for the customer self-service portal before completing the transaction.



Auto Pay

This option allows you to automatically pay your bill each month with a credit or debit card. You can enroll through the customer self-service portal.



Auto Bank Draft

This option allows payment to be withdrawn from your account each month. You can enroll through the customer self-service portal. If you're already signed up for this, no action is required, but you should be aware that payment will now be withdrawn on the Bill Due Date listed on your statement.



Level Pay

There are a couple of changes to this program under the new system: It's now known as Budget Billing and enrollment is open year-round. You can enroll through the customer self-service portal.



In-person Payment

Payments can still be made in the Treasurer's Office at City Hall, 308 Constitution Way.



Mail

This option also remains unchanged.



Drop Box

Payments can always be left in the drop box located in the parking lot west of City Hall.



Pay by Phone COMING SOON!

This option will allow you to pay your bill with a credit or debit card by calling an automated toll-free number. You'll also be able to check your account balance and bill due date, and confirm the amount of your most recent payment.