



e-FILING REPORT COVER SHEET

COMPANY NAME: Idaho Power Company

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? No Yes If yes, submit a redacted public version (or a cover letter) by email. Submit the confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.

Select report type: RE (Electric) RG (Gas) RW (Water) RT (Telecommunications)
 RO (Other, for example, industry safety information)

Did you previously file a similar report? No Yes, report docket number: RE 191

Report is required by: OAR
 Statute
 Order 21-057

Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)

Other
(For example, federal regulations, or requested by Staff)

Is this report associated with a specific docket/case? No Yes, docket number: UM 2114

List Key Words for this report. We use these to improve search results.

Arrearage Management

Send the completed Cover Sheet and the Report in an email addressed to PUC.FilingCenter@puc.oregon.gov

Send confidential information, voluminous reports, or energy utility Results of Operations Reports to PUC Filing Center, PO Box 1088, Salem, OR 97308-1088 or by delivery service to 201 High Street SE Suite 100, Salem, OR 97301.



Connie Aschenbrenner
Rate Design Senior Manager
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October 20, 2021

VIA ELECTRONIC FILING

PUC.FilingCenter@puc.oregon.gov

Re: RE 191 – Idaho Power Company's Monthly Arrearage Management Program Status Report for September 2021

Attention Filing Center:

Pursuant to Order No. 21-057 issued in UM 2114, Idaho Power Company transmits for electronic filing its Monthly Arrearage Management Program Status Report for September 2021.

If you have any questions, please do not hesitate to contact me or Regulatory Analyst, Riley Maloney at (208) 388-5418.

Very truly yours,

A handwritten signature in blue ink that reads "Connie Aschenbrenner".

Connie Aschenbrenner

CA:sg
Enclosure

**Idaho Power Company
Arrearage Management Program Status Report
September 2021**

a. Number of recipients during the month, per program option

Zip Code	Instant Grant	40/60 Balance Split	Payment Arrangement Match			Total Recipients
			6-Month	9-Month	12-Month	
97870	-	-	1	-	-	1
97884	-	-	-	-	1	1
97901	-	1	-	-	-	1
97905	4	-	-	-	-	4
97906	1	1	-	-	-	2
97907	2	2	-	-	-	4
97913	6	4	1	-	-	11
97914	36	18	2	2	5	63
97918	6	2	1	-	-	9
Total Recipients	55	28	5	2	6	96

**Idaho Power Company
Arrearage Management Program Status Report
September 2021**

b. Program funds expended, per program option

Program Option	Funds Expended September 2021	Total Funds Expended
Instant Grant	\$ 12,348.76	\$ 84,554.73
40/60 Balance Split	\$ 14,599.68	\$ 183,188.76
Payment Arrangement Match		
6-Month	\$ 694.41	\$ 4,364.58
9-Month	\$ 379.11	\$ 2,071.83
12-Month	\$ 2,250.59	\$ 15,127.16
Total Funds Expended	\$ 30,272.55	\$ 289,307.06

Total funds expended does not include expenditures from previous months that were later adjusted in order to account for cross-month customer enrollment corrections.

**Idaho Power Company
Arrearage Management Program Status Report
September 2021**

c. Program funds committed, per Payment Arrangement Match duration

Payment Arrangement Match	Funds Committed September 2021	Total Funds Committed
6-Month	\$ 1,883.91	\$ 4,634.93
9-Month	\$ 2,340.00	\$ 7,121.96
12-Month	\$ 5,129.57	\$ 43,418.72
Total Funds Committed	\$ 9,353.48	\$ 55,175.61

Funds committed represents the amount of program funds the Company expects to expend in order to match the monthly installment payments of customers enrolled in the Payment Arrangement Match option.

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September 2021

d. Total funds available

Arrearage Management Program	
Total Initial Funding	\$ 519,908.00
Total Funds Expended	\$ (289,307.06)
Total Funds Committed	\$ (55,175.61)
Total Funds Remaining	\$ 175,425.33

**Idaho Power Company
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e. Average payment or funds committed to customers enrolled in the Program during the month, per option

Program Option	Average Program Payment	Average Funds Committed ¹
Instant Grant	\$ 224.52	N/A
40/60 Balance Split	\$ 521.42	N/A
Payment Arrangement Match		
6-Month	N/A	\$ 376.78
9-Month	N/A	\$ 1,170.00
12-Month	N/A	\$ 854.93

¹ Average funds committed represents the average amount of program funds the Company expects to expend in order to match the installment payments of each customer enrolled in the Payment Arrangement Match option during the month.

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f. Number of outreach efforts made during the month, by type of outreach

Customer Outreach Efforts During the Month	Number of Customers Contacted
Email ¹	399

¹ All customers with an active service agreement and an email address on file with the Company, who also had an account balance 31+ days past due as of August 18, 2021, were sent an email on September 1, 2021, notifying of the Company's Arrearage Management Program. Emails were not sent to customers who are current or past participants in the Program.

**Idaho Power Company
Arrearage Management Program Status Report
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g. How customers heard about the Program during the month

How Customers Heard About the Program	Percent of Customer Calls
Dialer Campaign	0%
Email	0%
Brochure	0%
Customer Service Representative ¹	87%
Community Action Agency	2%
Idaho Power Field Representative	0%
Other	11%

¹ The customer became aware of the Company's Arrearage Management Program while interacting with a customer service representative.

Data is recorded at the time customers speak with a customer service representative about the Company's Arrearage Management Program and is based on customers' responses.