



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.

Quarterly 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
caschenbrenner@idahopower.com

April 20, 2022

VIA ELECTRONIC FILING

PUC.FilingCenter@puc.oregon.gov

Re: RE 191 – Idaho Power Company's Quarterly Arrearage Management Program Status Report for Q1 2022

Attention Filing Center:

Pursuant to Order No. 21-057 issued in UM 2114, Idaho Power Company transmits for electronic filing its Quarterly Arrearage Management Program Status Report for Q1 2022.

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
Q1 2022

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

Zip Code	Instant Grant	40/60 Balance Split	Payment Arrangement Match			Total Recipients
			6-Month	9-Month	12-Month	
97819	-	-	-	-	1	1
97834	2	2	1	-	-	5
97870	5	-	-	-	-	5
97884	-	1	-	-	-	1
97903	-	1	-	-	-	1
97904	-	-	-	-	1	1
97905	-	1	-	-	-	1
97906	1	-	-	-	-	1
97907	6	4	1	-	-	11
97909	1	-	-	-	-	1
97910	-	2	-	-	-	2
97913	15	18	-	1	1	35
97914	82	44	2	-	8	136
97918	15	14	1	-	1	31
Total Recipients	127	87	5	1	12	232

Idaho Power Company
Arrearage Management Program Status Report
Q1 2022

b. Program funds expended, per program option

Program Option	Funds Expended Q1 2022	Total Funds Expended
Instant Grant	\$ 29,592.03	\$ 143,621.48
40/60 Balance Split	\$ 39,168.37	\$ 240,398.77
Payment Arrangement Match		
6-Month	\$ 2,785.30	\$ 8,633.38
9-Month	\$ 403.57	\$ 3,218.41
12-Month	\$ 6,239.47	\$ 27,397.25
Total Funds Expended	\$ 78,188.74	\$ 423,269.29

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

Idaho Power Company
Arrearage Management Program Status Report
Q1 2022

c. Program funds committed, per Payment Arrangement Match duration

Payment Arrangement Match	Funds Committed Q1 2022	Total Funds Committed
6-Month	\$ 1,328.78	\$ 3,679.36
9-Month	\$ 485.67	\$ 4,608.71
12-Month	\$ 6,212.27	\$ 28,187.45
Total Funds Committed	\$ 8,026.72	\$ 36,475.52

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.

Idaho Power Company
Arrearage Management Program Status Report
Q1 2022

d. Total funds available

Arrearage Management Program	
Total Initial Funding	\$ 519,908.00
Total Funds Expended	\$ (423,269.29)
Total Funds Committed	\$ (36,475.52)
Total Funds Remaining	\$ 60,163.19

Idaho Power Company
Arrearage Management Program Status Report
Q1 2022

e. Average payment or funds committed to customers enrolled in the Program during the quarter, per option

Program Option	Average Program Payment	Average Funds Committed ¹
Instant Grant	\$ 233.01	N/A
40/60 Balance Split	\$ 450.21	N/A
Payment Arrangement Match		
6-Month	N/A	\$ 265.76
9-Month	N/A	\$ 485.67
12-Month	N/A	\$ 517.69

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 quarter.

Idaho Power Company
Arrearage Management Program Status Report
Q1 2022

f. Proactive outreach efforts made during the quarter, by type of outreach

Customer Outreach Efforts During the Quarter	Number of Customers Contacted
January Dialer Campaign ¹	633
January Email Campaign ²	314
February Dialer Campaign ³	564

¹ All residential customers with an active service agreement and a valid phone number on file with the Company, who also had an account balance 31+ days past due as of January 25, 2022, received an automated phone call notifying them of bill assistance funds being available. Calls were not placed to customers who are current or past participants of the Program.

² All residential 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 January 25, 2022, were sent an email on January 28, 2022, notifying of the Company's Arrearage Management Program. Emails were not sent to customers who are current or past participants in the Program.

³ All residential customers with an active service agreement and a valid phone number on file with the Company, who also had an account balance 31+ days past due as of February 23, 2022, received an automated phone call notifying them of bill assistance funds being available. Calls were not placed to customers who are current or past participants of the Program.

Idaho Power Company
Arrearage Management Program Status Report
Q1 2022

g. How customers heard about the Program during the quarter

How Customers Heard About the Program	Percent of Customer Calls
Dialer Campaign	3%
Email	0%
Customer Service Representative ¹	70%
Other	27%

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.

Idaho Power Company
Arrearage Management Program Status Report
Q1 2022

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

Zip Code	Instant Grant	40/60 Balance Split	Payment Arrangement Match			Total Recipients
			6-Month	9-Month	12-Month	
97819	-	-	-	-	1	1
97834	2	2	1	-	-	5
97870	5	-	-	-	-	5
97884	-	1	-	-	-	1
97903	-	1	-	-	-	1
97904	-	-	-	-	1	1
97905	-	1	-	-	-	1
97906	1	-	-	-	-	1
97907	6	4	1	-	-	11
97909	1	-	-	-	-	1
97910	-	2	-	-	-	2
97913	15	18	-	1	1	35
97914	82	44	2	-	8	136
97918	15	14	1	-	1	31
Total Recipients	127	87	5	1	12	232

Idaho Power Company
Arrearage Management Program Status Report
Q1 2022

b. Program funds expended, per program option

Program Option	Funds Expended Q1 2022	Total Funds Expended
Instant Grant	\$ 29,592.03	\$ 143,621.48
40/60 Balance Split	\$ 39,168.37	\$ 240,398.77
Payment Arrangement Match		
6-Month	\$ 2,785.30	\$ 8,633.38
9-Month	\$ 403.57	\$ 3,218.41
12-Month	\$ 6,239.47	\$ 27,397.25
Total Funds Expended	\$ 78,188.74	\$ 423,269.29

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

Idaho Power Company
Arrearage Management Program Status Report
Q1 2022

c. Program funds committed, per Payment Arrangement Match duration

Payment Arrangement Match	Funds Committed Q1 2022	Total Funds Committed
6-Month	\$ 1,328.78	\$ 3,679.36
9-Month	\$ 485.67	\$ 4,608.71
12-Month	\$ 6,212.27	\$ 28,187.45
Total Funds Committed	\$ 8,026.72	\$ 36,475.52

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.

Idaho Power Company
Arrearage Management Program Status Report
Q1 2022

d. Total funds available

Arrearage Management Program	
Total Initial Funding	\$ 519,908.00
Total Funds Expended	\$ (423,269.29)
Total Funds Committed	\$ (36,475.52)
Total Funds Remaining	\$ 60,163.19

Idaho Power Company
Arrearage Management Program Status Report
Q1 2022

e. Average payment or funds committed to customers enrolled in the Program during the quarter, per option

Program Option	Average Program Payment	Average Funds Committed ¹
Instant Grant	\$ 233.01	N/A
40/60 Balance Split	\$ 450.21	N/A
Payment Arrangement Match		
6-Month	N/A	\$ 265.76
9-Month	N/A	\$ 485.67
12-Month	N/A	\$ 517.69

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 quarter.

Idaho Power Company
Arrearage Management Program Status Report
Q1 2022

f. Proactive outreach efforts made during the quarter, by type of outreach

Customer Outreach Efforts During the Quarter	Number of Customers Contacted
January Dialer Campaign ¹	633
January Email Campaign ²	314
February Dialer Campaign ³	564

¹ All residential customers with an active service agreement and a valid phone number on file with the Company, who also had an account balance 31+ days past due as of January 25, 2022, received an automated phone call notifying them of bill assistance funds being available. Calls were not placed to customers who are current or past participants of the Program.

² All residential 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 January 25, 2022, were sent an email on January 28, 2022, notifying of the Company's Arrearage Management Program. Emails were not sent to customers who are current or past participants in the Program.

³ All residential customers with an active service agreement and a valid phone number on file with the Company, who also had an account balance 31+ days past due as of February 23, 2022, received an automated phone call notifying them of bill assistance funds being available. Calls were not placed to customers who are current or past participants of the Program.

Idaho Power Company
Arrearage Management Program Status Report
Q1 2022

g. How customers heard about the Program during the quarter

How Customers Heard About the Program	Percent of Customer Calls
Dialer Campaign	3%
Email	0%
Customer Service Representative ¹	70%
Other	27%

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.