



e-FILING REPORT COVER SHEET

COMPANY NAME:

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:

Report is required by: OAR
Statute
Order

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:

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

Send the completed Cover Sheet and the Report in an email addressed to PUC.FilingCenter@state.or.us

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.



LISA D. NORDSTROM
Lead Counsel
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May 6, 2021

VIA ELECTRONIC FILING

PUC.FilingCenter@puc.oregon.gov

Re: RE 191 – Idaho Power Company's Monthly Arrearage Management Program Status Report for April 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 April 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 black ink that reads "Lisa D. Nordstrom".

Lisa D. Nordstrom

LDN:sh
Enclosure

Idaho Power Company
Arrearage Management Program Status Report
April 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	
97834	3	4	-	-	1	8
97837	-	1	-	-	-	1
97840	1	-	-	-	-	1
97870	-	2	-	-	1	3
97884	1	-	-	-	-	1
97901	1	4	-	-	-	5
97903	1	-	-	-	-	1
97904	-	-	-	-	1	1
97905	1	-	-	-	-	1
97906	1	1	-	-	1	3
97907	1	2	-	1	-	4
97909	1	-	-	-	-	1
97910	2	-	-	-	-	2
97913	12	22	1	-	4	39
97914	39	60	3	2	10	114
97918	5	12	-	-	1	18
Total Recipients	69	108	4	3	19	203

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b. Program funds expended, per program option

Program Option	Funds Expended April 2021	Total Funds Expended
Instant Grant	\$ 15,781.16	\$ 18,581.34
40/60 Balance Split	\$ 55,936.82	\$ 69,882.49
Payment Arrangement Match		
6-Month	\$ 519.83	\$ 519.83
9-Month	\$ 194.00	\$ 194.00
12-Month	\$ 1,094.86	\$ 1,094.86
Total Funds Expended	\$ 73,526.67	\$ 90,272.52

Total funds expended does not include expenditures from previous months' 40/60 Balance Split option that were later reversed due to customer non-payment.

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c. Program funds committed, per Payment Arrangement Match duration

Payment Arrangement Match	Funds Committed April 2021	Total Funds Committed
6-Month	\$ 2,660.44	\$ 3,654.25
9-Month	\$ 1,534.57	\$ 2,018.48
12-Month	\$ 17,680.18	\$ 23,117.19
Total Funds Committed	\$ 21,875.19	\$ 28,789.92

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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d. Total funds available

Arrearage Management Program	
Total Initial Funding	\$ 519,908.00
Total Funds Expended	\$ (90,272.52)
Total Funds Committed	\$ (28,789.92)
Total Funds Remaining	\$ 400,845.56

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

Program Option	Average Program Payment	Average Committed Amount ¹
Instant Grant	\$ 228.71	N/A
40/60 Balance Split	\$ 517.93	N/A
Payment Arrangement Match		
6-Month	N/A	\$ 665.11
9-Month	N/A	\$ 511.52
12-Month	N/A	\$ 930.54

¹ Average committed amount 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.

Idaho Power Company
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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
Dialer Campaign ¹	1,302
Email ²	514
Direct Outreach Call ³	46

In addition to the above outreach efforts, Community Action Agencies within the Company's service area were provided a combined total of 1,900 flyers (in English, Spanish, and Samoli) notifying of the Company's Arrearage Management Program. Additionally, these agencies were also provided content, notifying of bill assistance funds being available, to be posted on their social media platforms.

¹ All 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 April 6, 2021, 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 in the Program.

² 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 April 26, 2021, were sent an email notifying of the Company's Arrearage Management Program. Emails were not sent to customers who are current or past participants in the Program.

³ Customer service representatives have made direct outbound calls to customers who are 31+ days past due, have an active service agreement, and have an account balance of at least \$1,000.

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

g. How customers heard about the Program during the month

How Customers Heard About the Program	Percent of Customer Calls
Dialer Campaign	5%
Email	5%
Postcard	11%
Customer Service Representative ¹	73%
Community Action Agency	1%
Other	5%

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.