



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](mailto: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](mailto:caschenbrenner@idahopower.com)

September 20, 2021

**VIA ELECTRONIC FILING**

[PUC.FilingCenter@puc.oregon.gov](mailto:PUC.FilingCenter@puc.oregon.gov)

Re: RE 191 – Idaho Power Company's Monthly Arrearage Management Program Status Report for August 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 August 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  
August 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	2	1	-	-	-	3
97870	1	-	-	-	-	1
97901	1	-	-	-	1	2
97911	1	-	-	-	-	1
97913	19	9	-	-	4	32
97914	33	52	2	2	6	95
97918	3	5	-	1	1	10
<b>Total Recipients</b>	<b>60</b>	<b>67</b>	<b>2</b>	<b>3</b>	<b>12</b>	<b>144</b>

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**Arrearage Management Program Status Report**  
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**b. Program funds expended, per program option**

Program Option	Funds Expended August 2021	Total Funds Expended
Instant Grant	\$ 13,766.89	\$ 71,738.11
40/60 Balance Split	\$ 31,336.43	\$ 168,589.08
Payment Arrangement Match		
6-Month	\$ 1,080.25	\$ 3,670.17
9-Month	\$ 330.41	\$ 1,692.72
12-Month	\$ 1,453.40	\$ 12,876.57
<b>Total Funds Expended</b>	<b>\$ 47,967.38</b>	<b>\$ 258,566.65</b>

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**  
**August 2021**

**c. Program funds committed, per Payment Arrangement Match duration**

<b>Payment Arrangement Match</b>	<b>Funds Committed August 2021</b>	<b>Total Funds Committed</b>
6-Month	\$ 1,027.39	\$ 4,152.73
9-Month	\$ 1,210.99	\$ 6,210.22
12-Month	\$ 7,750.75	\$ 41,993.14
<b>Total Funds Committed</b>	<b>\$ 9,989.13</b>	<b>\$ 52,356.09</b>

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**

<b>Arrearage Management Program</b>	
Total Initial Funding	\$ 519,908.00
Total Funds Expended	\$ (258,566.65)
Total Funds Committed	\$ (52,356.09)
<b>Total Funds Remaining</b>	<b>\$ 208,985.26</b>

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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 <sup>1</sup>
Instant Grant	\$ 229.45	N/A
40/60 Balance Split	\$ 467.71	N/A
Payment Arrangement Match		
6-Month	N/A	\$ 513.70
9-Month	N/A	\$ 403.66
12-Month	N/A	\$ 645.90

<sup>1</sup> 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**

<b>Customer Outreach Efforts During the Month</b>	<b>Number of Customers Contacted</b>
Dialer Campaign <sup>1</sup>	865

<sup>1</sup> 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 August 18, 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 of the Program.



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**g. How customers heard about the Program during the month**

<b>How Customers Heard About the Program</b>	<b>Percent of Customer Calls</b>
Dialer Campaign	6%
Email	1%
Brochure	3%
Customer Service Representative <sup>1</sup>	73%
Community Action Agency	1%
Idaho Power Field Representative	11%
Other	5%

<sup>1</sup> 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.