

e-FILING REPORT COVER SHEET

REPORT NAME: Report on Mitigation Efforts to Prevent Disconnects

COMPANY NAME: Idaho Power Company

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION?  No  Yes

If yes, please submit only the cover letter electronically. Submit confidential information as directed OAR 860-001-0070 or the terms of an applicable protective order.

If known, please select designation:  RE (Electric)  RG (Gas)  RW (Water)  
 RO (Other)

Report is required by:  OAR  
 Statute  
 Order  
 Other House Bill 2599

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

Key words:

If known, please select the PUC Section to which the report should be directed:

- Corporate Analysis and Water Regulation
- Economic and Policy Analysis
- Electric and Natural Gas Revenue Requirements
- Electric Rates and Planning
- Natural Gas Rates and Planning
- Utility Safety, Reliability & Security
- Administrative Hearings Division
- Consumer Services Section

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- **Annual Fee Statement form and payment remittance or**
- **OUS or RSPF Surcharge form or surcharge remittance or**
- **Any other Telecommunications Reporting or**
- **Any daily safety or safety incident reports or**
- **Accident reports required by ORS 654.715.**

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October 30, 2015

Public Utility Commission of Oregon  
Filing Center  
201 High Street SE, Suite 100  
P.O. Box 1088  
Salem, Oregon 97301

RE: House Bill 2599 – Report on Mitigation Efforts to Prevent Disconnects

Attention Filing Center:

On June 11, 2015, House Bill 2599 (“HB 2599”) was signed into law. A portion of the bill directed regulated utilities to file a report with the Public Utility Commission of Oregon (“Commission”) no later than November 1, 2015. Per HB 2599, the report must include:

(2) Each utility that provides electric or natural gas service to residential customers shall prepare a report on the utility’s processes that mitigate, for nonpayment of a delinquent account, the termination of electric or natural gas service to a residential customer belonging to a protected class if the termination would occur:

(a) During the heating season;

(b) On any date for which the National Weather Service forecasts that the temperature of a location both within this state and the service territory of the utility will exceed 100 degrees Fahrenheit for a period of 12 or more hours; or

(c) On any date for which the National Weather Service forecasts that the temperature of a location both within this state and the service territory of the utility will be less than 32 degrees Fahrenheit for a period of 12 or more hours.

(3) A public utility, as defined in ORS 757.005, that provides electric or natural gas services to residential customers shall submit the report described in subsection (2) of this section to the Public Utility Commission no later than November 1, 2015.

In this report, Idaho Power Company (“Idaho Power” or “Company”) responds with the mitigation efforts to prevent disconnections as required by HB 2599.

### **Winter Protection Program**

During the heating season, Idaho Power has a Winter Protection Program that allows for a moratorium on service termination from December 1st to March 1st for customers who declare they are unable to pay their account balance in full and who have children (persons 18 and under), elderly (persons 62 and older), or infirm (persons whose health or safety would be seriously impaired by termination of service) living in the house. When the Winter Protection Program ends on March 1, customers are eligible to enter into payment arrangements to ensure continued service.

### **Extreme Weather Conditions**

In addition to the Winter Protection Program, Idaho Power also uses Company-determined best practices for defining extreme weather conditions that provide for exceptions to terminating electric service of a residential customer. Idaho Power uses its own parameters to define extreme weather due to the varied composition of its service territory. The Company's service territory in Oregon consists of rural areas where the weather conditions typically exceed the parameters described in HB 2599. For example, temperatures in the cities of Vale and Baker may not exceed 32 degrees for the entire months of December and January. Furthermore, temperatures in the city of Ontario may be above 100 degrees for much of the summer months. Allowing customers to continue using electricity for months at a time regardless of their past due status could lead to increased billing balances in arrears that customers may find difficult or impossible to pay at the end of the moratorium period or extreme weather periods.

Idaho Power's extreme cold weather parameters are met when forecasted daytime highs do not exceed 25 degrees for three consecutive weekdays or the forecasted night time lows fall below 10 degrees on any weekday. Idaho Power's extreme hot weather parameters are met when forecasted daytime highs exceed 105 degrees for three consecutive weekdays or the forecasted daytime high is above 110 degrees on any weekday. In addition to those extreme weather parameters, Idaho Power may consider other factors such as inversions, mountain locations, etc. These other factors may provide for a plus or minus 5 degrees for customers in those locations in addition to the existing parameters.

### **Staff-Requested Data**

In addition to the HB 2599 information, Commission Staff issued a letter dated August 4, 2015, requesting the following:

1. A monthly breakdown for calendar years 2013, 2014, and year-to-date 2015 of the number of disconnections for:
  - a. Non-payment of a delinquent bill
  - b. Non-payment of a deposit or deposit installment
  - c. Failure to abide by terms of a Time Payment Arrangement (TPA)

2. If possible, this information should be further broken down by group to include:
  - a. Low Income Home Energy Assistant Program ("LIHEAP")/Oregon Energy Assistance Program ("OEAP") recipients
  - b. Emergency Medical Certificate holders
  - c. Other customers who are not LIHEAP/OEAP recipients

And if the data is available, by:

- d. Household income
  - e. Senior status
3. The report should also show (by month) the number of customers 60-days in arrears and total dollars 60-days in arrears.

Please see the attached Excel spreadsheet for this additional information. The Company does not track household income or the age of customers. The Company's Customer Relationship and Billing System ("CR&B") was implemented in September of 2013 and detailed information regarding specific disconnection reasons is unavailable prior to the implementation date.

If you have any questions about this information, please contact Zach Harris, Regulatory Analyst, at (208) 388-2305 or [zharris@idahopower.com](mailto:zharris@idahopower.com).

Very truly yours,



Lisa D. Nordstrom

LDN/kkt

Enclosure

cc: Kim Dixon  
Maggie Brilz

## Idaho Power Company HB 2599 Commission Staff Requested Report

### Monthly Breakdown of Number of Disconnections

Month	Total Number of Disconnections	Non-Payment of Delinquent Bill (1a)	LIHEAP/OEAP* (2a)	Medical Certificate (2b)	Other Customers (2c)	Non-Payment of Deposit (1b)	LIHEAP/OEAP* (2a)	Medical Certificate (2b)	Other Customers (2c)	Failure to Abide by TPA (1c)	LIHEAP/OEAP* (2a)	Medical Certificate (2b)	Other Customers (2c)
Jan-13	47	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Feb-13	57	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Mar-13	89	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Apr-13	113	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
May-13	91	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Jun-13	77	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Jul-13	68	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Aug-13	64	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Sep-13	0	0	0	0	0	0	0	0	0	0	0	0	0
Oct-13	0	0	0	0	0	0	0	0	0	0	0	0	0
Nov-13	90	34	20	0	14	0	0	0	0	56	24	1	31
Dec-13	26	18	6	0	12	0	0	0	0	8	5	0	3
Jan-14	58	35	21	0	14	0	0	0	0	23	15	0	8
Feb-14	58	42	26	0	16	0	0	0	0	16	5	0	11
Mar-14	110	68	35	1	32	0	0	0	0	42	19	1	22
Apr-14	86	56	35	0	21	0	0	0	0	30	15	1	14
May-14	71	37	30	0	7	0	0	0	0	34	17	1	16
Jun-14	75	23	23	0	0	0	0	0	0	52	29	0	23
Jul-14	75	39	19	0	20	0	0	0	0	36	22	2	12
Aug-14	89	61	34	0	27	0	0	0	0	28	19	0	9
Sep-14	97	56	24	0	32	0	0	0	0	41	23	0	18
Oct-14	82	55	32	0	23	1	0	0	1	26	13	1	12
Nov-14	38	21	12	0	9	0	0	0	0	17	10	0	7
Dec-14	44	35	16	0	19	0	0	0	0	9	5	0	4
Jan-15	58	46	24	0	22	0	0	0	0	12	5	1	6
Feb-15	85	72	37	0	35	0	0	0	0	13	6	0	7
Mar-15	120	71	51	0	20	0	0	0	0	49	24	0	25
Apr-15	111	70	47	0	23	1	0	0	1	40	22	1	17
May-15	84	49	36	0	13	1	0	0	1	34	23	1	10
Jun-15	84	49	27	1	21	0	0	0	0	35	18	0	17
Jul-15	72	32	14	0	18	1	0	0	1	39	29	0	10
Aug-15	66	39	16	0	23	0	0	0	0	27	16	1	10
Sep-15	73	57	51	0	6	0	0	0	0	16	8	0	8
<b>Total:</b>	<b>2,358</b>	<b>1,065</b>	<b>636*</b>	<b>2</b>	<b>427</b>	<b>4</b>	<b>-</b>	<b>-</b>	<b>4</b>	<b>683</b>	<b>372*</b>	<b>11</b>	<b>300</b>

\*This represents the number of disconnections on accounts that received LIHEAP/OEAP payments, not a count of payments.

### Customer Count and Total Dollars 60-Days in Arrears

2013	Customer Count*	Dollars
	61+	61+
January	1,442	\$152,347
February	1,426	\$190,856
March	1,339	\$193,610
April	1,592	\$271,509
May	1,870	\$279,824
June	2,004	\$269,440
July	1,875	\$228,254
August	1,635	\$175,567
September	1,605	\$189,746
October	2,341	\$244,410
November	2,668	\$237,771
December	3,044	\$242,737

2014	Customer Count	Dollars
	61+	61+
January	2,554	\$218,320
February	2,509	\$237,926
March	2,282	\$261,655
April	2,231	\$304,071
May	2,621	\$384,886
June	2,560	\$289,575
July	2,577	\$246,897
August	2,384	\$200,947
September	1,964	\$142,802
October	1,787	\$107,787
November	1,942	\$131,056
December	1,988	\$129,166

2015	Customer Count	Dollars
	61+	61+
January	2,202	\$157,115
February	1,914	\$157,965
March	1,498	\$100,814
April	1,513	\$114,108
May	1,760	\$143,209
June	1,736	\$105,065
July	1,755	\$88,816
August	1,649	\$60,301
September	1,558	\$42,697
October		
November		
December		

\*The customer count is the number of utility service agreements.