



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: 184

Report is required by: OAR
 Statute
 Order 20-401 and 20-377

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 Credit and Collections Data

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 184 – Idaho Power Company’s Quarterly Credit and Collections Data
for Q3 - 2021

Attention Filing Center:

Pursuant to Order No. 20-401 issued in UM 2114 and Order No. 20-377 issued in UM 2067, Idaho Power Company transmits for electronic filing its Quarterly Credit and Collections Data for Q3 - 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
COVID-19 Quarterly Report
Q3 2021**

a. Number of customers, by customer class, by zip code

Zip Code	Industrial	Irrigation	Large General Commercial	Residential	Small General Commercial	Grand Total
87870	-	1	-	-	-	1
97720	-	-	-	-	2	2
97814	-	-	-	3	1	4
97819	-	15	-	21	6	42
97834	-	34	30	648	98	810
97837	-	29	-	63	18	110
97840	-	-	2	93	12	107
97844	-	1	-	-	-	1
97870	-	20	20	422	66	528
97884	-	22	8	161	48	239
97901	-	104	22	347	65	538
97902	-	1	1	28	5	35
97903	-	41	1	77	28	147
97904	-	19	3	106	49	177
97905	1	19	6	97	43	166
97906	-	52	7	132	41	232
97907	-	16	35	370	115	536
97908	-	56	1	57	40	154
97909	-	89	2	46	21	158
97910	-	66	17	382	87	552
97911	-	2	7	88	28	125
97913	-	426	150	2,058	351	2,985
97914	5	626	510	6,621	1,060	8,822
97917	-	1	-	1	1	3
97918	1	529	123	1,896	409	2,958
97920	-	31	2	33	9	75
97934	-	-	-	-	1	1
97980	-	-	-	-	1	1
Grand Total	7	2,200	947	13,750	2,605	19,509

Customer count is the count of active contracts (service agreements).

**Idaho Power Company
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b. Number of customers assessed a late payment fee, by customer class

Zip Code	Industrial		Irrigation		Large General Commercial		Small General Commercial		Total Count	Total Sum of Amount
	Count	Sum of Amount	Count	Sum of Amount	Count	Sum of Amount	Count	Sum of Amount		
97819	-	\$ -	1	\$ 7.50	-	\$ -	-	\$ -	1	\$ 7.50
97834	-	\$ -	13	\$ 47.33	9	\$ 89.45	27	\$ 29.77	49	\$ 166.55
97837	-	\$ -	8	\$ 124.73	-	\$ -	2	\$ 2.16	10	\$ 126.89
97840	-	\$ -	-	\$ -	-	\$ -	2	\$ 0.37	2	\$ 0.37
97870	-	\$ -	7	\$ 36.17	5	\$ 34.02	15	\$ 16.41	27	\$ 86.60
97884	-	\$ -	-	\$ -	2	\$ 31.13	8	\$ 1.81	10	\$ 32.94
97901	-	\$ -	27	\$ 244.05	4	\$ 83.27	15	\$ 21.49	46	\$ 348.81
97902	-	\$ -	-	\$ -	1	\$ 2.31	2	\$ 0.33	3	\$ 2.64
97903	-	\$ -	4	\$ 17.38	1	\$ 9.14	7	\$ 4.58	12	\$ 31.10
97904	-	\$ -	1	\$ 2.34	-	\$ -	4	\$ 2.01	5	\$ 4.35
97905	-	\$ -	5	\$ 18.24	-	\$ -	4	\$ 3.95	9	\$ 22.19
97906	-	\$ -	8	\$ 50.31	1	\$ 10.43	17	\$ 11.39	26	\$ 72.13
97907	-	\$ -	7	\$ 55.81	5	\$ 39.75	13	\$ 13.78	25	\$ 109.34
97908	-	\$ -	28	\$ 644.78	1	\$ 1.01	11	\$ 2.34	40	\$ 648.13
97909	-	\$ -	5	\$ 28.38	-	\$ -	4	\$ 4.58	9	\$ 32.96
97910	-	\$ -	11	\$ 133.59	4	\$ 67.01	17	\$ 12.03	32	\$ 212.63
97911	-	\$ -	1	\$ 34.98	2	\$ 3.10	7	\$ 1.62	10	\$ 39.70
97913	-	\$ -	144	\$ 1,018.57	37	\$ 237.16	99	\$ 155.04	280	\$ 1,410.77
97914	-	\$ -	175	\$ 1,799.78	123	\$ 1,867.40	246	\$ 344.06	544	\$ 4,011.24
97917	-	\$ -	1	\$ 4.14	-	\$ -	-	\$ -	1	\$ 4.14
97918	1	\$ 2,369.09	168	\$ 1,350.75	28	\$ 195.33	112	\$ 114.65	309	\$ 4,029.82
97920	-	\$ -	10	\$ 36.51	-	\$ -	-	\$ -	10	\$ 36.51
97934	-	\$ -	-	\$ -	-	\$ -	1	\$ 0.10	1	\$ 0.10
97980	-	\$ -	-	\$ -	-	\$ -	1	\$ 0.66	1	\$ 0.66
Grand Total	1	\$ 2,369.09	624	\$ 5,655.34	223	\$ 2,670.51	614	\$ 743.13	1,462	\$ 11,438.07

Amount is the dollar amount of assessed late payment fees by contracts (service agreements). Count is the count of unique contracts (service agreements) assessed a late payment fee during the period.

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c. Customers enrolled in a current Time Payment Agreement, by customer class

Zip Code	Large General Commercial	Residential	Small General Commercial	Grand Total
97819	-	1	-	1
97834	-	10	1	11
97870	-	6	1	7
97884	-	2	-	2
97901	-	11	-	11
97903	-	3	-	3
97904	-	2	-	2
97905	-	6	-	6
97906	-	7	-	7
97907	-	15	-	15
97910	-	1	-	1
97911	1	1	-	2
97913	1	88	2	91
97914	6	332	5	343
97918	1	72	-	73
97920	-	1	-	1
Grand Total	9	558	9	576

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d. Number of customers enrolling in a new Time Payment Agreement, by customer class

Zip Code	Irrigation	Large General Commercial	Residential	Small General Commercial	Grand Total
97834	-	-	24	-	24
97837	-	-	1	-	1
97840	-	-	1	-	1
97870	-	-	15	1	16
97884	-	-	7	-	7
97901	-	-	28	1	29
97903	-	-	12	1	13
97904	-	-	3	-	3
97905	-	1	9	-	10
97906	-	-	10	-	10
97907	-	-	27	-	27
97909	-	-	5	-	5
97910	-	1	12	-	13
97911	-	-	2	2	4
97913	-	5	249	6	260
97914	1	14	861	15	891
97918	1	4	159	3	167
97920	-	-	4	-	4
Grand Total	2	25	1,429	29	1,485

Count is the count of unique contracts (service agreements) enrolled in a Time Payment Agreement during the period.

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e. The number of customers completing a TPA during the period

Customer Class	Irrigation	Large General Commercial	Residential	Small General Commercial	Grand Total
97834	-	-	22	-	22
97837	-	-	1	-	1
97840	-	-	1	-	1
97870	-	-	15	-	15
97884	-	-	5	-	5
97901	-	-	18	-	18
97903	-	-	8	-	8
97904	-	-	2	-	2
97905	-	1	2	1	4
97906	-	-	6	-	6
97907	-	-	15	-	15
97909	-	-	5	-	5
97910	-	1	11	-	12
97911	-	-	1	1	2
97913	-	2	139	6	147
97914	-	10	571	12	593
97918	1	3	105	4	113
97920	-	-	3	-	3
Grand Total	1	17	930	24	972

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f. The number of customers, by customer class, renegotiating TPAs during the period

Customer Class	Large General Commercial	Residential	Grand Total
97834	-	3	3
97884	-	1	1
97901	-	1	1
97903	-	2	2
97905	-	1	1
97907	-	2	2
97913	-	21	21
97914	1	82	83
97918	1	11	12
Grand Total	2	124	126

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g. The number of customers taking service at the bill payment assistance program developed in this Term Sheet

Zip Code	Instant Grant	40/60 Balance Split	Payment Arrangement Match			Total Recipients
			6-Month	9-Month	12-Month	
97834	2	2	-	-	-	4
97870	2	-	1	-	-	3
97884	-	-	-	-	2	2
97901	2	2	-	-	1	5
97905	4	-	-	-	-	4
97906	1	2	-	-	1	4
97907	2	3	1	-	-	6
97911	1	-	-	-	-	1
97913	34	19	1	-	5	59
97914	84	90	5	5	14	198
97918	9	12	1	2	1	25
Total Recipients	141	130	9	7	24	311

The summation of total recipients for each of the quarter's months, as filed in Docket No. RE 191, may not sum to the total recipients indicated above due to cross-month customer enrollment corrections.

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h. The number of customers taking service at the beginning of the period under existing medical payment arrangements

The Company did not have any customers taking service at the beginning of the period under existing medical payment arrangements.

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i. The number of customers enrolling in new medical payment arrangements during the period

The Company did not have any customers enrolling in new medical payment arrangements during the period.

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j. Number of Residential and Small Commercial customers with arrearage balances

Customer Class	Total Count of Arrears 31+ Days Past Due
Residential	1,465
Small General Commercial	116
Grand Total	1,581

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j. Number of Residential and Small Commercial with arrearage balances

Customer Class	Count of Arrears 31+ Days Past Due	Count of Arrears 31-60 Days Past Due	Count of Arrears 61-90 Days Past Due	Count of Arrears 91+ Days Past Due
Residential	1,465	808	132	525
97819	1	-	-	1
97834	35	23	2	10
97837	5	3	-	2
97840	7	4	2	1
97870	22	10	4	8
97884	13	5	4	4
97901	17	11	1	5
97903	11	7	1	3
97904	2	-	-	2
97905	11	7	1	3
97906	11	6	-	5
97907	43	22	7	14
97909	1	1	-	-
97910	17	7	1	9
97911	7	7	-	-
97913	186	83	25	78
97914	862	510	48	304
97918	212	100	36	76
97920	2	2	-	-
Small General Commercial	116	110	-	6
97834	5	3	-	2
97840	1	1	-	-
97870	4	1	-	3
97884	2	2	-	-
97901	1	1	-	-
97903	2	2	-	-
97905	1	-	-	1
97906	2	2	-	-
97907	2	2	-	-
97909	2	2	-	-
97910	2	2	-	-
97911	1	1	-	-
97913	8	8	-	-
97914	58	58	-	-
97918	25	25	-	-
Grand Total	1,581	918	132	531

Arrearage balances and customer counts are by contract (service agreement) and segmented by 31-60, 61-90, and 91+ days past due. Customer count and arrearage balances are included only in the contract's oldest arrears bucket.

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j. Arrearage balances, Residential and Small Commercial customers

Customer Class	Sum of Arrears 31+ Days Past Due	Sum of Arrears 31-60 Days Past Due	Sum of Arrears 61-90 Days Past Due	Sum of Arrears 91+ Days Past Due
Residential	\$ 511,635.83	\$ 89,196.45	\$ 24,157.14	\$ 398,282.24
97819	\$ 1,036.39	\$ -	\$ -	\$ 1,036.39
97834	\$ 8,342.62	\$ 1,966.99	\$ 190.15	\$ 6,185.48
97837	\$ 228.08	\$ 123.49	\$ -	\$ 104.59
97840	\$ 508.77	\$ 429.76	\$ 51.85	\$ 27.16
97870	\$ 6,566.07	\$ 1,058.80	\$ 444.44	\$ 5,062.83
97884	\$ 5,570.76	\$ 910.13	\$ 211.91	\$ 4,448.72
97901	\$ 9,829.15	\$ 1,888.70	\$ 260.00	\$ 7,680.45
97903	\$ 2,438.91	\$ 763.51	\$ 150.62	\$ 1,524.78
97904	\$ 741.24	\$ -	\$ -	\$ 741.24
97905	\$ 1,187.34	\$ 360.97	\$ 184.28	\$ 642.09
97906	\$ 13,165.18	\$ 423.23	\$ -	\$ 12,741.95
97907	\$ 28,278.63	\$ 2,847.25	\$ 3,479.74	\$ 21,951.64
97909	\$ 242.37	\$ 242.37	\$ -	\$ -
97910	\$ 2,983.37	\$ 161.91	\$ 119.62	\$ 2,701.84
97911	\$ 658.38	\$ 658.38	\$ -	\$ -
97913	\$ 63,801.22	\$ 6,613.12	\$ 4,822.64	\$ 52,365.46
97914	\$ 288,352.28	\$ 59,507.30	\$ 7,311.07	\$ 221,533.91
97918	\$ 77,508.88	\$ 11,044.35	\$ 6,930.82	\$ 59,533.71
97920	\$ 196.19	\$ 196.19	\$ -	\$ -
Small General Commercial	\$ 8,332.29	\$ 7,481.33	\$ -	\$ 850.96
97834	\$ 458.83	\$ 179.18	\$ -	\$ 279.65
97840	\$ 0.22	\$ 0.22	\$ -	\$ -
97870	\$ 533.13	\$ 30.38	\$ -	\$ 502.75
97884	\$ 18.95	\$ 18.95	\$ -	\$ -
97901	\$ 9.82	\$ 9.82	\$ -	\$ -
97903	\$ 118.56	\$ 118.56	\$ -	\$ -
97905	\$ 68.56	\$ -	\$ -	\$ 68.56
97906	\$ 94.03	\$ 94.03	\$ -	\$ -
97907	\$ 203.08	\$ 203.08	\$ -	\$ -
97909	\$ 102.65	\$ 102.65	\$ -	\$ -
97910	\$ 19.79	\$ 19.79	\$ -	\$ -
97911	\$ 0.13	\$ 0.13	\$ -	\$ -
97913	\$ 851.45	\$ 851.45	\$ -	\$ -
97914	\$ 4,735.83	\$ 4,735.83	\$ -	\$ -
97918	\$ 1,117.26	\$ 1,117.26	\$ -	\$ -
Grand Total	\$ 519,968.12	\$ 96,677.78	\$ 24,157.14	\$ 399,133.20

Arrearage balances and customer counts are by contract (service agreement) and segmented by 31-60, 61-90, and 91+ days past due. Customer count and arrearage balances are included only in the contract's oldest arrears bucket.

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j. Average arrearages for Residential and Small Commercial customers

Customer Class	Average of Arrears 31+ Days Past Due	Average of Arrears 31-60 Days Past Due	Average of Arrears 61-90 Days Past Due	Average of Arrears 91+ Days Past Due
Residential	\$ 349.24	\$ 110.39	\$ 183.01	\$ 758.63
97819	\$ 1,036.39	\$ -	\$ -	\$ 1,036.39
97834	\$ 238.36	\$ 85.52	\$ 95.08	\$ 618.55
97837	\$ 45.62	\$ 41.16	\$ -	\$ 52.30
97840	\$ 72.68	\$ 107.44	\$ 25.93	\$ 27.16
97870	\$ 298.46	\$ 105.88	\$ 111.11	\$ 632.85
97884	\$ 428.52	\$ 182.03	\$ 52.98	\$ 1,112.18
97901	\$ 578.19	\$ 171.70	\$ 260.00	\$ 1,536.09
97903	\$ 221.72	\$ 109.07	\$ 150.62	\$ 508.26
97904	\$ 370.62	\$ -	\$ -	\$ 370.62
97905	\$ 107.94	\$ 51.57	\$ 184.28	\$ 214.03
97906	\$ 1,196.83	\$ 70.54	\$ -	\$ 2,548.39
97907	\$ 657.64	\$ 129.42	\$ 497.11	\$ 1,567.97
97909	\$ 242.37	\$ 242.37	\$ -	\$ -
97910	\$ 175.49	\$ 23.13	\$ 119.62	\$ 300.20
97911	\$ 94.05	\$ 94.05	\$ -	\$ -
97913	\$ 343.02	\$ 79.68	\$ 192.91	\$ 671.35
97914	\$ 334.52	\$ 116.68	\$ 152.31	\$ 728.73
97918	\$ 365.61	\$ 110.44	\$ 192.52	\$ 783.34
97920	\$ 98.10	\$ 98.10	\$ -	\$ -
Small General Commercial	\$ 71.83	\$ 68.01	\$ -	\$ 141.83
97834	\$ 91.77	\$ 59.73	\$ -	\$ 139.83
97840	\$ 0.22	\$ 0.22	\$ -	\$ -
97870	\$ 133.28	\$ 30.38	\$ -	\$ 167.58
97884	\$ 9.48	\$ 9.48	\$ -	\$ -
97901	\$ 9.82	\$ 9.82	\$ -	\$ -
97903	\$ 59.28	\$ 59.28	\$ -	\$ -
97905	\$ 68.56	\$ -	\$ -	\$ 68.56
97906	\$ 47.02	\$ 47.02	\$ -	\$ -
97907	\$ 101.54	\$ 101.54	\$ -	\$ -
97909	\$ 51.33	\$ 51.33	\$ -	\$ -
97910	\$ 9.90	\$ 9.90	\$ -	\$ -
97911	\$ 0.13	\$ 0.13	\$ -	\$ -
97913	\$ 106.43	\$ 106.43	\$ -	\$ -
97914	\$ 81.65	\$ 81.65	\$ -	\$ -
97918	\$ 44.69	\$ 44.69	\$ -	\$ -
Grand Total	\$ 328.89	\$ 105.31	\$ 183.01	\$ 751.66

Arrearage balances and customer counts are by contract (service agreement) and segmented by 31-60, 61-90, and 91+ days past due. Customer count and arrearage balances are included only in the contract's oldest arrears bucket.

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k. Total number of disconnection communications delivered by vintage (15-day, 5-day, personal contact)

Zip Code	Irrigation ¹	Large General Commercial			Residential			Small General Commercial			Grand Total
	15-day Notice	15-day Notice	5-day Notice	Personal Contact	15-day Notice	5-day Notice	Personal Contact or Dialer ²	15-day Notice	5-day Notice	Personal Contact	
97834	2	3	3	3	42	25	39	5	6	6	134
97837	4	-	-	-	2	2	3	-	-	-	11
97840	-	-	-	-	3	-	1	-	-	-	4
97870	-	3	2	2	30	25	27	3	3	3	98
97884	-	3	2	2	11	6	8	-	-	-	32
97901	13	1	-	-	40	28	34	-	-	-	116
97903	-	-	-	-	18	9	13	3	1	1	45
97904	-	-	-	-	2	1	1	-	-	-	4
97905	4	-	-	-	10	8	9	-	1	-	32
97906	1	-	-	-	23	18	22	1	1	1	67
97907	-	4	2	3	59	37	50	2	-	-	157
97908	3	-	-	-	-	-	-	1	-	-	4
97909	1	-	-	-	4	2	3	-	-	-	10
97910	4	5	5	5	12	11	11	1	-	-	54
97911	-	4	4	4	8	6	8	-	-	-	34
97913	24	7	6	7	311	233	304	14	10	11	927
97914	62	44	35	36	1,090	789	1,041	36	32	35	3,200
97918	31	13	11	11	289	184	239	17	14	16	825
97920	2	-	-	-	3	3	3	-	-	-	11
Grand Total	151	87	70	73	1,957	1,387	1,816	83	68	73	5,765

¹ Irrigation customers do not receive 5-day or personal disconnect reminder notices during the irrigation season.

² Prior to the Company's resumption of mailing 15-day disconnection reminder notices beginning July 17, 2021, customers with past-due balances received automated dialer calls reminding them of their arrears balance.

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I. Non-pay service disconnects, by customer class

Disconnects				
Zip Code	Large General Commercial	Residential ¹	Small General Commercial	Grand Total
97870	-	1	-	1
97884	-	1	-	1
97903	-	1	-	1
97905	-	1	-	1
97906	-	1	-	1
97907	-	3	-	3
97913	2	16	1	19
97914	1	51	3	55
97918	-	11	1	12
Grand Total	3	86	5	94

¹ None of the 86 residential customers disconnected for non-payment during Q3 2021 contacted the Company to discuss their past-due balance after having been sent their 15-day reminder notice.

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m. Service Reconnects, by customer class

Zip Code	Large General Commercial		Residential		Small General Commercial		All Customer Classes	
	Count of Reconnected in 0-1 days	Count of Reconnected in 2-7 days	Count of Reconnected in 0-1 days	Count of Reconnected in 2-7 days	Count of Reconnected in 0-1 days	Count of Reconnected in 2-7 days	Grand Total of Reconnected in 0-1 days	Grand Total of Reconnected in 2-7 days
97884	-	-	1	-	-	-	1	-
97905	-	-	1	-	-	-	1	-
97906	-	-	1	-	-	-	1	-
97907	-	-	1	1	-	-	1	1
97913	-	1	10	-	1	-	11	1
97914	1	-	36	5	3	-	40	5
97918	-	-	3	4	-	-	3	4
Grand Total	1	1	53	10	4	-	58	11