



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, 2022

VIA ELECTRONIC FILING

PUC.FilingCenter@puc.oregon.gov

Re: RE 184 – Idaho Power Company’s Quarterly Credit and Collections Data
for Q3 - 2022

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 - 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
COVID-19 Quarterly Report
Q3 2022**

a. Number of customers, by customer class

Zip Code	Industrial	Irrigation	Large General Commercial	Residential	Small General Commercial	Grand Total
87870	-	1	-	-	-	1
97720	-	-	-	-	2	2
97814	-	-	-	4	1	5
97819	-	15	-	21	6	42
97834	-	33	31	652	102	818
97837	-	30	2	63	16	111
97840	-	-	1	107	17	125
97844	-	1	-	-	-	1
97870	-	21	22	425	65	533
97884	-	23	8	163	48	242
97901	-	110	17	350	71	548
97902	-	1	1	29	6	37
97903	-	44	2	75	27	148
97904	-	21	2	109	50	182
97905	1	20	7	91	47	166
97906	-	56	7	136	42	241
97907	-	16	39	375	113	543
97908	-	56	2	58	40	156
97909	-	88	2	47	21	158
97910	-	71	17	379	87	554
97911	-	1	7	90	28	126
97913	-	442	152	2,080	351	3,025
97914	5	644	501	6,761	1,097	9,008
97917	-	1	-	1	1	3
97918	1	542	115	1,902	418	2,978
97920	-	27	2	33	9	71
97934	-	-	-	-	1	1
97980	-	-	-	-	1	1
Grand Total	7	2,264	937	13,951	2,667	19,826

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

**Idaho Power Company
COVID-19 Quarterly Report
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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		
87870	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97720	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97814	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97819	-	\$ -	4	\$ 5.81	-	\$ -	-	\$ -	4	\$ 5.81
97834	-	\$ -	4	\$ 8.06	10	\$ 62.09	21	\$ 27.45	35	\$ 97.60
97837	-	\$ -	7	\$ 6.01	1	\$ 1.23	2	\$ 0.96	10	\$ 8.20
97840	-	\$ -	-	\$ -	-	\$ -	6	\$ 5.87	6	\$ 5.87
97844	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97870	-	\$ -	1	\$ 0.31	3	\$ 29.45	15	\$ 11.70	19	\$ 41.46
97884	-	\$ -	2	\$ 0.42	4	\$ 36.64	19	\$ 25.70	25	\$ 62.76
97901	-	\$ -	19	\$ 154.16	7	\$ 95.24	12	\$ 12.99	38	\$ 262.39
97902	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97903	-	\$ -	4	\$ 40.93	1	\$ 16.93	7	\$ 9.72	12	\$ 67.58
97904	-	\$ -	3	\$ 27.90	-	\$ -	11	\$ 7.23	14	\$ 35.13
97905	-	\$ -	4	\$ 22.55	-	\$ -	8	\$ 7.49	12	\$ 30.04
97906	-	\$ -	5	\$ 56.87	-	\$ -	10	\$ 8.99	15	\$ 65.86
97907	-	\$ -	3	\$ 0.84	4	\$ 32.36	21	\$ 14.28	28	\$ 47.48
97908	-	\$ -	5	\$ 75.98	-	\$ -	3	\$ 1.05	8	\$ 77.03
97909	-	\$ -	1	\$ 0.33	-	\$ -	4	\$ 5.13	5	\$ 5.46
97910	-	\$ -	19	\$ 139.68	4	\$ 45.14	13	\$ 18.89	36	\$ 203.71
97911	-	\$ -	-	\$ -	1	\$ 7.17	6	\$ 5.69	7	\$ 12.86
97913	-	\$ -	100	\$ 769.90	25	\$ 172.44	69	\$ 116.65	194	\$ 1,058.99
97914	1	\$ 0.20	151	\$ 1,408.77	90	\$ 1,511.06	233	\$ 406.05	475	\$ 3,326.08
97917	-	\$ -	1	\$ 13.30	-	\$ -	-	\$ -	1	\$ 13.30
97918	-	\$ -	127	\$ 1,015.99	19	\$ 127.49	68	\$ 80.85	214	\$ 1,224.33
97920	-	\$ -	2	\$ 56.49	1	\$ 25.78	-	\$ -	3	\$ 82.27
97934	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97980	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
Grand Total	1	\$ 0.20	462	\$ 3,804.30	170	\$ 2,163.02	528	\$ 766.69	1,161	\$ 6,734.21

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	-	12	1	13
97840	-	1	-	1
97870	-	16	-	16
97884	1	3	-	4
97901	-	11	-	11
97903	1	3	-	4
97904	-	1	-	1
97905	-	7	-	7
97906	-	4	-	4
97907	1	19	-	20
97910	-	6	-	6
97913	1	114	4	119
97914	4	349	7	360
97918	1	89	4	94
Grand Total	9	636	16	661

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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	-	-	21	3	24
97840	-	-	2	-	2
97870	-	1	21	1	23
97884	1	-	2	-	3
97901	-	-	24	-	24
97902	-	-	1	-	1
97903	-	2	9	-	11
97904	-	-	4	-	4
97905	-	-	5	-	5
97906	-	-	11	-	11
97907	-	1	25	-	26
97909	-	-	1	-	1
97910	-	1	13	1	15
97911	-	-	3	-	3
97913	1	3	185	7	196
97914	1	23	639	21	684
97918	-	6	138	6	150
Grand Total	3	37	1,104	39	1,183

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, by customer class

Zip Code	Irrigation	Large General Commercial	Residential	Small General Commercial	Grand Total
97834	-	-	11	2	13
97840	-	-	1	-	1
97870	-	2	12	-	14
97884	-	-	3	-	3
97901	-	1	20	-	21
97902	-	-	1	-	1
97903	-	1	6	-	7
97904	-	-	4	-	4
97905	-	-	1	-	1
97906	-	-	9	-	9
97907	-	-	19	-	19
97909	-	-	1	-	1
97910	-	2	9	1	12
97911	-	-	4	-	4
97913	1	1	131	3	136
97914	-	20	437	17	474
97918	-	4	103	4	111
97920	-	-	1	-	1
Grand Total	1	31	773	27	832

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

Zip Code	Large General Commercial	Residential	Small General Commercial	Grand Total
97834	-	2	1	3
97870	-	2	-	2
97901	-	1	-	1
97903	-	1	-	1
97905	-	2	-	2
97907	-	1	-	1
97910	-	1	-	1
97913	-	8	1	9
97914	2	51	2	55
97918	-	13	1	14
Grand Total	2	82	5	89

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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	
97870	-	1	1	-	-	2
97901	2	-	-	-	-	2
97907	1	-	-	-	-	1
97910	2	-	-	-	-	2
97911	-	1	-	-	-	1
97913	8	4	1	-	-	13
97914	38	11	-	-	6	55
97918	8	6	1	-	2	17
Total Recipients	59	23	3	-	8	93

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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	1,324
Small General Commercial	141
Grand Total	1,465

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j. Number of Residential and Small Commercial customers 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	1,324	557	150	617
97914	713	295	64	354
97910	17	4	1	12
97918	227	117	29	81
97870	22	9	3	10
97834	37	21	6	10
97913	168	57	33	78
97840	2	1	-	1
97906	8	4	-	4
97884	13	8	3	2
97905	31	3	3	25
97909	3	2	-	1
97901	20	7	2	11
97907	45	20	4	21
97837	2	-	-	2
97903	12	7	2	3
97904	1	-	-	1
97819	1	-	-	1
97920	2	2	-	-
Small General Commercial	141	81	23	37
97914	53	28	11	14
97910	3	2	-	1
97918	31	18	5	8
97870	3	2	1	-
97834	5	3	-	2
97913	20	5	4	11
97906	1	-	-	1
97884	6	6	-	-
97905	2	2	-	-
97909	2	1	1	-
97901	2	2	-	-
97907	6	6	-	-
97903	5	4	1	-
97911	1	1	-	-
97908	1	1	-	-
Grand Total	1,465	638	173	654

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	\$ 601,634.88	\$ 56,357.71	\$ 25,085.57	\$ 520,191.60
97914	\$ 314,856.35	\$ 29,480.49	\$ 9,523.65	\$ 275,852.21
97910	\$ 6,519.82	\$ 194.97	\$ 877.55	\$ 5,447.30
97918	\$ 101,719.13	\$ 13,591.20	\$ 5,347.85	\$ 82,780.08
97870	\$ 4,040.71	\$ 796.01	\$ 668.66	\$ 2,576.04
97834	\$ 16,816.46	\$ 3,911.19	\$ 950.51	\$ 11,954.76
97913	\$ 65,463.77	\$ 3,323.26	\$ 5,532.64	\$ 56,607.87
97840	\$ 157.94	\$ 48.35	\$ -	\$ 109.59
97906	\$ 12,078.78	\$ 459.03	\$ -	\$ 11,619.75
97884	\$ 5,211.06	\$ 378.32	\$ 357.17	\$ 4,475.57
97905	\$ 7,321.97	\$ 105.65	\$ 340.16	\$ 6,876.16
97909	\$ 679.66	\$ 279.24	\$ -	\$ 400.42
97901	\$ 15,910.27	\$ 449.23	\$ 456.81	\$ 15,004.23
97907	\$ 45,567.43	\$ 2,621.16	\$ 583.15	\$ 42,363.12
97837	\$ 338.02	\$ -	\$ -	\$ 338.02
97903	\$ 3,152.13	\$ 455.57	\$ 447.42	\$ 2,249.14
97904	\$ 603.31	\$ -	\$ -	\$ 603.31
97819	\$ 934.03	\$ -	\$ -	\$ 934.03
97920	\$ 264.04	\$ 264.04	\$ -	\$ -
Small General Commercial	\$ 12,376.49	\$ 4,614.83	\$ 1,751.61	\$ 6,010.05
97914	\$ 7,504.27	\$ 2,819.89	\$ 754.10	\$ 3,930.28
97910	\$ 215.17	\$ 134.98	\$ -	\$ 80.19
97918	\$ 1,888.00	\$ 657.29	\$ 463.13	\$ 767.58
97870	\$ 126.40	\$ 26.53	\$ 99.87	\$ -
97834	\$ 357.47	\$ 32.97	\$ -	\$ 324.50
97913	\$ 1,406.89	\$ 377.31	\$ 184.12	\$ 845.46
97906	\$ 62.04	\$ -	\$ -	\$ 62.04
97884	\$ 116.39	\$ 116.39	\$ -	\$ -
97905	\$ 17.65	\$ 17.65	\$ -	\$ -
97909	\$ 250.39	\$ 19.74	\$ 230.65	\$ -
97901	\$ 49.48	\$ 49.48	\$ -	\$ -
97907	\$ 101.22	\$ 101.22	\$ -	\$ -
97903	\$ 224.16	\$ 204.42	\$ 19.74	\$ -
97911	\$ 47.29	\$ 47.29	\$ -	\$ -
97908	\$ 9.67	\$ 9.67	\$ -	\$ -
Grand Total	\$ 614,011.37	\$ 60,972.54	\$ 26,837.18	\$ 526,201.65

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.

**Idaho Power Company
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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	\$ 454.41	\$ 101.18	\$ 167.24	\$ 843.10
97914	\$ 441.59	\$ 99.93	\$ 148.81	\$ 779.24
97910	\$ 383.52	\$ 48.74	\$ 877.55	\$ 453.94
97918	\$ 448.10	\$ 116.16	\$ 184.41	\$ 1,021.98
97870	\$ 183.67	\$ 88.45	\$ 222.89	\$ 257.60
97834	\$ 454.50	\$ 186.25	\$ 158.42	\$ 1,195.48
97913	\$ 389.67	\$ 58.30	\$ 167.66	\$ 725.74
97840	\$ 78.97	\$ 48.35	\$ -	\$ 109.59
97906	\$ 1,509.85	\$ 114.76	\$ -	\$ 2,904.94
97884	\$ 400.85	\$ 47.29	\$ 119.06	\$ 2,237.79
97905	\$ 236.19	\$ 35.22	\$ 113.39	\$ 275.05
97909	\$ 226.55	\$ 139.62	\$ -	\$ 400.42
97901	\$ 795.51	\$ 64.18	\$ 228.41	\$ 1,364.02
97907	\$ 1,012.61	\$ 131.06	\$ 145.79	\$ 2,017.29
97837	\$ 169.01	\$ -	\$ -	\$ 169.01
97903	\$ 262.68	\$ 65.08	\$ 223.71	\$ 749.71
97904	\$ 603.31	\$ -	\$ -	\$ 603.31
97819	\$ 934.03	\$ -	\$ -	\$ 934.03
97920	\$ 132.02	\$ 132.02	\$ -	\$ -
Small General Commercial	\$ 87.78	\$ 56.97	\$ 76.16	\$ 162.43
97914	\$ 141.59	\$ 100.71	\$ 68.55	\$ 280.73
97910	\$ 71.72	\$ 67.49	\$ -	\$ 80.19
97918	\$ 60.90	\$ 36.52	\$ 92.63	\$ 95.95
97870	\$ 42.13	\$ 13.27	\$ 99.87	\$ -
97834	\$ 71.49	\$ 10.99	\$ -	\$ 162.25
97913	\$ 70.34	\$ 75.46	\$ 46.03	\$ 76.86
97906	\$ 62.04	\$ -	\$ -	\$ 62.04
97884	\$ 19.40	\$ 19.40	\$ -	\$ -
97905	\$ 8.83	\$ 8.83	\$ -	\$ -
97909	\$ 125.20	\$ 19.74	\$ 230.65	\$ -
97901	\$ 24.74	\$ 24.74	\$ -	\$ -
97907	\$ 16.87	\$ 16.87	\$ -	\$ -
97903	\$ 44.83	\$ 51.11	\$ 19.74	\$ -
97911	\$ 47.29	\$ 47.29	\$ -	\$ -
97908	\$ 9.67	\$ 9.67	\$ -	\$ -
Grand Total	\$ 419.12	\$ 95.57	\$ 155.13	\$ 804.59

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.

Idaho Power Company
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k. Total number of disconnection communications delivered by vintage (15-day, 5-day, personal contact), by customer class

Zip Code	Irrigation ¹			Large General Commercial			Residential			Small General Commercial			Grand Total
	15-day Notice	5-day Notice	Personal Contact	15-day Notice	5-day Notice	Personal Contact	15-day Notice	5-day Notice	Personal Contact	15-day Notice	5-day Notice	Personal Contact	
97819	-	-	-	-	-	-	3	-	1	-	-	-	4
97834	1	-	-	2	-	-	58	41	44	4	4	4	158
97837	1	-	-	-	-	-	2	2	2	-	-	-	7
97840	-	-	-	-	-	-	2	2	2	1	1	1	9
97870	-	-	-	4	2	3	44	34	35	-	-	-	122
97884	-	-	-	2	2	2	12	6	7	-	-	-	31
97901	5	-	-	1	1	1	50	33	39	3	2	3	138
97902	-	-	-	-	-	-	1	1	1	-	-	-	3
97903	3	-	-	1	2	2	16	16	16	1	-	-	57
97904	-	-	-	-	-	-	7	3	3	1	1	1	16
97905	-	-	-	-	-	-	14	10	10	1	1	1	37
97906	2	-	-	-	-	-	20	17	20	1	1	1	62
97907	-	-	-	3	1	2	78	59	71	-	-	-	214
97908	-	-	-	-	-	-	1	1	1	-	-	-	3
97909	-	-	-	-	-	-	4	2	2	1	-	-	9
97910	4	-	-	4	3	3	33	24	26	-	-	-	97
97911	-	-	-	2	4	4	9	5	5	-	-	-	29
97913	21	-	-	4	4	3	392	294	331	17	9	10	1,085
97914	33	-	-	39	29	33	1,271	1,030	1,106	52	46	51	3,690
97918	34	-	-	12	8	10	352	248	286	10	9	10	979
97920	2	-	-	-	-	-	1	-	-	-	-	-	3
Grand Total	106	-	-	74	56	63	2,370	1,828	2,008	92	74	82	6,753

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

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I. Non-Pay Service Disconnects, by customer class

Zip Code	Disconnects			Grand Total
	Large General Commercial	Residential	Small General Commercial	
97901	-	1	-	1
97907	-	1	-	1
97911	-	2	-	2
97913	-	14	1	15
97914	1	40	8	49
97918	-	10	1	11
Grand Total	1	68	10	79

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m. Service Reconnects, by customer class

Zip Code	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	Grand Total of Reconnected in 0-1 days	Grand Total of Reconnected in 2-7 days
97901	1	-	-	-	1	-
97907	1	-	-	-	1	-
97911	-	2	-	-	-	2
97913	10	2	1	-	11	2
97914	33	3	4	1	37	4
97918	5	2	-	-	5	2
Grand Total	50	9	5	1	55	10

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a. Number of customers, by customer class

Zip Code	Industrial	Irrigation	Large General Commercial	Residential	Small General Commercial	Grand Total
87870	-	1	-	-	-	1
97720	-	-	-	-	2	2
97814	-	-	-	4	1	5
97819	-	15	-	21	6	42
97834	-	33	31	652	102	818
97837	-	30	2	63	16	111
97840	-	-	1	107	17	125
97844	-	1	-	-	-	1
97870	-	21	22	425	65	533
97884	-	23	8	163	48	242
97901	-	110	17	350	71	548
97902	-	1	1	29	6	37
97903	-	44	2	75	27	148
97904	-	21	2	109	50	182
97905	1	20	7	91	47	166
97906	-	56	7	136	42	241
97907	-	16	39	375	113	543
97908	-	56	2	58	40	156
97909	-	88	2	47	21	158
97910	-	71	17	379	87	554
97911	-	1	7	90	28	126
97913	-	442	152	2,080	351	3,025
97914	5	644	501	6,761	1,097	9,008
97917	-	1	-	1	1	3
97918	1	542	115	1,902	418	2,978
97920	-	27	2	33	9	71
97934	-	-	-	-	1	1
97980	-	-	-	-	1	1
Grand Total	7	2,264	937	13,951	2,667	19,826

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

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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		
87870	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97720	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97814	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97819	-	\$ -	4	\$ 5.81	-	\$ -	-	\$ -	4	\$ 5.81
97834	-	\$ -	4	\$ 8.06	10	\$ 62.09	21	\$ 27.45	35	\$ 97.60
97837	-	\$ -	7	\$ 6.01	1	\$ 1.23	2	\$ 0.96	10	\$ 8.20
97840	-	\$ -	-	\$ -	-	\$ -	6	\$ 5.87	6	\$ 5.87
97844	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97870	-	\$ -	1	\$ 0.31	3	\$ 29.45	15	\$ 11.70	19	\$ 41.46
97884	-	\$ -	2	\$ 0.42	4	\$ 36.64	19	\$ 25.70	25	\$ 62.76
97901	-	\$ -	19	\$ 154.16	7	\$ 95.24	12	\$ 12.99	38	\$ 262.39
97902	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97903	-	\$ -	4	\$ 40.93	1	\$ 16.93	7	\$ 9.72	12	\$ 67.58
97904	-	\$ -	3	\$ 27.90	-	\$ -	11	\$ 7.23	14	\$ 35.13
97905	-	\$ -	4	\$ 22.55	-	\$ -	8	\$ 7.49	12	\$ 30.04
97906	-	\$ -	5	\$ 56.87	-	\$ -	10	\$ 8.99	15	\$ 65.86
97907	-	\$ -	3	\$ 0.84	4	\$ 32.36	21	\$ 14.28	28	\$ 47.48
97908	-	\$ -	5	\$ 75.98	-	\$ -	3	\$ 1.05	8	\$ 77.03
97909	-	\$ -	1	\$ 0.33	-	\$ -	4	\$ 5.13	5	\$ 5.46
97910	-	\$ -	19	\$ 139.68	4	\$ 45.14	13	\$ 18.89	36	\$ 203.71
97911	-	\$ -	-	\$ -	1	\$ 7.17	6	\$ 5.69	7	\$ 12.86
97913	-	\$ -	100	\$ 769.90	25	\$ 172.44	69	\$ 116.65	194	\$ 1,058.99
97914	1	\$ 0.20	151	\$ 1,408.77	90	\$ 1,511.06	233	\$ 406.05	475	\$ 3,326.08
97917	-	\$ -	1	\$ 13.30	-	\$ -	-	\$ -	1	\$ 13.30
97918	-	\$ -	127	\$ 1,015.99	19	\$ 127.49	68	\$ 80.85	214	\$ 1,224.33
97920	-	\$ -	2	\$ 56.49	1	\$ 25.78	-	\$ -	3	\$ 82.27
97934	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97980	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
Grand Total	1	\$ 0.20	462	\$ 3,804.30	170	\$ 2,163.02	528	\$ 766.69	1,161	\$ 6,734.21

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	-	12	1	13
97840	-	1	-	1
97870	-	16	-	16
97884	1	3	-	4
97901	-	11	-	11
97903	1	3	-	4
97904	-	1	-	1
97905	-	7	-	7
97906	-	4	-	4
97907	1	19	-	20
97910	-	6	-	6
97913	1	114	4	119
97914	4	349	7	360
97918	1	89	4	94
Grand Total	9	636	16	661

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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	-	-	21	3	24
97840	-	-	2	-	2
97870	-	1	21	1	23
97884	1	-	2	-	3
97901	-	-	24	-	24
97902	-	-	1	-	1
97903	-	2	9	-	11
97904	-	-	4	-	4
97905	-	-	5	-	5
97906	-	-	11	-	11
97907	-	1	25	-	26
97909	-	-	1	-	1
97910	-	1	13	1	15
97911	-	-	3	-	3
97913	1	3	185	7	196
97914	1	23	639	21	684
97918	-	6	138	6	150
Grand Total	3	37	1,104	39	1,183

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, by customer class

Zip Code	Irrigation	Large General Commercial	Residential	Small General Commercial	Grand Total
97834	-	-	11	2	13
97840	-	-	1	-	1
97870	-	2	12	-	14
97884	-	-	3	-	3
97901	-	1	20	-	21
97902	-	-	1	-	1
97903	-	1	6	-	7
97904	-	-	4	-	4
97905	-	-	1	-	1
97906	-	-	9	-	9
97907	-	-	19	-	19
97909	-	-	1	-	1
97910	-	2	9	1	12
97911	-	-	4	-	4
97913	1	1	131	3	136
97914	-	20	437	17	474
97918	-	4	103	4	111
97920	-	-	1	-	1
Grand Total	1	31	773	27	832

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

Zip Code	Large General Commercial	Residential	Small General Commercial	Grand Total
97834	-	2	1	3
97870	-	2	-	2
97901	-	1	-	1
97903	-	1	-	1
97905	-	2	-	2
97907	-	1	-	1
97910	-	1	-	1
97913	-	8	1	9
97914	2	51	2	55
97918	-	13	1	14
Grand Total	2	82	5	89

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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	
97870	-	1	1	-	-	2
97901	2	-	-	-	-	2
97907	1	-	-	-	-	1
97910	2	-	-	-	-	2
97911	-	1	-	-	-	1
97913	8	4	1	-	-	13
97914	38	11	-	-	6	55
97918	8	6	1	-	2	17
Total Recipients	59	23	3	-	8	93

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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	1,324
Small General Commercial	141
Grand Total	1,465

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j. Number of Residential and Small Commercial customers 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	1,324	557	150	617
97914	713	295	64	354
97910	17	4	1	12
97918	227	117	29	81
97870	22	9	3	10
97834	37	21	6	10
97913	168	57	33	78
97840	2	1	-	1
97906	8	4	-	4
97884	13	8	3	2
97905	31	3	3	25
97909	3	2	-	1
97901	20	7	2	11
97907	45	20	4	21
97837	2	-	-	2
97903	12	7	2	3
97904	1	-	-	1
97819	1	-	-	1
97920	2	2	-	-
Small General Commercial	141	81	23	37
97914	53	28	11	14
97910	3	2	-	1
97918	31	18	5	8
97870	3	2	1	-
97834	5	3	-	2
97913	20	5	4	11
97906	1	-	-	1
97884	6	6	-	-
97905	2	2	-	-
97909	2	1	1	-
97901	2	2	-	-
97907	6	6	-	-
97903	5	4	1	-
97911	1	1	-	-
97908	1	1	-	-
Grand Total	1,465	638	173	654

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	\$ 601,634.88	\$ 56,357.71	\$ 25,085.57	\$ 520,191.60
97914	\$ 314,856.35	\$ 29,480.49	\$ 9,523.65	\$ 275,852.21
97910	\$ 6,519.82	\$ 194.97	\$ 877.55	\$ 5,447.30
97918	\$ 101,719.13	\$ 13,591.20	\$ 5,347.85	\$ 82,780.08
97870	\$ 4,040.71	\$ 796.01	\$ 668.66	\$ 2,576.04
97834	\$ 16,816.46	\$ 3,911.19	\$ 950.51	\$ 11,954.76
97913	\$ 65,463.77	\$ 3,323.26	\$ 5,532.64	\$ 56,607.87
97840	\$ 157.94	\$ 48.35	\$ -	\$ 109.59
97906	\$ 12,078.78	\$ 459.03	\$ -	\$ 11,619.75
97884	\$ 5,211.06	\$ 378.32	\$ 357.17	\$ 4,475.57
97905	\$ 7,321.97	\$ 105.65	\$ 340.16	\$ 6,876.16
97909	\$ 679.66	\$ 279.24	\$ -	\$ 400.42
97901	\$ 15,910.27	\$ 449.23	\$ 456.81	\$ 15,004.23
97907	\$ 45,567.43	\$ 2,621.16	\$ 583.15	\$ 42,363.12
97837	\$ 338.02	\$ -	\$ -	\$ 338.02
97903	\$ 3,152.13	\$ 455.57	\$ 447.42	\$ 2,249.14
97904	\$ 603.31	\$ -	\$ -	\$ 603.31
97819	\$ 934.03	\$ -	\$ -	\$ 934.03
97920	\$ 264.04	\$ 264.04	\$ -	\$ -
Small General Commercial	\$ 12,376.49	\$ 4,614.83	\$ 1,751.61	\$ 6,010.05
97914	\$ 7,504.27	\$ 2,819.89	\$ 754.10	\$ 3,930.28
97910	\$ 215.17	\$ 134.98	\$ -	\$ 80.19
97918	\$ 1,888.00	\$ 657.29	\$ 463.13	\$ 767.58
97870	\$ 126.40	\$ 26.53	\$ 99.87	\$ -
97834	\$ 357.47	\$ 32.97	\$ -	\$ 324.50
97913	\$ 1,406.89	\$ 377.31	\$ 184.12	\$ 845.46
97906	\$ 62.04	\$ -	\$ -	\$ 62.04
97884	\$ 116.39	\$ 116.39	\$ -	\$ -
97905	\$ 17.65	\$ 17.65	\$ -	\$ -
97909	\$ 250.39	\$ 19.74	\$ 230.65	\$ -
97901	\$ 49.48	\$ 49.48	\$ -	\$ -
97907	\$ 101.22	\$ 101.22	\$ -	\$ -
97903	\$ 224.16	\$ 204.42	\$ 19.74	\$ -
97911	\$ 47.29	\$ 47.29	\$ -	\$ -
97908	\$ 9.67	\$ 9.67	\$ -	\$ -
Grand Total	\$ 614,011.37	\$ 60,972.54	\$ 26,837.18	\$ 526,201.65

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	\$ 454.41	\$ 101.18	\$ 167.24	\$ 843.10
97914	\$ 441.59	\$ 99.93	\$ 148.81	\$ 779.24
97910	\$ 383.52	\$ 48.74	\$ 877.55	\$ 453.94
97918	\$ 448.10	\$ 116.16	\$ 184.41	\$ 1,021.98
97870	\$ 183.67	\$ 88.45	\$ 222.89	\$ 257.60
97834	\$ 454.50	\$ 186.25	\$ 158.42	\$ 1,195.48
97913	\$ 389.67	\$ 58.30	\$ 167.66	\$ 725.74
97840	\$ 78.97	\$ 48.35	\$ -	\$ 109.59
97906	\$ 1,509.85	\$ 114.76	\$ -	\$ 2,904.94
97884	\$ 400.85	\$ 47.29	\$ 119.06	\$ 2,237.79
97905	\$ 236.19	\$ 35.22	\$ 113.39	\$ 275.05
97909	\$ 226.55	\$ 139.62	\$ -	\$ 400.42
97901	\$ 795.51	\$ 64.18	\$ 228.41	\$ 1,364.02
97907	\$ 1,012.61	\$ 131.06	\$ 145.79	\$ 2,017.29
97837	\$ 169.01	\$ -	\$ -	\$ 169.01
97903	\$ 262.68	\$ 65.08	\$ 223.71	\$ 749.71
97904	\$ 603.31	\$ -	\$ -	\$ 603.31
97819	\$ 934.03	\$ -	\$ -	\$ 934.03
97920	\$ 132.02	\$ 132.02	\$ -	\$ -
Small General Commercial	\$ 87.78	\$ 56.97	\$ 76.16	\$ 162.43
97914	\$ 141.59	\$ 100.71	\$ 68.55	\$ 280.73
97910	\$ 71.72	\$ 67.49	\$ -	\$ 80.19
97918	\$ 60.90	\$ 36.52	\$ 92.63	\$ 95.95
97870	\$ 42.13	\$ 13.27	\$ 99.87	\$ -
97834	\$ 71.49	\$ 10.99	\$ -	\$ 162.25
97913	\$ 70.34	\$ 75.46	\$ 46.03	\$ 76.86
97906	\$ 62.04	\$ -	\$ -	\$ 62.04
97884	\$ 19.40	\$ 19.40	\$ -	\$ -
97905	\$ 8.83	\$ 8.83	\$ -	\$ -
97909	\$ 125.20	\$ 19.74	\$ 230.65	\$ -
97901	\$ 24.74	\$ 24.74	\$ -	\$ -
97907	\$ 16.87	\$ 16.87	\$ -	\$ -
97903	\$ 44.83	\$ 51.11	\$ 19.74	\$ -
97911	\$ 47.29	\$ 47.29	\$ -	\$ -
97908	\$ 9.67	\$ 9.67	\$ -	\$ -
Grand Total	\$ 419.12	\$ 95.57	\$ 155.13	\$ 804.59

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), by customer class

Zip Code	Irrigation ¹			Large General Commercial			Residential			Small General Commercial			Grand Total
	15-day Notice	5-day Notice	Personal Contact	15-day Notice	5-day Notice	Personal Contact	15-day Notice	5-day Notice	Personal Contact	15-day Notice	5-day Notice	Personal Contact	
97819	-	-	-	-	-	-	3	-	1	-	-	-	4
97834	1	-	-	2	-	-	58	41	44	4	4	4	158
97837	1	-	-	-	-	-	2	2	2	-	-	-	7
97840	-	-	-	-	-	-	2	2	2	1	1	1	9
97870	-	-	-	4	2	3	44	34	35	-	-	-	122
97884	-	-	-	2	2	2	12	6	7	-	-	-	31
97901	5	-	-	1	1	1	50	33	39	3	2	3	138
97902	-	-	-	-	-	-	1	1	1	-	-	-	3
97903	3	-	-	1	2	2	16	16	16	1	-	-	57
97904	-	-	-	-	-	-	7	3	3	1	1	1	16
97905	-	-	-	-	-	-	14	10	10	1	1	1	37
97906	2	-	-	-	-	-	20	17	20	1	1	1	62
97907	-	-	-	3	1	2	78	59	71	-	-	-	214
97908	-	-	-	-	-	-	1	1	1	-	-	-	3
97909	-	-	-	-	-	-	4	2	2	1	-	-	9
97910	4	-	-	4	3	3	33	24	26	-	-	-	97
97911	-	-	-	2	4	4	9	5	5	-	-	-	29
97913	21	-	-	4	4	3	392	294	331	17	9	10	1,085
97914	33	-	-	39	29	33	1,271	1,030	1,106	52	46	51	3,690
97918	34	-	-	12	8	10	352	248	286	10	9	10	979
97920	2	-	-	-	-	-	1	-	-	-	-	-	3
Grand Total	106	-	-	74	56	63	2,370	1,828	2,008	92	74	82	6,753

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

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I. Non-Pay Service Disconnects, by customer class

Zip Code	Disconnects			Grand Total
	Large General Commercial	Residential	Small General Commercial	
97901	-	1	-	1
97907	-	1	-	1
97911	-	2	-	2
97913	-	14	1	15
97914	1	40	8	49
97918	-	10	1	11
Grand Total	1	68	10	79

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m. Service Reconnects, by customer class

Zip Code	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	Grand Total of Reconnected in 0-1 days	Grand Total of Reconnected in 2-7 days
97901	1	-	-	-	1	-
97907	1	-	-	-	1	-
97911	-	2	-	-	-	2
97913	10	2	1	-	11	2
97914	33	3	4	1	37	4
97918	5	2	-	-	5	2
Grand Total	50	9	5	1	55	10