



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
lnordstrom@idahopower.com

January 20, 2021

VIA ELECTRONIC FILING

PUC.FilingCenter@state.or.us

Re: UM 2114 – Energy Utilities Reporting; Quarterly Credit and Collections Data for Q4 - 2020

Attention Filing Center:

Pursuant to Order No. 20-401 issued in the above-referenced docket, Idaho Power Company ("Idaho Power") transmits for electronic filing its Quarterly Credit and Collections Data for Q4 - 2020.

If you have any questions, please do not hesitate to contact me or Rate Design Senior Manager, Connie Aschenbrenner at (208) 388-5994.

Very truly yours,

A handwritten signature in black ink that reads "Lisa D. Nordstrom".

Lisa D. Nordstrom

LDN:slb
Enclosures

**Idaho Power Company
COVID-19 Quarterly Report
Q4 2020**

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

Zip Code	Irrigation	Industrial	Large General Commercial	Residential	Small General Commercial	Grand Total
87870	-	1	-	-	-	1
97720	-	-	-	-	1	1
97814	-	-	-	1	1	2
97819	-	15	-	21	6	42
97834	-	31	26	641	100	798
97837	-	30	-	62	18	110
97840	-	-	1	93	12	106
97844	-	1	-	-	-	1
97870	-	18	21	424	64	527
97884	-	20	9	159	45	233
97901	-	98	20	343	67	528
97902	-	1	1	28	5	35
97903	-	41	-	78	28	147
97904	-	19	2	105	50	176
97905	1	20	5	100	44	170
97906	-	50	8	133	39	230
97907	-	16	32	370	116	534
97908	-	56	-	57	41	154
97909	-	89	2	46	21	158
97910	-	64	14	381	91	550
97911	-	2	7	87	27	123
97913	-	405	146	2,061	352	2,964
97914	5	586	494	6,589	1,067	8,741
97917	-	1	-	1	1	3
97918	1	499	117	1,894	414	2,925
97920	-	25	1	33	10	69
97934	-	-	-	-	1	1
97980	-	-	-	-	1	1
Grand Total	7	2,088	906	13,707	2,622	19,330

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

**Idaho Power Company
COVID-19 Quarterly Report
Q4 2020**

b. Number of customers assessed a late payment fee, by customer class

Zip Code	Industrial		Irrigation		Large General Commercial		Total	
	Count	Amount	Count	Amount	Count	Amount	Total Count	Total Amount
97819	-	\$ -	3	\$ 0.09	-	\$ -	3	\$ 0.09
97834	-	\$ -	4	\$ 6.41	1	\$ 17.88	5	\$ 24.29
97837	-	\$ -	8	\$ 95.10	-	\$ -	8	\$ 95.10
97870	-	\$ -	4	\$ 1.75	-	\$ -	4	\$ 1.75
97884	-	\$ -	1	\$ 0.18	-	\$ -	1	\$ 0.18
97901	-	\$ -	28	\$ 155.12	-	\$ -	28	\$ 155.12
97903	-	\$ -	19	\$ 22.60	-	\$ -	19	\$ 22.60
97904	-	\$ -	4	\$ 23.06	-	\$ -	4	\$ 23.06
97905	-	\$ -	8	\$ 48.64	-	\$ -	8	\$ 48.64
97906	-	\$ -	11	\$ 11.88	-	\$ -	11	\$ 11.88
97907	-	\$ -	5	\$ 11.35	-	\$ -	5	\$ 11.35
97908	-	\$ -	17	\$ 206.73	-	\$ -	17	\$ 206.73
97909	-	\$ -	3	\$ 16.16	-	\$ -	3	\$ 16.16
97910	-	\$ -	24	\$ 131.19	-	\$ -	24	\$ 131.19
97911	-	\$ -	1	\$ 8.27	-	\$ -	1	\$ 8.27
97913	-	\$ -	85	\$ 225.46	-	\$ -	85	\$ 225.46
97914	-	\$ -	138	\$ 900.91	-	\$ -	138	\$ 900.91
97918	1	\$ 2,016.78	110	\$ 552.35	-	\$ -	111	\$ 2,569.13
97920	-	\$ -	6	\$ 3.49	-	\$ -	6	\$ 3.49
Grand Total	1	\$ 2,016.78	479	\$ 2,420.74	1	\$ 17.88	481	\$ 4,455.40

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

Idaho Power Company
 COVID-19 Quarterly Report
 Q4 2020

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

Zip code	Large General Commercial	Residential	Small General Commercial	Grand Total
97814	-	1	-	1
97819	-	1	-	1
97834	-	9	-	9
97837	-	2	-	2
97840	-	2	-	2
97870	-	8	-	8
97884	-	3	-	3
97901	-	10	-	10
97903	-	2	-	2
97905	-	4	-	4
97906	-	3	-	3
97907	1	16	-	17
97908	-	1	-	1
97910	-	2	-	2
97913	-	97	2	99
97914	5	387	5	397
97918	2	68	2	72
Grand Total	8	616	9	633

Idaho Power Company
 COVID-19 Quarterly Report
 Q4 2020

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

Zip Code	Large General Commercial	Residential	Small General Commercial	Grand Total
97814	-	1	-	1
97819	-	1	-	1
97834	-	16	-	16
97837	-	3	-	3
97840	-	1	-	1
97870	-	10	-	10
97884	-	4	-	4
97901	-	17	3	20
97902	-	1	-	1
97903	-	4	2	6
97904	-	1	-	1
97905	-	4	-	4
97906	-	4	-	4
97907	1	13	-	14
97908	-	1	-	1
97909	-	2	-	2
97910	-	5	-	5
97911	-	1	-	1
97913	1	149	5	155
97914	12	471	15	498
97918	2	73	3	78
97920	-	1	-	1
Grand Total	16	783	28	827

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

Idaho Power Company
COVID-19 Quarterly Report
Q4 2020

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

Customer Class	Irrigation	Large General Commercial	Residential	Small General Commercial	Grand Total
97814	-	-	1	-	1
97819	-	-	1	-	1
97834	-	-	11	-	11
97837	-	-	3	-	3
97870	-	-	16	1	17
97884	-	-	1	-	1
97901	-	1	12	2	15
97902	-	-	1	-	1
97903	-	-	4	2	6
97904	-	-	2	-	2
97905	-	-	4	1	5
97906	-	-	4	-	4
97907	-	-	10	-	10
97908	-	-	-	1	1
97909	-	-	4	-	4
97910	-	-	7	-	7
97911	-	-	2	-	2
97913	-	2	137	6	145
97914	-	9	406	18	433
97918	-	2	73	3	78
97920	1	-	4	-	5
Grand Total	1	14	703	34	752

Idaho Power Company
 COVID-19 Quarterly Report
 Q4 2020

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

Customer Class	Large General Commercial	Residential	Small General Commercial	Grand Total
97834	-	2	-	2
97884	-	1	-	1
97901	-	2	-	2
97903	-	1	-	1
97906	-	2	-	2
97907	-	1	-	1
97913	-	17	-	17
97914	2	55	2	58
97918	-	6	-	5
Grand Total	2	87	2	91

**Idaho Power Company
COVID-19 Quarterly Report
Q4 2020**

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

The Company's bill payment assistance program was not in effect as of Q4 2020.

**Idaho Power Company
COVID-19 Quarterly Report
Q4 2020**

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

As of Q4 2020, zero customers were taking service under an existing medical payment arrangement.

**Idaho Power Company
COVID-19 Quarterly Report
Q4 2020**

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

Customer Class	Residential	Grand Total
97914	1	1
Grand Total	1	1

**Idaho Power Company
COVID-19 Quarterly Report
Q4 2020**

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

Customer Class	Grand Total of Arrears 31+ Days Past Due
Residential	1,784
Small General Commercial	131
Grand Total	1,915

**Idaho Power Company
COVID-19 Quarterly Report
Q4 2020**

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	1,784	728	262	794
97814	1	-	1	-
97819	2	1	1	-
97834	51	18	7	26
97837	7	4	2	1
97840	3	1	1	1
97870	30	11	7	12
97884	13	8	1	4
97901	20	8	6	6
97903	10	3	-	7
97904	8	8	-	-
97905	23	8	2	13
97906	16	7	3	6
97907	44	14	9	21
97908	5	4	1	-
97909	2	1	-	1
97910	11	6	3	2
97911	4	3	-	1
97913	217	69	41	107
97914	1,087	471	140	476
97918	227	80	37	110
97920	3	3	-	-
Small General Commercial	131	65	20	46
97834	6	3	-	3
97840	1	1	-	-
97870	1	-	1	-
97884	1	-	-	1
97903	2	2	-	-
97905	2	1	-	1
97906	2	1	1	-
97907	2	2	-	-
97908	6	6	-	-
97910	1	-	-	1
97913	19	8	5	6
97914	64	34	7	23
97918	24	7	6	11
Grand Total	1,915	793	282	840

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
COVID-19 Quarterly Report
Q4 2020**

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	\$ 517,918.66	\$ 56,048.92	\$ 41,793.41	\$ 420,076.33
97814	\$ 303.09	\$ -	\$ 303.09	\$ -
97819	\$ 35.45	\$ 10.00	\$ 25.45	\$ -
97834	\$ 20,026.53	\$ 1,357.73	\$ 792.10	\$ 17,876.70
97837	\$ 533.71	\$ 146.12	\$ 335.81	\$ 51.78
97840	\$ 274.71	\$ 37.60	\$ 85.29	\$ 151.82
97870	\$ 5,653.73	\$ 409.24	\$ 692.13	\$ 4,552.36
97884	\$ 2,737.65	\$ 509.07	\$ 192.42	\$ 2,036.16
97901	\$ 7,215.23	\$ 247.46	\$ 1,365.15	\$ 5,602.62
97903	\$ 2,778.29	\$ 226.05	\$ -	\$ 2,552.24
97904	\$ 430.87	\$ 430.87	\$ -	\$ -
97905	\$ 955.39	\$ 306.20	\$ 143.85	\$ 505.34
97906	\$ 8,874.85	\$ 754.58	\$ 880.93	\$ 7,239.34
97907	\$ 18,135.59	\$ 910.54	\$ 2,033.50	\$ 15,191.55
97908	\$ 1,111.68	\$ 829.62	\$ 282.06	\$ -
97909	\$ 1,545.55	\$ 108.47	\$ -	\$ 1,437.08
97910	\$ 1,747.85	\$ 274.91	\$ 179.75	\$ 1,293.19
97911	\$ 946.01	\$ 380.59	\$ -	\$ 565.42
97913	\$ 63,213.64	\$ 3,745.43	\$ 7,995.43	\$ 51,472.78
97914	\$ 310,323.91	\$ 39,868.20	\$ 22,169.92	\$ 248,285.79
97918	\$ 70,921.53	\$ 5,342.84	\$ 4,316.53	\$ 61,262.16
97920	\$ 153.40	\$ 153.40	\$ -	\$ -
Small General Commercial	\$ 17,028.61	\$ 3,983.66	\$ 2,930.57	\$ 10,114.38
97834	\$ 300.56	\$ 143.94	\$ -	\$ 156.62
97840	\$ 18.35	\$ 18.35	\$ -	\$ -
97870	\$ 170.66	\$ -	\$ 170.66	\$ -
97884	\$ 287.60	\$ -	\$ -	\$ 287.60
97903	\$ 67.92	\$ 67.92	\$ -	\$ -
97905	\$ 102.65	\$ 17.14	\$ -	\$ 85.51
97906	\$ 254.68	\$ 231.23	\$ 23.45	\$ -
97907	\$ 189.19	\$ 189.19	\$ -	\$ -
97908	\$ 178.01	\$ 178.01	\$ -	\$ -
97910	\$ 37.68	\$ -	\$ -	\$ 37.68
97913	\$ 2,964.86	\$ 264.73	\$ 963.82	\$ 1,736.31
97914	\$ 9,333.82	\$ 2,597.23	\$ 1,262.30	\$ 5,474.29
97918	\$ 3,122.63	\$ 275.92	\$ 510.34	\$ 2,336.37
Grand Total	\$ 534,947.27	\$ 60,032.58	\$ 44,723.98	\$ 430,190.71

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
COVID-19 Quarterly Report
Q4 2020**

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	\$ 290.31	\$ 76.99	\$ 159.52	\$ 529.06
97814	\$ 303.09	\$ -	\$ 303.09	\$ -
97819	\$ 17.73	\$ 10.00	\$ 25.45	\$ -
97834	\$ 392.68	\$ 75.43	\$ 113.16	\$ 687.57
97837	\$ 76.24	\$ 36.53	\$ 167.91	\$ 51.78
97840	\$ 91.57	\$ 37.60	\$ 85.29	\$ 151.82
97870	\$ 188.46	\$ 37.20	\$ 98.88	\$ 379.36
97884	\$ 210.59	\$ 63.63	\$ 192.42	\$ 509.04
97901	\$ 360.76	\$ 30.93	\$ 227.53	\$ 933.77
97903	\$ 277.83	\$ 75.35	\$ -	\$ 364.61
97904	\$ 53.86	\$ 53.86	\$ -	\$ -
97905	\$ 41.54	\$ 38.28	\$ 71.93	\$ 38.87
97906	\$ 554.68	\$ 107.80	\$ 293.64	\$ 1,206.56
97907	\$ 412.17	\$ 65.04	\$ 225.94	\$ 723.41
97908	\$ 222.34	\$ 207.41	\$ 282.06	\$ -
97909	\$ 772.78	\$ 108.47	\$ -	\$ 1,437.08
97910	\$ 158.90	\$ 45.82	\$ 59.92	\$ 646.60
97911	\$ 236.50	\$ 126.86	\$ -	\$ 565.42
97913	\$ 291.31	\$ 54.28	\$ 195.01	\$ 481.05
97914	\$ 285.49	\$ 84.65	\$ 158.36	\$ 521.61
97918	\$ 312.43	\$ 66.79	\$ 116.66	\$ 556.93
97920	\$ 51.13	\$ 51.13	\$ -	\$ -
Small General Commercial	\$ 129.99	\$ 61.29	\$ 146.53	\$ 219.88
97834	\$ 50.09	\$ 47.98	\$ -	\$ 52.21
97840	\$ 18.35	\$ 18.35	\$ -	\$ -
97870	\$ 170.66	\$ -	\$ 170.66	\$ -
97884	\$ 287.60	\$ -	\$ -	\$ 287.60
97903	\$ 33.96	\$ 33.96	\$ -	\$ -
97905	\$ 51.33	\$ 17.14	\$ -	\$ 85.51
97906	\$ 127.34	\$ 231.23	\$ 23.45	\$ -
97907	\$ 94.60	\$ 94.60	\$ -	\$ -
97908	\$ 29.67	\$ 29.67	\$ -	\$ -
97910	\$ 37.68	\$ -	\$ -	\$ 37.68
97913	\$ 156.05	\$ 33.09	\$ 192.76	\$ 289.39
97914	\$ 145.84	\$ 76.39	\$ 180.33	\$ 238.01
97918	\$ 130.11	\$ 39.42	\$ 85.06	\$ 212.40
Grand Total	\$ 279.35	\$ 75.70	\$ 158.60	\$ 512.13

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
 COVID-19 Quarterly Report
 Q4 2020**

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

Zip Code	Irrigation		Large General Commercial	Residential	Small General Commercial	Grand Total
	15 Day Notice	5 Day Notice	Personal Contact (Dialer)	Personal Contact (Dialer)	Personal Contact (Dialer)	
97814	-	-	-	2	-	2
97834	2	1	3	72	1	79
97837	6	4	-	4	-	14
97840	-	-	-	3	-	3
97870	1	-	-	39	3	43
97884	-	-	3	12	1	16
97901	9	7	2	53	2	73
97902	-	-	-	3	-	3
97903	-	-	-	11	4	15
97904	1	1	-	3	-	5
97905	3	1	-	7	-	11
97906	1	-	-	32	-	33
97907	-	-	1	64	-	65
97908	2	2	-	1	1	6
97909	1	-	-	4	1	6
97910	3	3	-	7	-	13
97911	-	-	1	4	-	5
97913	26	8	5	470	18	527
97914	28	16	71	1,394	65	1,574
97918	18	12	4	366	30	430
97920	-	-	-	-	1	1
Grand Total	101	55	90	2,551	127	2,924

**Idaho Power Company
COVID-19 Quarterly Report
Q4 2020**

I. Non-pay service disconnects, by customer class

Disconnects		
Zip Code	Irrigation	Grand Total
97834	1	1
97901	1	1
97905	1	1
97913	5	5
97914	18	18
97918	11	11
Grand Total	37	37

Idaho Power Company
 COVID-19 Quarterly Report
 Q4 2020

m. Service reconnects, by customer class

Zip Code	Irrigation		All Customer Classes	
	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
97905	-	1	-	1
97914	-	1	-	1
Total	-	2	-	2