

**Idaho Power Company
COVID-19 Monthly Report
January 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	-	-	-	3	1	4
97819	-	15	-	21	6	42
97834	-	32	31	650	98	811
97837	-	25	-	63	18	106
97840	-	-	2	91	14	107
97844	-	1	-	-	-	1
97870	-	18	20	423	67	528
97884	-	23	7	162	49	241
97901	-	104	20	349	67	540
97902	-	1	1	28	5	35
97903	-	41	1	77	27	146
97904	-	20	2	107	50	179
97905	1	19	6	99	43	168
97906	-	50	7	134	41	232
97907	-	15	35	372	116	538
97908	-	56	1	58	41	156
97909	-	89	2	46	21	158
97910	-	67	16	382	88	553
97911	-	2	6	89	29	126
97913	-	416	145	2,065	357	2,983
97914	5	597	496	6,640	1,086	8,824
97917	-	1	-	1	1	3
97918	1	526	120	1,898	413	2,958
97920	-	28	2	33	9	72
97934	-	-	-	-	1	1
97980	-	-	-	-	1	1
Grand Total	7	2,147	920	13,791	2,651	19,516

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	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97834	-	\$ -	-	\$ -	5	\$ 20.95	6	\$ 11.28	11	\$ 32.23
97837	-	\$ -	1	\$ 4.69	-	\$ -	-	\$ -	1	\$ 4.69
97840	-	\$ -	-	\$ -	-	\$ -	1	\$ 0.10	1	\$ 0.10
97844	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97870	-	\$ -	-	\$ -	2	\$ 1.98	12	\$ 6.31	14	\$ 8.29
97884	-	\$ -	1	\$ 0.06	1	\$ 6.40	8	\$ 2.62	10	\$ 9.08
97901	-	\$ -	3	\$ 1.37	11	\$ 162.95	13	\$ 9.03	27	\$ 173.35
97902	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97903	-	\$ -	-	\$ -	1	\$ 8.29	4	\$ 2.67	5	\$ 10.96
97904	-	\$ -	-	\$ -	-	\$ -	1	\$ 1.76	1	\$ 1.76
97905	-	\$ -	2	\$ 0.06	-	\$ -	4	\$ 1.37	6	\$ 1.43
97906	-	\$ -	2	\$ 9.00	1	\$ 12.74	13	\$ 12.21	16	\$ 33.95
97907	-	\$ -	-	\$ -	5	\$ 31.95	12	\$ 6.68	17	\$ 38.63
97908	-	\$ -	1	\$ 0.03	-	\$ -	7	\$ 3.89	8	\$ 3.92
97909	-	\$ -	-	\$ -	-	\$ -	4	\$ 2.03	4	\$ 2.03
97910	-	\$ -	6	\$ 0.87	2	\$ 13.45	12	\$ 8.13	20	\$ 22.45
97911	-	\$ -	-	\$ -	1	\$ 3.62	9	\$ 5.22	10	\$ 8.84
97913	-	\$ -	10	\$ 0.47	18	\$ 86.66	36	\$ 28.38	64	\$ 115.51
97914	-	\$ -	17	\$ 5.95	71	\$ 745.86	163	\$ 146.62	251	\$ 898.43
97917	-	\$ -	1	\$ 0.02	-	\$ -	1	\$ 0.36	2	\$ 0.38
97918	1	\$ 3,492.54	20	\$ 13.39	19	\$ 167.70	62	\$ 49.72	102	\$ 3,723.35
97920	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97934	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97980	-	\$ -	-	\$ -	-	\$ -	1	\$ 0.76	1	\$ 0.76
Grand Total	1	\$ 3,492.54	64	\$ 35.91	137	\$ 1,262.55	369	\$ 299.14	571	\$ 5,090.14

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	-	13	2	15
97870	-	9	-	9
97884	-	3	-	3
97901	1	9	-	10
97903	-	4	-	4
97904	-	1	-	1
97905	-	5	-	5
97906	-	5	-	5
97907	-	16	1	17
97910	1	3	-	4
97911	2	2	-	4
97913	2	89	3	94
97914	8	325	6	339
97918	-	82	2	84
Grand Total	14	567	14	595

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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	-	11	-	11
97870	-	9	-	9
97884	-	5	-	5
97901	1	6	-	7
97903	-	3	-	3
97904	-	1	-	1
97905	-	3	-	3
97906	-	1	-	1
97907	2	14	1	17
97910	2	5	-	7
97911	-	1	-	1
97913	3	86	2	91
97914	8	279	4	291
97918	-	63	3	66
Grand Total	16	489	10	515

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

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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	1,428
Small General Commercial	127
Grand Total	1,555

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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	1,428	554	200	674
97819	1	-	-	1
97834	34	17	9	8
97837	5	-	3	2
97840	2	-	1	1
97870	28	13	3	12
97884	14	7	3	4
97901	13	7	1	5
97902	1	1	-	-
97903	15	7	5	3
97904	3	1	-	2
97905	26	6	6	14
97906	5	1	-	4
97907	45	16	11	18
97909	3	3	-	-
97910	16	4	2	10
97911	7	7	-	-
97913	179	67	31	81
97914	808	310	82	416
97918	220	87	43	90
97920	3	-	-	3
Small General Commercial	127	64	25	38
97834	7	1	2	4
97840	1	1	-	-
97870	2	1	-	1
97884	4	3	-	1
97901	1	1	-	-
97903	2	-	1	1
97905	3	3	-	-
97906	2	2	-	-
97907	3	3	-	-
97909	4	2	2	-
97910	3	2	1	-
97911	1	1	-	-
97913	16	8	1	7
97914	56	27	12	17
97917	1	1	-	-
97918	20	7	6	7
97980	1	1	-	-
Grand Total	1,555	618	225	712

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	\$ 491,219.81	\$ 49,509.26	\$ 33,727.76	\$ 407,982.79
97819	\$ 684.14	\$ -	\$ -	\$ 684.14
97834	\$ 9,042.58	\$ 2,021.04	\$ 1,463.84	\$ 5,557.70
97837	\$ 705.22	\$ -	\$ 232.57	\$ 472.65
97840	\$ 269.79	\$ -	\$ 166.38	\$ 103.41
97870	\$ 6,488.75	\$ 1,333.36	\$ 390.92	\$ 4,764.47
97884	\$ 5,164.39	\$ 580.77	\$ 530.57	\$ 4,053.05
97901	\$ 9,665.91	\$ 828.85	\$ 57.83	\$ 8,779.23
97902	\$ 22.73	\$ 22.73	\$ -	\$ -
97903	\$ 2,889.92	\$ 539.08	\$ 726.86	\$ 1,623.98
97904	\$ 812.81	\$ 14.44	\$ -	\$ 798.37
97905	\$ 1,950.78	\$ 427.65	\$ 438.75	\$ 1,084.38
97906	\$ 12,242.42	\$ 43.45	\$ -	\$ 12,198.97
97907	\$ 34,210.30	\$ 2,389.76	\$ 2,109.68	\$ 29,710.86
97909	\$ 379.36	\$ 379.36	\$ -	\$ -
97910	\$ 2,917.53	\$ 308.73	\$ 273.95	\$ 2,334.85
97911	\$ 1,278.81	\$ 1,278.81	\$ -	\$ -
97913	\$ 51,441.34	\$ 4,775.48	\$ 4,974.52	\$ 41,691.34
97914	\$ 275,053.17	\$ 25,393.80	\$ 13,819.50	\$ 235,839.87
97918	\$ 75,466.88	\$ 9,171.95	\$ 8,542.39	\$ 57,752.54
97920	\$ 532.98	\$ -	\$ -	\$ 532.98
Small General Commercial	\$ 10,705.08	\$ 2,675.22	\$ 3,591.34	\$ 4,438.52
97834	\$ 1,567.90	\$ 11.02	\$ 828.91	\$ 727.97
97840	\$ 9.67	\$ 9.67	\$ -	\$ -
97870	\$ 78.63	\$ 0.36	\$ -	\$ 78.27
97884	\$ 47.37	\$ 5.37	\$ -	\$ 42.00
97901	\$ 0.81	\$ 0.81	\$ -	\$ -
97903	\$ 90.57	\$ -	\$ 19.44	\$ 71.13
97905	\$ 3.53	\$ 3.53	\$ -	\$ -
97906	\$ 175.73	\$ 175.73	\$ -	\$ -
97907	\$ 3.07	\$ 3.07	\$ -	\$ -
97909	\$ 201.76	\$ 157.90	\$ 43.86	\$ -
97910	\$ 47.04	\$ 0.77	\$ 46.27	\$ -
97911	\$ 220.99	\$ 220.99	\$ -	\$ -
97913	\$ 1,566.80	\$ 241.45	\$ 58.51	\$ 1,266.84
97914	\$ 5,135.98	\$ 1,346.03	\$ 1,985.46	\$ 1,804.49
97917	\$ 26.48	\$ 26.48	\$ -	\$ -
97918	\$ 1,528.19	\$ 471.48	\$ 608.89	\$ 447.82
97980	\$ 0.56	\$ 0.56	\$ -	\$ -
Grand Total	\$ 501,924.89	\$ 52,184.48	\$ 37,319.10	\$ 412,421.31

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	\$ 343.99	\$ 89.37	\$ 168.64	\$ 605.32
97819	\$ 684.14	\$ -	\$ -	\$ 684.14
97834	\$ 265.96	\$ 118.88	\$ 162.65	\$ 694.71
97837	\$ 141.04	\$ -	\$ 77.52	\$ 236.33
97840	\$ 134.90	\$ -	\$ 166.38	\$ 103.41
97870	\$ 231.74	\$ 102.57	\$ 130.31	\$ 397.04
97884	\$ 368.89	\$ 82.97	\$ 176.86	\$ 1,013.26
97901	\$ 743.53	\$ 118.41	\$ 57.83	\$ 1,755.85
97902	\$ 22.73	\$ 22.73	\$ -	\$ -
97903	\$ 192.66	\$ 77.01	\$ 145.37	\$ 541.33
97904	\$ 270.94	\$ 14.44	\$ -	\$ 399.19
97905	\$ 75.03	\$ 71.28	\$ 73.13	\$ 77.46
97906	\$ 2,448.48	\$ 43.45	\$ -	\$ 3,049.74
97907	\$ 760.23	\$ 149.36	\$ 191.79	\$ 1,650.60
97909	\$ 126.45	\$ 126.45	\$ -	\$ -
97910	\$ 182.35	\$ 77.18	\$ 136.98	\$ 233.49
97911	\$ 182.69	\$ 182.69	\$ -	\$ -
97913	\$ 287.38	\$ 71.28	\$ 160.47	\$ 514.71
97914	\$ 340.41	\$ 81.92	\$ 168.53	\$ 566.92
97918	\$ 343.03	\$ 105.42	\$ 198.66	\$ 641.69
97920	\$ 177.66	\$ -	\$ -	\$ 177.66
Small General Commercial	\$ 84.29	\$ 41.80	\$ 143.65	\$ 116.80
97834	\$ 223.99	\$ 11.02	\$ 414.46	\$ 181.99
97840	\$ 9.67	\$ 9.67	\$ -	\$ -
97870	\$ 39.32	\$ 0.36	\$ -	\$ 78.27
97884	\$ 11.84	\$ 1.79	\$ -	\$ 42.00
97901	\$ 0.81	\$ 0.81	\$ -	\$ -
97903	\$ 45.29	\$ -	\$ 19.44	\$ 71.13
97905	\$ 1.18	\$ 1.18	\$ -	\$ -
97906	\$ 87.87	\$ 87.87	\$ -	\$ -
97907	\$ 1.02	\$ 1.02	\$ -	\$ -
97909	\$ 50.44	\$ 78.95	\$ 21.93	\$ -
97910	\$ 15.68	\$ 0.39	\$ 46.27	\$ -
97911	\$ 220.99	\$ 220.99	\$ -	\$ -
97913	\$ 97.93	\$ 30.18	\$ 58.51	\$ 180.98
97914	\$ 91.71	\$ 49.85	\$ 165.46	\$ 106.15
97917	\$ 26.48	\$ 26.48	\$ -	\$ -
97918	\$ 76.41	\$ 67.35	\$ 101.48	\$ 63.97
97980	\$ 0.56	\$ 0.56	\$ -	\$ -
Grand Total	\$ 322.78	\$ 84.44	\$ 165.86	\$ 579.24

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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I. Non-pay service disconnects, by customer class

Disconnects				
Zip Code	Irrigation	Residential	Small General Commercial	Grand Total
97837	1	-	-	1
97906	2	-	-	2
97913	-	5	-	5
97914	1	12	1	14
97918	2	1	1	4
Grand Total	6	18	2	26

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m. Service Reconnects, by customer class

Zip Code	Irrigation		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
97906	1	-	-	-	-	-	1	-
97913	-	-	4	-	-	-	4	-
97914	-	1	8	2	-	-	8	3
97918	-	-	1	-	1	-	2	-
Grand Total	1	1	13	2	1	-	15	3

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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	-	-	-	3	1	4
97819	-	15	-	21	6	42
97834	-	32	31	650	98	811
97837	-	25	-	63	18	106
97840	-	-	2	91	14	107
97844	-	1	-	-	-	1
97870	-	18	20	423	67	528
97884	-	23	7	162	49	241
97901	-	104	20	349	67	540
97902	-	1	1	28	5	35
97903	-	41	1	77	27	146
97904	-	20	2	107	50	179
97905	1	19	6	99	43	168
97906	-	50	7	134	41	232
97907	-	15	35	372	116	538
97908	-	56	1	58	41	156
97909	-	89	2	46	21	158
97910	-	67	16	382	88	553
97911	-	2	6	89	29	126
97913	-	416	145	2,065	357	2,983
97914	5	597	496	6,640	1,086	8,824
97917	-	1	-	1	1	3
97918	1	526	120	1,898	413	2,958
97920	-	28	2	33	9	72
97934	-	-	-	-	1	1
97980	-	-	-	-	1	1
Grand Total	7	2,147	920	13,791	2,651	19,516

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	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97834	-	\$ -	-	\$ -	5	\$ 20.95	6	\$ 11.28	11	\$ 32.23
97837	-	\$ -	1	\$ 4.69	-	\$ -	-	\$ -	1	\$ 4.69
97840	-	\$ -	-	\$ -	-	\$ -	1	\$ 0.10	1	\$ 0.10
97844	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97870	-	\$ -	-	\$ -	2	\$ 1.98	12	\$ 6.31	14	\$ 8.29
97884	-	\$ -	1	\$ 0.06	1	\$ 6.40	8	\$ 2.62	10	\$ 9.08
97901	-	\$ -	3	\$ 1.37	11	\$ 162.95	13	\$ 9.03	27	\$ 173.35
97902	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97903	-	\$ -	-	\$ -	1	\$ 8.29	4	\$ 2.67	5	\$ 10.96
97904	-	\$ -	-	\$ -	-	\$ -	1	\$ 1.76	1	\$ 1.76
97905	-	\$ -	2	\$ 0.06	-	\$ -	4	\$ 1.37	6	\$ 1.43
97906	-	\$ -	2	\$ 9.00	1	\$ 12.74	13	\$ 12.21	16	\$ 33.95
97907	-	\$ -	-	\$ -	5	\$ 31.95	12	\$ 6.68	17	\$ 38.63
97908	-	\$ -	1	\$ 0.03	-	\$ -	7	\$ 3.89	8	\$ 3.92
97909	-	\$ -	-	\$ -	-	\$ -	4	\$ 2.03	4	\$ 2.03
97910	-	\$ -	6	\$ 0.87	2	\$ 13.45	12	\$ 8.13	20	\$ 22.45
97911	-	\$ -	-	\$ -	1	\$ 3.62	9	\$ 5.22	10	\$ 8.84
97913	-	\$ -	10	\$ 0.47	18	\$ 86.66	36	\$ 28.38	64	\$ 115.51
97914	-	\$ -	17	\$ 5.95	71	\$ 745.86	163	\$ 146.62	251	\$ 898.43
97917	-	\$ -	1	\$ 0.02	-	\$ -	1	\$ 0.36	2	\$ 0.38
97918	1	\$ 3,492.54	20	\$ 13.39	19	\$ 167.70	62	\$ 49.72	102	\$ 3,723.35
97920	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97934	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -
97980	-	\$ -	-	\$ -	-	\$ -	1	\$ 0.76	1	\$ 0.76
Grand Total	1	\$ 3,492.54	64	\$ 35.91	137	\$ 1,262.55	369	\$ 299.14	571	\$ 5,090.14

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	-	13	2	15
97870	-	9	-	9
97884	-	3	-	3
97901	1	9	-	10
97903	-	4	-	4
97904	-	1	-	1
97905	-	5	-	5
97906	-	5	-	5
97907	-	16	1	17
97910	1	3	-	4
97911	2	2	-	4
97913	2	89	3	94
97914	8	325	6	339
97918	-	82	2	84
Grand Total	14	567	14	595

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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	-	11	-	11
97870	-	9	-	9
97884	-	5	-	5
97901	1	6	-	7
97903	-	3	-	3
97904	-	1	-	1
97905	-	3	-	3
97906	-	1	-	1
97907	2	14	1	17
97910	2	5	-	7
97911	-	1	-	1
97913	3	86	2	91
97914	8	279	4	291
97918	-	63	3	66
Grand Total	16	489	10	515

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

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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	1,428
Small General Commercial	127
Grand Total	1,555

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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	1,428	554	200	674
97819	1	-	-	1
97834	34	17	9	8
97837	5	-	3	2
97840	2	-	1	1
97870	28	13	3	12
97884	14	7	3	4
97901	13	7	1	5
97902	1	1	-	-
97903	15	7	5	3
97904	3	1	-	2
97905	26	6	6	14
97906	5	1	-	4
97907	45	16	11	18
97909	3	3	-	-
97910	16	4	2	10
97911	7	7	-	-
97913	179	67	31	81
97914	808	310	82	416
97918	220	87	43	90
97920	3	-	-	3
Small General Commercial	127	64	25	38
97834	7	1	2	4
97840	1	1	-	-
97870	2	1	-	1
97884	4	3	-	1
97901	1	1	-	-
97903	2	-	1	1
97905	3	3	-	-
97906	2	2	-	-
97907	3	3	-	-
97909	4	2	2	-
97910	3	2	1	-
97911	1	1	-	-
97913	16	8	1	7
97914	56	27	12	17
97917	1	1	-	-
97918	20	7	6	7
97980	1	1	-	-
Grand Total	1,555	618	225	712

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	\$ 491,219.81	\$ 49,509.26	\$ 33,727.76	\$ 407,982.79
97819	\$ 684.14	\$ -	\$ -	\$ 684.14
97834	\$ 9,042.58	\$ 2,021.04	\$ 1,463.84	\$ 5,557.70
97837	\$ 705.22	\$ -	\$ 232.57	\$ 472.65
97840	\$ 269.79	\$ -	\$ 166.38	\$ 103.41
97870	\$ 6,488.75	\$ 1,333.36	\$ 390.92	\$ 4,764.47
97884	\$ 5,164.39	\$ 580.77	\$ 530.57	\$ 4,053.05
97901	\$ 9,665.91	\$ 828.85	\$ 57.83	\$ 8,779.23
97902	\$ 22.73	\$ 22.73	\$ -	\$ -
97903	\$ 2,889.92	\$ 539.08	\$ 726.86	\$ 1,623.98
97904	\$ 812.81	\$ 14.44	\$ -	\$ 798.37
97905	\$ 1,950.78	\$ 427.65	\$ 438.75	\$ 1,084.38
97906	\$ 12,242.42	\$ 43.45	\$ -	\$ 12,198.97
97907	\$ 34,210.30	\$ 2,389.76	\$ 2,109.68	\$ 29,710.86
97909	\$ 379.36	\$ 379.36	\$ -	\$ -
97910	\$ 2,917.53	\$ 308.73	\$ 273.95	\$ 2,334.85
97911	\$ 1,278.81	\$ 1,278.81	\$ -	\$ -
97913	\$ 51,441.34	\$ 4,775.48	\$ 4,974.52	\$ 41,691.34
97914	\$ 275,053.17	\$ 25,393.80	\$ 13,819.50	\$ 235,839.87
97918	\$ 75,466.88	\$ 9,171.95	\$ 8,542.39	\$ 57,752.54
97920	\$ 532.98	\$ -	\$ -	\$ 532.98
Small General Commercial	\$ 10,705.08	\$ 2,675.22	\$ 3,591.34	\$ 4,438.52
97834	\$ 1,567.90	\$ 11.02	\$ 828.91	\$ 727.97
97840	\$ 9.67	\$ 9.67	\$ -	\$ -
97870	\$ 78.63	\$ 0.36	\$ -	\$ 78.27
97884	\$ 47.37	\$ 5.37	\$ -	\$ 42.00
97901	\$ 0.81	\$ 0.81	\$ -	\$ -
97903	\$ 90.57	\$ -	\$ 19.44	\$ 71.13
97905	\$ 3.53	\$ 3.53	\$ -	\$ -
97906	\$ 175.73	\$ 175.73	\$ -	\$ -
97907	\$ 3.07	\$ 3.07	\$ -	\$ -
97909	\$ 201.76	\$ 157.90	\$ 43.86	\$ -
97910	\$ 47.04	\$ 0.77	\$ 46.27	\$ -
97911	\$ 220.99	\$ 220.99	\$ -	\$ -
97913	\$ 1,566.80	\$ 241.45	\$ 58.51	\$ 1,266.84
97914	\$ 5,135.98	\$ 1,346.03	\$ 1,985.46	\$ 1,804.49
97917	\$ 26.48	\$ 26.48	\$ -	\$ -
97918	\$ 1,528.19	\$ 471.48	\$ 608.89	\$ 447.82
97980	\$ 0.56	\$ 0.56	\$ -	\$ -
Grand Total	\$ 501,924.89	\$ 52,184.48	\$ 37,319.10	\$ 412,421.31

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	\$ 343.99	\$ 89.37	\$ 168.64	\$ 605.32
97819	\$ 684.14	\$ -	\$ -	\$ 684.14
97834	\$ 265.96	\$ 118.88	\$ 162.65	\$ 694.71
97837	\$ 141.04	\$ -	\$ 77.52	\$ 236.33
97840	\$ 134.90	\$ -	\$ 166.38	\$ 103.41
97870	\$ 231.74	\$ 102.57	\$ 130.31	\$ 397.04
97884	\$ 368.89	\$ 82.97	\$ 176.86	\$ 1,013.26
97901	\$ 743.53	\$ 118.41	\$ 57.83	\$ 1,755.85
97902	\$ 22.73	\$ 22.73	\$ -	\$ -
97903	\$ 192.66	\$ 77.01	\$ 145.37	\$ 541.33
97904	\$ 270.94	\$ 14.44	\$ -	\$ 399.19
97905	\$ 75.03	\$ 71.28	\$ 73.13	\$ 77.46
97906	\$ 2,448.48	\$ 43.45	\$ -	\$ 3,049.74
97907	\$ 760.23	\$ 149.36	\$ 191.79	\$ 1,650.60
97909	\$ 126.45	\$ 126.45	\$ -	\$ -
97910	\$ 182.35	\$ 77.18	\$ 136.98	\$ 233.49
97911	\$ 182.69	\$ 182.69	\$ -	\$ -
97913	\$ 287.38	\$ 71.28	\$ 160.47	\$ 514.71
97914	\$ 340.41	\$ 81.92	\$ 168.53	\$ 566.92
97918	\$ 343.03	\$ 105.42	\$ 198.66	\$ 641.69
97920	\$ 177.66	\$ -	\$ -	\$ 177.66
Small General Commercial	\$ 84.29	\$ 41.80	\$ 143.65	\$ 116.80
97834	\$ 223.99	\$ 11.02	\$ 414.46	\$ 181.99
97840	\$ 9.67	\$ 9.67	\$ -	\$ -
97870	\$ 39.32	\$ 0.36	\$ -	\$ 78.27
97884	\$ 11.84	\$ 1.79	\$ -	\$ 42.00
97901	\$ 0.81	\$ 0.81	\$ -	\$ -
97903	\$ 45.29	\$ -	\$ 19.44	\$ 71.13
97905	\$ 1.18	\$ 1.18	\$ -	\$ -
97906	\$ 87.87	\$ 87.87	\$ -	\$ -
97907	\$ 1.02	\$ 1.02	\$ -	\$ -
97909	\$ 50.44	\$ 78.95	\$ 21.93	\$ -
97910	\$ 15.68	\$ 0.39	\$ 46.27	\$ -
97911	\$ 220.99	\$ 220.99	\$ -	\$ -
97913	\$ 97.93	\$ 30.18	\$ 58.51	\$ 180.98
97914	\$ 91.71	\$ 49.85	\$ 165.46	\$ 106.15
97917	\$ 26.48	\$ 26.48	\$ -	\$ -
97918	\$ 76.41	\$ 67.35	\$ 101.48	\$ 63.97
97980	\$ 0.56	\$ 0.56	\$ -	\$ -
Grand Total	\$ 322.78	\$ 84.44	\$ 165.86	\$ 579.24

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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I. Non-pay service disconnects, by customer class

Disconnects				
Zip Code	Irrigation	Residential	Small General Commercial	Grand Total
97837	1	-	-	1
97906	2	-	-	2
97913	-	5	-	5
97914	1	12	1	14
97918	2	1	1	4
Grand Total	6	18	2	26

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m. Service Reconnects, by customer class

Zip Code	Irrigation		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
97906	1	-	-	-	-	-	1	-
97913	-	-	4	-	-	-	4	-
97914	-	1	8	2	-	-	8	3
97918	-	-	1	-	1	-	2	-
Grand Total	1	1	13	2	1	-	15	3