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VIA ELECTRONIC FILING

PUC.FilingCenter@puc.oregon.gov

Re: RE 187 – Idaho Power Company’s Monthly Credit and Collections Data for March 2021

Attention Filing Center:

Pursuant to Order No. 20-401 issued in UM 2114, Idaho Power Company (“Idaho Power” or “Company”) transmits for electronic filing its Monthly Credit and Collections Data for March 2021. Additionally, the Company has also included within this filing its responses to Staff’s standing Information Request Nos. 25 and 26 issued under Docket No. UM 2114.

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 black ink that reads "Lisa D. Nordstrom".

Lisa D. Nordstrom

LDN:slb
Enclosure

**Idaho Power Company
COVID-19 Monthly Report
March 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 | - | - | - | - | 1 | 1 |
| 97814 | - | - | - | 2 | 1 | 3 |
| 97819 | - | 15 | - | 21 | 6 | 42 |
| 97834 | - | 31 | 26 | 641 | 101 | 799 |
| 97837 | - | 29 | - | 63 | 18 | 110 |
| 97840 | - | - | 1 | 95 | 12 | 108 |
| 97844 | - | 1 | - | - | - | 1 |
| 97870 | - | 18 | 19 | 424 | 67 | 528 |
| 97884 | - | 20 | 9 | 160 | 45 | 234 |
| 97901 | - | 101 | 21 | 344 | 66 | 532 |
| 97902 | - | 1 | 1 | 28 | 5 | 35 |
| 97903 | - | 41 | 1 | 77 | 27 | 146 |
| 97904 | - | 19 | 3 | 106 | 49 | 177 |
| 97905 | 1 | 19 | 6 | 99 | 44 | 169 |
| 97906 | - | 51 | 6 | 133 | 42 | 232 |
| 97907 | - | 16 | 32 | 369 | 117 | 534 |
| 97908 | - | 56 | 1 | 57 | 40 | 154 |
| 97909 | - | 89 | 2 | 46 | 21 | 158 |
| 97910 | - | 64 | 17 | 382 | 88 | 551 |
| 97911 | - | 2 | 7 | 87 | 28 | 124 |
| 97913 | - | 406 | 148 | 2,056 | 347 | 2,957 |
| 97914 | 5 | 581 | 488 | 6,603 | 1,076 | 8,753 |
| 97917 | - | 1 | - | 1 | 1 | 3 |
| 97918 | 1 | 500 | 115 | 1,893 | 415 | 2,924 |
| 97920 | - | 27 | 1 | 33 | 10 | 71 |
| 97934 | - | - | - | - | 1 | 1 |
| 97980 | - | - | - | - | 1 | 1 |
| Grand Total | 7 | 2,089 | 904 | 13,720 | 2,629 | 19,349 |

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

**Idaho Power Company
COVID-19 Monthly Report
March 2021**

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 | | |
| 97834 | - | \$ - | 10 | \$ 0.47 | 11 | \$ 227.69 | 29 | \$ 34.41 | 50 | \$ 262.57 |
| 97837 | - | \$ - | 7 | \$ 0.21 | - | \$ - | 2 | \$ 3.95 | 9 | \$ 4.16 |
| 97870 | - | \$ - | 2 | \$ 0.06 | 3 | \$ 7.80 | 6 | \$ 6.14 | 11 | \$ 14.00 |
| 97884 | - | \$ - | - | \$ - | 1 | \$ 10.17 | 2 | \$ 0.91 | 3 | \$ 11.08 |
| 97901 | - | \$ - | 8 | \$ 0.33 | 3 | \$ 25.66 | 10 | \$ 10.72 | 21 | \$ 36.71 |
| 97903 | - | \$ - | 4 | \$ 0.15 | - | \$ - | - | \$ - | 4 | \$ 0.15 |
| 97904 | - | \$ - | 1 | \$ 0.03 | - | \$ - | 5 | \$ 1.98 | 6 | \$ 2.01 |
| 97905 | - | \$ - | 3 | \$ 0.12 | - | \$ - | 2 | \$ 0.69 | 5 | \$ 0.81 |
| 97906 | - | \$ - | 9 | \$ 0.37 | 1 | \$ 3.75 | 9 | \$ 7.79 | 19 | \$ 11.91 |
| 97907 | - | \$ - | 1 | \$ 0.03 | 1 | \$ 0.01 | 4 | \$ 2.16 | 6 | \$ 2.20 |
| 97908 | - | \$ - | - | \$ - | - | \$ - | 2 | \$ 1.50 | 2 | \$ 1.50 |
| 97909 | - | \$ - | 3 | \$ 0.44 | - | \$ - | - | \$ - | 3 | \$ 0.44 |
| 97910 | - | \$ - | 11 | \$ 0.43 | 3 | \$ 4.38 | 12 | \$ 5.94 | 26 | \$ 10.75 |
| 97911 | - | \$ - | - | \$ - | 4 | \$ 40.30 | 4 | \$ 0.81 | 8 | \$ 41.11 |
| 97913 | - | \$ - | 28 | \$ 1.47 | 12 | \$ 66.62 | 42 | \$ 53.47 | 82 | \$ 121.56 |
| 97914 | - | \$ - | 51 | \$ 3.58 | 53 | \$ 525.69 | 124 | \$ 130.80 | 228 | \$ 660.07 |
| 97918 | 1 | \$ 1,078.41 | 45 | \$ 3.58 | 11 | \$ 125.20 | 61 | \$ 45.47 | 118 | \$ 1,252.66 |
| 97920 | - | \$ - | 5 | \$ 0.15 | - | \$ - | - | \$ - | 5 | \$ 0.15 |
| 97934 | - | \$ - | - | \$ - | - | \$ - | 1 | \$ 0.63 | 1 | \$ 0.63 |
| Grand Total | 1 | \$ 1,078.41 | 188 | \$ 11.42 | 103 | \$ 1,037.27 | 315 | \$ 307.37 | 607 | \$ 2,434.47 |

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.

**Idaho Power Company
 COVID-19 Monthly Report
 March 2021**

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 | - | 11 | 2 | 13 |
| 97837 | - | 2 | - | 2 |
| 97840 | - | 1 | - | 1 |
| 97870 | - | 10 | - | 10 |
| 97884 | - | 3 | - | 3 |
| 97901 | - | 11 | - | 11 |
| 97903 | - | 2 | - | 2 |
| 97904 | - | 1 | - | 1 |
| 97905 | - | 19 | - | 19 |
| 97906 | - | 3 | - | 3 |
| 97907 | - | 16 | - | 16 |
| 97908 | - | 1 | - | 1 |
| 97910 | - | 3 | - | 3 |
| 97913 | 1 | 92 | 3 | 96 |
| 97914 | 10 | 349 | 8 | 367 |
| 97918 | 1 | 75 | 5 | 81 |
| Grand Total | 12 | 600 | 18 | 630 |

**Idaho Power Company
COVID-19 Monthly Report
March 2021**

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 |
|--------------------|--------------------------|-------------|--------------------------|-------------|
| 97834 | - | 11 | - | 11 |
| 97837 | - | 5 | - | 5 |
| 97870 | 1 | 12 | 7 | 20 |
| 97884 | - | 2 | - | 2 |
| 97901 | - | 14 | - | 14 |
| 97903 | - | 2 | - | 2 |
| 97906 | - | 5 | - | 5 |
| 97907 | - | 7 | 2 | 9 |
| 97909 | - | 1 | - | 1 |
| 97910 | - | 5 | - | 5 |
| 97913 | - | 70 | - | 70 |
| 97914 | 5 | 249 | 6 | 260 |
| 97918 | - | 50 | 1 | 51 |
| Grand Total | 6 | 433 | 16 | 455 |

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

**Idaho Power Company
COVID-19 Monthly Report
March 2021**

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

| Customer Class | Total Count of Arrears 31+ Days Past Due |
|--------------------------|---|
| Residential | 1,381 |
| Small General Commercial | 90 |
| Grand Total | 1,471 |

**Idaho Power Company
COVID-19 Monthly Report
March 2021**

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 | 1,381 | 453 | 305 | 623 |
| 97814 | 1 | - | - | 1 |
| 97819 | 1 | - | 1 | - |
| 97834 | 35 | 6 | 11 | 18 |
| 97837 | 7 | 6 | - | 1 |
| 97840 | 3 | 3 | - | - |
| 97870 | 23 | 2 | 15 | 6 |
| 97884 | 12 | 7 | 2 | 3 |
| 97901 | 20 | 11 | - | 9 |
| 97903 | 10 | 5 | 2 | 3 |
| 97904 | 4 | 2 | 1 | 1 |
| 97905 | 22 | 17 | 4 | 1 |
| 97906 | 10 | 3 | 2 | 5 |
| 97907 | 44 | 15 | 10 | 19 |
| 97908 | 1 | - | 1 | - |
| 97910 | 7 | 6 | - | 1 |
| 97911 | 3 | - | 3 | - |
| 97913 | 210 | 80 | 39 | 91 |
| 97914 | 751 | 207 | 162 | 382 |
| 97918 | 217 | 83 | 52 | 82 |
| Small General Commercial | 90 | 44 | 13 | 33 |
| 97834 | 3 | - | - | 3 |
| 97837 | 3 | 3 | - | - |
| 97870 | 5 | 5 | - | - |
| 97884 | 1 | 1 | - | - |
| 97901 | 1 | - | 1 | - |
| 97905 | 2 | 2 | - | - |
| 97907 | 3 | 2 | 1 | - |
| 97910 | 3 | 2 | 1 | - |
| 97913 | 12 | 5 | 2 | 5 |
| 97914 | 23 | 6 | 4 | 13 |
| 97918 | 34 | 18 | 4 | 12 |
| Grand Total | 1,471 | 497 | 318 | 656 |

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 Monthly Report
March 2021**

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 | \$ 581,298.85 | \$ 46,812.46 | \$ 74,210.57 | \$ 460,275.82 |
| 97814 | \$ 1,219.95 | \$ - | \$ - | \$ 1,219.95 |
| 97819 | \$ 635.10 | \$ - | \$ 635.10 | \$ - |
| 97834 | \$ 23,350.77 | \$ 963.00 | \$ 2,452.30 | \$ 19,935.47 |
| 97837 | \$ 1,555.82 | \$ 667.97 | \$ - | \$ 887.85 |
| 97840 | \$ 267.86 | \$ 267.86 | \$ - | \$ - |
| 97870 | \$ 6,549.80 | \$ 128.77 | \$ 3,387.03 | \$ 3,034.00 |
| 97884 | \$ 3,286.46 | \$ 346.15 | \$ 296.23 | \$ 2,644.08 |
| 97901 | \$ 13,162.16 | \$ 889.77 | \$ - | \$ 12,272.39 |
| 97903 | \$ 3,157.34 | \$ 583.47 | \$ 1,092.03 | \$ 1,481.84 |
| 97904 | \$ 1,126.49 | \$ 20.91 | \$ 188.05 | \$ 917.53 |
| 97905 | \$ 1,933.55 | \$ 743.25 | \$ 308.93 | \$ 881.37 |
| 97906 | \$ 9,599.30 | \$ 122.62 | \$ 451.43 | \$ 9,025.25 |
| 97907 | \$ 22,643.68 | \$ 1,971.92 | \$ 3,533.15 | \$ 17,138.61 |
| 97908 | \$ 158.90 | \$ - | \$ 158.90 | \$ - |
| 97910 | \$ 1,524.67 | \$ 453.88 | \$ - | \$ 1,070.79 |
| 97911 | \$ 335.37 | \$ - | \$ 335.37 | \$ - |
| 97913 | \$ 78,935.36 | \$ 6,883.60 | \$ 10,714.94 | \$ 61,336.82 |
| 97914 | \$ 321,620.86 | \$ 21,897.56 | \$ 37,417.03 | \$ 262,306.27 |
| 97918 | \$ 90,235.41 | \$ 10,871.73 | \$ 13,240.08 | \$ 66,123.60 |
| Small General Commercial | \$ 11,636.04 | \$ 2,698.59 | \$ 1,321.58 | \$ 7,615.87 |
| 97834 | \$ 633.67 | \$ - | \$ - | \$ 633.67 |
| 97837 | \$ 595.39 | \$ 595.39 | \$ - | \$ - |
| 97870 | \$ 222.90 | \$ 222.90 | \$ - | \$ - |
| 97884 | \$ 2.72 | \$ 2.72 | \$ - | \$ - |
| 97901 | \$ 80.64 | \$ - | \$ 80.64 | \$ - |
| 97905 | \$ 37.27 | \$ 37.27 | \$ - | \$ - |
| 97907 | \$ 182.09 | \$ 105.60 | \$ 76.49 | \$ - |
| 97910 | \$ 79.34 | \$ 60.39 | \$ 18.95 | \$ - |
| 97913 | \$ 2,719.47 | \$ 376.75 | \$ 368.43 | \$ 1,974.29 |
| 97914 | \$ 3,464.66 | \$ 410.82 | \$ 98.38 | \$ 2,955.46 |
| 97918 | \$ 3,617.89 | \$ 886.75 | \$ 678.69 | \$ 2,052.45 |
| Grand Total | \$ 592,934.89 | \$ 49,511.05 | \$ 75,532.15 | \$ 467,891.69 |

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 Monthly Report
March 2021**

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 | \$ 420.93 | \$ 103.34 | \$ 243.31 | \$ 738.81 |
| 97814 | \$ 1,219.95 | \$ - | \$ - | \$ 1,219.95 |
| 97819 | \$ 635.10 | \$ - | \$ 635.10 | \$ - |
| 97834 | \$ 667.16 | \$ 160.50 | \$ 222.94 | \$ 1,107.53 |
| 97837 | \$ 222.26 | \$ 111.33 | \$ - | \$ 887.85 |
| 97840 | \$ 89.29 | \$ 89.29 | \$ - | \$ - |
| 97870 | \$ 284.77 | \$ 64.39 | \$ 225.80 | \$ 505.67 |
| 97884 | \$ 273.87 | \$ 49.45 | \$ 148.12 | \$ 881.36 |
| 97901 | \$ 658.11 | \$ 80.89 | \$ - | \$ 1,363.60 |
| 97903 | \$ 315.73 | \$ 116.69 | \$ 546.02 | \$ 493.95 |
| 97904 | \$ 281.62 | \$ 10.46 | \$ 188.05 | \$ 917.53 |
| 97905 | \$ 87.89 | \$ 43.72 | \$ 77.23 | \$ 881.37 |
| 97906 | \$ 959.93 | \$ 40.87 | \$ 225.72 | \$ 1,805.05 |
| 97907 | \$ 514.63 | \$ 131.46 | \$ 353.32 | \$ 902.03 |
| 97908 | \$ 158.90 | \$ - | \$ 158.90 | \$ - |
| 97910 | \$ 217.81 | \$ 75.65 | \$ - | \$ 1,070.79 |
| 97911 | \$ 111.79 | \$ - | \$ 111.79 | \$ - |
| 97913 | \$ 375.88 | \$ 86.05 | \$ 274.74 | \$ 674.03 |
| 97914 | \$ 428.26 | \$ 105.79 | \$ 230.97 | \$ 686.67 |
| 97918 | \$ 415.83 | \$ 130.98 | \$ 254.62 | \$ 806.39 |
| Small General Commercial | \$ 129.29 | \$ 61.33 | \$ 101.66 | \$ 230.78 |
| 97834 | \$ 211.22 | \$ - | \$ - | \$ 211.22 |
| 97837 | \$ 198.46 | \$ 198.46 | \$ - | \$ - |
| 97870 | \$ 44.58 | \$ 44.58 | \$ - | \$ - |
| 97884 | \$ 2.72 | \$ 2.72 | \$ - | \$ - |
| 97901 | \$ 80.64 | \$ - | \$ 80.64 | \$ - |
| 97905 | \$ 18.64 | \$ 18.64 | \$ - | \$ - |
| 97907 | \$ 60.70 | \$ 52.80 | \$ 76.49 | \$ - |
| 97910 | \$ 26.45 | \$ 30.20 | \$ 18.95 | \$ - |
| 97913 | \$ 226.62 | \$ 75.35 | \$ 184.22 | \$ 394.86 |
| 97914 | \$ 150.64 | \$ 68.47 | \$ 24.60 | \$ 227.34 |
| 97918 | \$ 106.41 | \$ 49.26 | \$ 169.67 | \$ 171.04 |
| Grand Total | \$ 403.08 | \$ 99.62 | \$ 237.52 | \$ 713.25 |

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 Monthly Report
March 2021**

I. Non-pay service disconnects, by customer class

| Disconnects | | | | |
|--------------------|------------|--------------------------|--------------------------|-------------|
| Zip Code | Irrigation | Large General Commercial | Small General Commercial | Grand Total |
| 97914 | 9 | 2 | 1 | 12 |
| Grand Total | 9 | 2 | 1 | 12 |

Idaho Power Company
 COVID-19 Monthly Report
 March 2021

m. Service reconnects, by customer class

| Zip Code | Irrigation | | Large General Commercial | | 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 |
| 97914 | 2 | 1 | 2 | - | 1 | - | 5 | 1 |
| Total | 2 | 1 | 2 | - | 1 | - | 5 | 1 |

Idaho Power Company
Entire Service Area Small Commercial Customer Count and Disconnects
March 2021

Response to Staff's standing Information Request No. 25:

| Small Commercial | March 2021 |
|--|------------|
| Customers | 31,960 |
| Disconnects ¹ | 29 |
| Disconnects as percentage of customers | 0.09% |

¹ Of the Company's 29 small commercial customers who were disconnected for non-payment in March 2021, 24 were reconnected within 7 days, 18 of which were reconnected within 1 day.

In response to Staff's standing Information Request No. 25, the Company is providing its small commercial customer count and disconnect data for its entire service area within its Monthly COVID-19 report and will continue to do so through December 2021.

Idaho Power Company
Oregon Small Commercial Customer Count and Disconnects
March 2021

Response to Staff's standing Information Request No. 26:

| Small Commercial | March 2021 |
|--|------------|
| Customers | 2,629 |
| Disconnects ¹ | 1 |
| Disconnects as percentage of customers | 0.04% |

¹The small commercial customer was reconnected within 1 day of having been disconnected for non-payment.

In response to Staff's standing Information Request No. 26, the Company is providing its Oregon small commercial customer count and disconnect data within its Monthly COVID-19 report and will continue to do so through December 2021.