



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: 187

Report is required by: OAR
 Statute
 Order 20-401

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.

Monthly 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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December 20, 2021

VIA ELECTRONIC FILING

PUC.FilingCenter@puc.oregon.gov

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

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 | - | 33 | 30 | 649 | 99 | 811 |
| 97837 | - | 26 | - | 63 | 18 | 107 |
| 97840 | - | - | 2 | 93 | 13 | 108 |
| 97844 | - | 1 | - | - | - | 1 |
| 97870 | - | 20 | 20 | 422 | 66 | 528 |
| 97884 | - | 22 | 7 | 162 | 49 | 240 |
| 97901 | - | 104 | 20 | 348 | 67 | 539 |
| 97902 | - | 1 | 1 | 28 | 5 | 35 |
| 97903 | - | 41 | 1 | 77 | 28 | 147 |
| 97904 | - | 20 | 3 | 106 | 49 | 178 |
| 97905 | 1 | 19 | 6 | 97 | 43 | 166 |
| 97906 | - | 51 | 7 | 133 | 41 | 232 |
| 97907 | - | 15 | 35 | 371 | 115 | 536 |
| 97908 | - | 56 | 2 | 58 | 40 | 156 |
| 97909 | - | 89 | 2 | 46 | 21 | 158 |
| 97910 | - | 66 | 17 | 380 | 87 | 550 |
| 97911 | - | 2 | 7 | 88 | 28 | 125 |
| 97913 | - | 421 | 151 | 2,062 | 348 | 2,982 |
| 97914 | 5 | 612 | 505 | 6,628 | 1,072 | 8,822 |
| 97917 | - | 1 | - | 1 | 1 | 3 |
| 97918 | 1 | 529 | 122 | 1,896 | 411 | 2,959 |
| 97920 | - | 28 | 2 | 33 | 9 | 72 |
| 97934 | - | - | - | - | 1 | 1 |
| 97980 | - | - | - | - | 1 | 1 |
| Grand Total | 7 | 2,173 | 940 | 13,765 | 2,621 | 19,506 |

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

**Idaho Power Company
COVID-19 Monthly Report
November 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 | | |
| 87870 | - | \$ - | - | \$ - | - | \$ - | - | \$ - | - | \$ - |
| 97720 | - | \$ - | - | \$ - | - | \$ - | - | \$ - | - | \$ - |
| 97814 | - | \$ - | - | \$ - | - | \$ - | - | \$ - | - | \$ - |
| 97819 | - | \$ - | - | \$ - | - | \$ - | - | \$ - | - | \$ - |
| 97834 | - | \$ - | - | \$ - | 6 | \$ 14.72 | 12 | \$ 6.37 | 18 | \$ 21.09 |
| 97837 | - | \$ - | 5 | \$ 26.01 | - | \$ - | 1 | \$ 0.01 | 6 | \$ 26.02 |
| 97840 | - | \$ - | - | \$ - | - | \$ - | - | \$ - | - | \$ - |
| 97844 | - | \$ - | - | \$ - | - | \$ - | - | \$ - | - | \$ - |
| 97870 | - | \$ - | 2 | \$ 0.60 | 5 | \$ 15.27 | 5 | \$ 1.42 | 12 | \$ 17.29 |
| 97884 | - | \$ - | 6 | \$ 15.75 | 1 | \$ 2.99 | 5 | \$ 1.02 | 12 | \$ 19.76 |
| 97901 | - | \$ - | 11 | \$ 11.76 | 1 | \$ 4.18 | 11 | \$ 5.76 | 23 | \$ 21.70 |
| 97902 | - | \$ - | - | \$ - | - | \$ - | - | \$ - | - | \$ - |
| 97903 | - | \$ - | 2 | \$ 0.49 | 1 | \$ 9.58 | 1 | \$ 0.25 | 4 | \$ 10.32 |
| 97904 | - | \$ - | 2 | \$ 12.64 | - | \$ - | 5 | \$ 1.06 | 7 | \$ 13.70 |
| 97905 | - | \$ - | - | \$ - | - | \$ - | 2 | \$ 1.01 | 2 | \$ 1.01 |
| 97906 | - | \$ - | 4 | \$ 9.78 | - | \$ - | 3 | \$ 2.07 | 7 | \$ 11.85 |
| 97907 | - | \$ - | 3 | \$ 2.66 | 1 | \$ 1.81 | 6 | \$ 1.84 | 10 | \$ 6.31 |
| 97908 | - | \$ - | 11 | \$ 41.14 | - | \$ - | 4 | \$ 0.55 | 15 | \$ 41.69 |
| 97909 | - | \$ - | 19 | \$ 19.64 | - | \$ - | 2 | \$ 0.24 | 21 | \$ 19.88 |
| 97910 | - | \$ - | 4 | \$ 1.10 | 1 | \$ 11.07 | 8 | \$ 3.75 | 13 | \$ 15.92 |
| 97911 | - | \$ - | - | \$ - | 3 | \$ 33.36 | 1 | \$ 0.10 | 4 | \$ 33.46 |
| 97913 | - | \$ - | 40 | \$ 106.03 | 8 | \$ 22.88 | 40 | \$ 22.59 | 88 | \$ 151.50 |
| 97914 | - | \$ - | 88 | \$ 327.50 | 55 | \$ 444.61 | 132 | \$ 89.58 | 275 | \$ 861.69 |
| 97917 | - | \$ - | - | \$ - | - | \$ - | - | \$ - | - | \$ - |
| 97918 | 1 | \$ 1,126.13 | 63 | \$ 139.07 | 9 | \$ 33.38 | 39 | \$ 15.62 | 112 | \$ 1,314.20 |
| 97920 | - | \$ - | 3 | \$ 5.51 | - | \$ - | - | \$ - | 3 | \$ 5.51 |
| 97934 | - | \$ - | - | \$ - | - | \$ - | 1 | \$ 0.12 | 1 | \$ 0.12 |
| 97980 | - | \$ - | - | \$ - | - | \$ - | - | \$ - | - | \$ - |
| Grand Total | 1 | \$ 1,126.13 | 263 | \$ 719.68 | 91 | \$ 593.85 | 278 | \$ 153.36 | 633 | \$ 2,593.02 |

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
November 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 | - | 7 | 2 | 9 |
| 97837 | - | 1 | - | 1 |
| 97870 | - | 5 | 1 | 6 |
| 97884 | - | 2 | - | 2 |
| 97901 | - | 7 | - | 7 |
| 97903 | 1 | 5 | - | 6 |
| 97904 | - | 1 | - | 1 |
| 97905 | - | 4 | - | 4 |
| 97906 | - | 5 | - | 5 |
| 97907 | - | 14 | - | 14 |
| 97910 | - | 2 | - | 2 |
| 97913 | - | 75 | 2 | 77 |
| 97914 | 6 | 305 | 6 | 317 |
| 97918 | 4 | 80 | 1 | 85 |
| Grand Total | 11 | 514 | 12 | 537 |

**Idaho Power Company
 COVID-19 Monthly Report
 November 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 | - | 1 | - | 1 |
| 97837 | - | 1 | - | 1 |
| 97840 | - | 1 | - | 1 |
| 97870 | - | 8 | - | 8 |
| 97884 | - | 1 | - | 1 |
| 97901 | - | 5 | - | 5 |
| 97903 | 1 | 4 | - | 5 |
| 97904 | - | 3 | - | 3 |
| 97905 | - | 2 | - | 2 |
| 97907 | - | 8 | - | 8 |
| 97909 | - | 1 | 1 | 2 |
| 97910 | - | 7 | - | 7 |
| 97911 | - | 1 | - | 1 |
| 97913 | - | 51 | - | 51 |
| 97914 | 6 | 225 | 7 | 238 |
| 97918 | 2 | 56 | 3 | 61 |
| Grand Total | 9 | 375 | 11 | 395 |

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
November 2021**

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.

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

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.

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

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

| Customer Class | Total Count of Arrears 31+ Days Past Due |
|--------------------------|---|
| Residential | 1,238 |
| Small General Commercial | 112 |
| Grand Total | 1,350 |

**Idaho Power Company
COVID-19 Monthly Report
November 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 | 1,238 | 523 | 196 | 519 |
| 97819 | 2 | 1 | - | 1 |
| 97834 | 27 | 16 | 4 | 7 |
| 97837 | 8 | 6 | 1 | 1 |
| 97840 | 3 | 2 | - | 1 |
| 97870 | 24 | 10 | 7 | 7 |
| 97884 | 19 | 12 | 3 | 4 |
| 97901 | 20 | 8 | 7 | 5 |
| 97903 | 11 | 5 | 2 | 4 |
| 97904 | 3 | 1 | - | 2 |
| 97905 | 27 | 12 | 13 | 2 |
| 97906 | 13 | 8 | - | 5 |
| 97907 | 39 | 22 | 5 | 12 |
| 97908 | 2 | 2 | - | - |
| 97909 | 1 | 1 | - | - |
| 97910 | 20 | 8 | 2 | 10 |
| 97911 | 1 | 1 | - | - |
| 97913 | 164 | 55 | 44 | 65 |
| 97914 | 631 | 243 | 72 | 316 |
| 97918 | 219 | 106 | 36 | 77 |
| 97920 | 4 | 4 | - | - |
| Small General Commercial | 112 | 70 | 18 | 24 |
| 97834 | 7 | 3 | - | 4 |
| 97837 | 1 | 1 | - | - |
| 97870 | 3 | 1 | 1 | 1 |
| 97884 | 4 | 3 | 1 | - |
| 97903 | 1 | 1 | - | - |
| 97906 | 2 | 1 | - | 1 |
| 97908 | 1 | 1 | - | - |
| 97909 | 1 | 1 | - | - |
| 97910 | 3 | 1 | - | 2 |
| 97913 | 18 | 13 | 4 | 1 |
| 97914 | 46 | 34 | 3 | 9 |
| 97918 | 25 | 10 | 9 | 6 |
| Grand Total | 1,350 | 593 | 214 | 543 |

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
November 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 | \$ 423,611.13 | \$ 33,507.62 | \$ 30,992.88 | \$ 359,110.63 |
| 97819 | \$ 973.60 | \$ 93.44 | \$ - | \$ 880.16 |
| 97834 | \$ 5,655.14 | \$ 1,030.85 | \$ 482.42 | \$ 4,141.87 |
| 97837 | \$ 397.47 | \$ 245.28 | \$ 127.11 | \$ 25.08 |
| 97840 | \$ 104.82 | \$ 51.39 | \$ - | \$ 53.43 |
| 97870 | \$ 4,773.28 | \$ 592.17 | \$ 1,220.85 | \$ 2,960.26 |
| 97884 | \$ 4,570.96 | \$ 659.68 | \$ 142.34 | \$ 3,768.94 |
| 97901 | \$ 9,716.93 | \$ 682.00 | \$ 1,193.39 | \$ 7,841.54 |
| 97903 | \$ 2,580.71 | \$ 288.28 | \$ 472.27 | \$ 1,820.16 |
| 97904 | \$ 712.36 | \$ 74.36 | \$ - | \$ 638.00 |
| 97905 | \$ 1,222.05 | \$ 550.97 | \$ 528.65 | \$ 142.43 |
| 97906 | \$ 12,448.95 | \$ 527.90 | \$ - | \$ 11,921.05 |
| 97907 | \$ 26,697.73 | \$ 1,426.61 | \$ 535.00 | \$ 24,736.12 |
| 97908 | \$ 546.17 | \$ 546.17 | \$ - | \$ - |
| 97909 | \$ 83.17 | \$ 83.17 | \$ - | \$ - |
| 97910 | \$ 1,723.14 | \$ 639.27 | \$ 164.98 | \$ 918.89 |
| 97911 | \$ 0.03 | \$ 0.03 | \$ - | \$ - |
| 97913 | \$ 51,945.56 | \$ 3,001.19 | \$ 6,442.37 | \$ 42,502.00 |
| 97914 | \$ 236,238.70 | \$ 15,357.08 | \$ 15,078.41 | \$ 205,803.21 |
| 97918 | \$ 63,080.28 | \$ 7,517.70 | \$ 4,605.09 | \$ 50,957.49 |
| 97920 | \$ 140.08 | \$ 140.08 | \$ - | \$ - |
| Small General Commercial | \$ 6,020.47 | \$ 2,366.27 | \$ 1,118.07 | \$ 2,536.13 |
| 97834 | \$ 766.38 | \$ 25.75 | \$ - | \$ 740.63 |
| 97837 | \$ 0.62 | \$ 0.62 | \$ - | \$ - |
| 97870 | \$ 454.62 | \$ 36.34 | \$ 38.28 | \$ 380.00 |
| 97884 | \$ 88.32 | \$ 68.56 | \$ 19.76 | \$ - |
| 97903 | \$ 25.43 | \$ 25.43 | \$ - | \$ - |
| 97906 | \$ 118.54 | \$ 5.72 | \$ - | \$ 112.82 |
| 97908 | \$ 9.67 | \$ 9.67 | \$ - | \$ - |
| 97909 | \$ 9.67 | \$ 9.67 | \$ - | \$ - |
| 97910 | \$ 118.20 | \$ 57.72 | \$ - | \$ 60.48 |
| 97913 | \$ 1,209.30 | \$ 569.20 | \$ 325.87 | \$ 314.23 |
| 97914 | \$ 2,299.15 | \$ 1,318.88 | \$ 304.88 | \$ 675.39 |
| 97918 | \$ 920.57 | \$ 238.71 | \$ 429.28 | \$ 252.58 |
| Grand Total | \$ 429,631.60 | \$ 35,873.89 | \$ 32,110.95 | \$ 361,646.76 |

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
November 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 | \$ 342.17 | \$ 64.07 | \$ 158.13 | \$ 691.93 |
| 97819 | \$ 486.80 | \$ 93.44 | \$ - | \$ 880.16 |
| 97834 | \$ 209.45 | \$ 64.43 | \$ 120.61 | \$ 591.70 |
| 97837 | \$ 49.68 | \$ 40.88 | \$ 127.11 | \$ 25.08 |
| 97840 | \$ 34.94 | \$ 25.70 | \$ - | \$ 53.43 |
| 97870 | \$ 198.89 | \$ 59.22 | \$ 174.41 | \$ 422.89 |
| 97884 | \$ 240.58 | \$ 54.97 | \$ 47.45 | \$ 942.24 |
| 97901 | \$ 485.85 | \$ 85.25 | \$ 170.48 | \$ 1,568.31 |
| 97903 | \$ 234.61 | \$ 57.66 | \$ 236.14 | \$ 455.04 |
| 97904 | \$ 237.45 | \$ 74.36 | \$ - | \$ 319.00 |
| 97905 | \$ 45.26 | \$ 45.91 | \$ 40.67 | \$ 71.22 |
| 97906 | \$ 957.61 | \$ 65.99 | \$ - | \$ 2,384.21 |
| 97907 | \$ 684.56 | \$ 64.85 | \$ 107.00 | \$ 2,061.34 |
| 97908 | \$ 273.09 | \$ 273.09 | \$ - | \$ - |
| 97909 | \$ 83.17 | \$ 83.17 | \$ - | \$ - |
| 97910 | \$ 86.16 | \$ 79.91 | \$ 82.49 | \$ 91.89 |
| 97911 | \$ 0.03 | \$ 0.03 | \$ - | \$ - |
| 97913 | \$ 316.74 | \$ 54.57 | \$ 146.42 | \$ 653.88 |
| 97914 | \$ 374.39 | \$ 63.20 | \$ 209.42 | \$ 651.28 |
| 97918 | \$ 288.04 | \$ 70.92 | \$ 127.92 | \$ 661.79 |
| 97920 | \$ 35.02 | \$ 35.02 | \$ - | \$ - |
| Small General Commercial | \$ 53.75 | \$ 33.80 | \$ 62.12 | \$ 105.67 |
| 97834 | \$ 109.48 | \$ 8.58 | \$ - | \$ 185.16 |
| 97837 | \$ 0.62 | \$ 0.62 | \$ - | \$ - |
| 97870 | \$ 151.54 | \$ 36.34 | \$ 38.28 | \$ 380.00 |
| 97884 | \$ 22.08 | \$ 22.85 | \$ 19.76 | \$ - |
| 97903 | \$ 25.43 | \$ 25.43 | \$ - | \$ - |
| 97906 | \$ 59.27 | \$ 5.72 | \$ - | \$ 112.82 |
| 97908 | \$ 9.67 | \$ 9.67 | \$ - | \$ - |
| 97909 | \$ 9.67 | \$ 9.67 | \$ - | \$ - |
| 97910 | \$ 39.40 | \$ 57.72 | \$ - | \$ 30.24 |
| 97913 | \$ 67.18 | \$ 43.78 | \$ 81.47 | \$ 314.23 |
| 97914 | \$ 49.98 | \$ 38.79 | \$ 101.63 | \$ 75.04 |
| 97918 | \$ 36.82 | \$ 23.87 | \$ 47.70 | \$ 42.10 |
| Grand Total | \$ 318.25 | \$ 60.50 | \$ 150.05 | \$ 666.02 |

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
 November 2021

I. Non-pay service disconnects, by customer class

| Disconnects | | | | |
|--------------------|------------|--------------------------|-------------|-------------|
| Zip Code | Irrigation | Large General Commercial | Residential | Grand Total |
| 97913 | 3 | - | 7 | 10 |
| 97914 | 11 | - | 16 | 27 |
| 97918 | - | 1 | 7 | 8 |
| 97920 | 3 | - | - | 3 |
| Grand Total | 17 | 1 | 30 | 48 |

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

m. Service Reconnects, by customer class

| Zip Code | Large General Commercial | | Residential | | 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 |
| 97913 | - | - | 6 | 1 | 6 | 1 |
| 97914 | - | - | 12 | 1 | 12 | 1 |
| 97918 | 1 | - | 5 | - | 6 | - |
| Grand Total | 1 | - | 23 | 2 | 24 | 2 |

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

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

| Small Commercial | November 2021 |
|--|---------------|
| Customers | 32,417 |
| Disconnects ¹ | 40 |
| Disconnects as percentage of customers | 0.12% |

¹ Of the Company's 40 small commercial customers who were disconnected for non-payment in November 2021, 33 were reconnected within 7 days, 29 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
November 2021

Response to Staff's standing Information Request No. 41:

| Small Commercial | November 2021 |
|--|----------------------|
| Customers | 2,621 |
| Disconnects | 0 |
| Disconnects as percentage of customers | 0.00% |

In response to Staff's standing Information Request No. 41, 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.